

**UNITED STATES BANKRUPTCY COURT
DISTRICT OF CONNECTICUT
NEW HAVEN DIVISION**

In re:

SPECTRUM, HEALTH CARE, LLC, *et al.*,¹

Debtors.

Chapter 11

**Case No. 16-21635 (JJT)
Through 16-21638**

(Jointly Administered)

REPORT OF PATIENT CARE OMBUDSMAN NANCY SHAFFER

Nancy Shaffer, M.A., the Connecticut State Long Term Care Ombudsman, having been appointed the Patient Care Ombudsman for Spectrum Healthcare LLC, et al, Inc. d/b/a Derby, Spectrum (Case No.), d/b/a Hartford Spectrum (Case No.), d/b/a/ Manchester, Spectrum (Case No.), (collectively the “Debtors”) on October 26, 2016, hereby provides this Report to the Court in accord with Section 333 of the Bankruptcy Code and Interim Fed. R. Banker. P. 2015.1, regarding the quality of patient care provided to residents.

The Patient Care Ombudsman along with the Long-Term Care Ombudsman Program (LTCOP) monitors quality of life and care on behalf of residents of the Debtors’ facilities as follows: (i) Spectrum Healthcare Derby, LLC; (ii) Spectrum Healthcare Hartford; and (iii) Spectrum Healthcare Manchester.

The Patient Care Ombudsman and her designees, Regional Ombudsmen Amber Burke, Dan Lerman and Thomas Pantaleo, have made regular visits to the Spectrum homes, including the Hartford home which is now in receivership, on behalf of the Patient Care Ombudsman.

¹ Spectrum Healthcare, LLC, Case No. 16-21635 (JJT), Spectrum Healthcare Derby, LLC, Case No. 16-21636 (JJT), Spectrum Healthcare Hartford, LLC, Case . No. 16-21637 (JJT), Spectrum Healthcare Manchester, LLC, Case No. 16-21638 (JJT), and Spectrum Healthcare Torrington, LLC, Case No. 16-21639 (JJT).

They assess the overall health, welfare and well-being of all individuals who reside in these nursing homes, address any concerns the residents or their representatives may raise and monitor supply and physical plant issues for potential adverse effects to the health and safety of the residents.

Spectrum Derby: The census at this home was 102/120 at last visit on December 8, 2017. The census has fluctuated over time, dropping as low as 96 in July, 2017, and increasing to a high of 117 in March, 2017 (this high due in large part to temporary care of resident evacuees from another Connecticut nursing home).

In late October, 2017, a new full-time nursing home administrator was employed, Mr. Doug Melanson. Mr. Melanson was previously the administrator of the Spectrum Hartford home so is familiar with corporate policies and procedures. Some other staff changes include the new Director of Nursing Services, Ms. Dee Dee Norris, who was formerly this home's Assistant Director of Nursing.

There are no physical plant issues observed or reported at the Spectrum home in Derby. The medical supply room and food storage room appear well-stocked. While there have been some concerns reported to the Regional Ombudsman, facility interventions have satisfactorily resolved the issues. There is no change reported in the ongoing hold on the Veteran's Administration's hold on new admissions to this home. This policy will be maintained pending resolution of the bankruptcy reorganization.

Spectrum Hartford: The Hartford home, Park Place, remains in receivership under Mr. Jonathan Nagle. There is a new administrator since last report to the Court as well as a new social worker. All other major staff members remain in place.

The census has rebounded somewhat since the receivership order. In particular this rebound may be the result of the wind down and resident transfers from another skilled nursing home in the Hartford area. There are currently 120 individuals residing at this home. Residents and their families remain hopeful that the facility will be purchased and under new ownership soon so that they do not have to relocate.

No concerns have been forwarded to the Department of Public Health during this reporting period.

There have not been any vendor, physical plant or supply issues noted during visits.

Spectrum Manchester: The Spectrum home in Manchester, Connecticut is comprised of the Crestfield skilled nursing facility with 95 licensed beds and the Fenwood rest home with nursing supervision with 60 licensed beds. The current census at Crestfield remains stable at 78 residents. Fenwood has a slightly decreased census from the last sixty day report with 26 residents in house.


There have not been any recent changes in administrative positions. And there are no open staff positions. Each section of the campus continues to present clean and well-kept. There have not been any complaints to the Ombudsman Program during this past reporting period.

Per the Patient Care Ombudsman's conversation with Administrator Scott Duell on December 27, 2017, he understands that the Spectrum homes will be out of the bankruptcy reorganization process very soon.

The Patient Care Ombudsman and the Regional Ombudsmen will continue to monitor the quality of care and services provided to the residents of this facility and will report any changes to the Court throughout the bankruptcy reorganization.

Respectfully submitted,

Dated January 2, 2018


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CERTIFICATION

I hereby certify that on this 2nd day of January, 2018, a copy of the foregoing Report of Patient Care Ombudsman Nancy Shaffer was served to all parties through the Court's Electronic Case Filing System or by first class mail, postage prepaid, to the following:

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