



DDS Council Monthly Report

April 2009

Meetings held and/or attended

- April 2nd -Met with CO Utilization Nurse
- April 7th -Met with CO Children Services Coordinator
- April 8th -CHRO meeting
- April 8th -Met with Aging Coordinator
- April 8th -Met with CO Utilization Nurse
- April 13th -Met with EEOC Director
- April 13th -Met with West Region Assistant Director
- April 13th -Met with Audit Department
- April 14th -Met with CO Utilization Nurse
- April 14th -Meeting with P&A
- April 15th -Meeting with Operations Department
- April 16th -DDS Council meeting
- April 16th -Inspector's meeting
- April 17th -Met with CO Utilization Nurse
- April 22nd -Met with QI Director
- April 29th -North Region Director's meeting
- April 30th -GCYD meeting
- April 30th -Met with South Region CM

Concerns\ Issues

- Family contacted Office regarding the care of a family member recently admitted to a nursing home facility. Facility was not answering the family's Health questions. Family inquired as to why there was no case management in place. Visited consumer at facility after contacting region and speaking with OBRA nurse. Determined that family never sought guardianship or conservator status. This explained why facility would not answer questions which they felt were confidential. After visit, contacted region and asked if they would telephone family to inform them how they could become guardians. Family assumed guardianship meant complete liability for family member, notified family that region would call to explain guardianship procedures.
- Individual contacted Office using the electronic ombudsman form and inquired about what services were available for an older individual with Autism that lived with parent, who is now deceased. Contacted the Autism department, furnished him with names of agencies to follow up with; Bureau of Rehabilitation Services, Independent Living Centers and informed them of Autism Pilots in greater Hartford and New Haven area. Also, stated that if individual had IQ of 69 or below to contact DDS.

- Received a call from Group Home manager regarding a DDS consumer currently residing at a skilled nursing facility, due to a fall. Group Home manager stated that DDS case manager referred her to Office. Visited consumer next day with both DDS case manager and House manager. Mom had stated that facility did not address his pain level because consumer is non-verbal. Asked case manager if she could meet with staff along with mom, who knows what signs to look for. Suggested she speak with staff and physical therapists to give them ideas and examples of how to determine pain. Charge nurse illustrated a document with face pictures (smiling to sad) and informed me it is used for individuals who could not express pain levels. Case manager and House manager shared concerns they had with facility, I advised them to speak with mom. The DDS case manager, House manager and I met with charge nurse and physical therapists to discuss short-term plans.
- Met with Protection & Advocacy advocate regarding consumer residing in nursing home. Individual needs Assistive technology/low-tech to help communicate. Individual has progressive illness affecting speech. Determined that individual needed an evaluation due to his inability for fine motor function. Recommended that we visit NEAT marketplace with individual to see what technologies were available and what technologies he was most comfortable with before spending any of his funding.
- Worked with Assistant Regional Director (ARD), West region, regarding complaint filed by dad of a DDS consumer. A private recreational club with ties to "Special Olympics" denied application for inclusion of daughter. Dad stated that they gave numerous excuses all of which amounted to discriminatory practice. Researched with Audit department if this private club received any state funding or violated any ADA compliance. Spoke with both parents regarding issue. ARD contacted private recreational club members. After numerous inquiries determined that while unfortunate the recreational club could deny application for reasons stated, because they "did not" receive any state funds nor did they have ties to Special Olympics, as the father had originally thought.

- Spoke with QI Director and CO Utilization Nurse regarding possible strike at 6 to 12 nursing facilities. Discuss contingency plans such as unannounced visits at these facilities during strike.

Skilled Nursing Facility visits (see attached SNF Report)

- 4/2 met with four consumers at Brook Hollow Health Care in Wallingford.
- 4/23 met with four consumers at Cobalt Health Center.
- 4/30 met with one consumer at Gladeview Health Center in Old Saybrook. CM request.
- 5/1 met with one of six consumers at Wintonbury in Bloomfield. CM request.
- 5/7 met with six consumers at Twin Maples in Durham.

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Areas of Concern

- Case Management - 4
- Day Program – 3
- Dental- 1
- Eligibility - 4
- Funding/Budget – 2
- Guardianship – 1
- Health & Safety - 2
- Information/Referral - 27
- Placement - 4
- Respite - 1
- SNF's – 5

ISSUES/CONCERN TOTAL – 54

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