

On September 24, 2024, the Centers for Medicare & Medicaid Services (CMS) posted an updated termination of the provider agreement for Abbott Terrace, with a new effective date of October 9, 2024. This appears to provide up to an additional 30 days for residents, family members, and resident representatives to make informed decisions about where they will receive their long-term services and supports moving forward. The facility had reported to residents that if the termination notice were upheld then the facility would be closed.

The Office of the State Ombudsman is concerned whenever there is a nursing home closure because it can leave residents and their families facing uncertainty and distress. Closures raise significant issues regarding the continuity of care, displacement of residents, and the overall well-being of those affected.

We know that the sudden closure of homes disrupts the stability and security that residents depend on, potentially leading to adverse health effects and emotional distress, but we hope that this outweighs the risks associated with a facility that is not able to offer the appropriate care residents deserve.

Nursing homes provide essential care and support to older adults and individuals with disabilities who rely on these facilities and the staff to have their individual care needs met. However, it is also important that the facility, its owners, and management companies be financially stable to have the ability to provide good quality care. If they are not or put profits over the residents in the facility, then the impact and care concerns can be significant.

The Ombudsman Office is committed to advocating for the rights and well-being of the residents during this challenging time. Our team is actively working to ensure that the needs of residents are met and that their voices are heard. We are focused on the following key areas:

1. Ensuring that any transfers are safe, appropriate, and resident directed: We are collaborating with other state agencies, local authorities, and alternative care providers to facilitate the safe and seamless transfer of residents. Residents will have individualized meetings to develop plans and help them identify where they want to transfer. Our goal is to minimize the disruption to residents' lives and ensure they receive continuous, high-quality care.
2. Protecting Resident Rights: We are closely monitoring the process to ensure that residents' rights are upheld throughout the transition process. This includes safeguarding personal belongings, maintaining access to medical records, and ensuring that residents and their families are fully informed of their options and rights.

55 FARMINGTON AVENUE • 12TH FLOOR, HARTFORD, CT 06105-3725
Phone: (860) 424-5200 • Fax: (860) 772-1704 • Email: LTCOP@ct.gov
Web: <https://portal.ct.gov/LTCOP>

An Equal Opportunity / Affirmative Action Employer

3. Providing Emotional Support: Understanding the emotional toll that these closures can take, our office is providing support services to residents and their families. We are here to listen to their concerns, offer guidance, and connect them with resources that can help them through this difficult period.

4. Advocating for Systemic Solutions: We are advocating for long-term solutions and improvements to the stability of the nursing home industry. This includes working with policymakers to improve regulatory oversight and enhance the overall quality of care in nursing homes.

The Ombudsman Office urges residents and their families to reach out to us for assistance. We are here to help navigate the complexities of the situation and ensure that every resident receives the care and respect they deserve.

For more information or to seek assistance, please contact our office at 866-388-1888 or visit our website at portal.ct.gov/LTCOP



Sincerely,

A handwritten signature in blue ink, appearing to read "Mairead Painter".

Mairead Painter
State Long-Term Care Ombudsman
Department of Aging and Disability Services