



Department of Health

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TTY: 711
www.health.ri.gov

May 15, 2023

Dear residents, families, and employees,

I am writing to let you know that the Rhode Island Department of Health (RIDOH) and the Rhode Island Attorney General's Office have taken an action today intended to make Pawtucket Falls Healthcare Center a safer place for residents, and a more stable workplace for employees.

As you may know, many health and safety concerns have arisen at Pawtucket Falls over the last several months. These health and safety concerns included medication errors, issues with the food prepared for residents, and the quality of care received by residents when medical issues arose.

The safety of nursing home residents is one of RIDOH's top priorities. For this reason, we took these health and safety concerns at Pawtucket Falls very seriously. Between October 2022 and now, we have done 11 inspections and surveys at the nursing home. In February 2023, we required the owners of Pawtucket Falls to hire an independent monitor to oversee the quality of accommodations and care at the nursing home. In April 2023, we required the owners of Pawtucket Falls to hire a RIDOH-approved temporary manager. Despite these efforts, there has not been enough improvement at Pawtucket Falls.

The action that RIDOH and the Attorney General took today was to petition a Rhode Island Superior Court judge to have a receiver assume control of Pawtucket Falls Healthcare Center. A receiver is an independent party who would be in total control of the facility. The receiver will work together with the temporary manager to take even greater measures to ensure proper operation of the facility. The receiver's scope will include managing the facility's operations and finances entirely. This receiver will be directly accountable to the judge for the work being done to keep residents healthy and safe.

I recognize that this may be unsettling news for you. However, this legal action is a necessary step to ensure more accountability from the licensee of the facility, and it would mean that the facility would be provided with resources and structure to create a healthier and safer nursing home community. There is no indication at this time that Pawtucket Falls Healthcare Center intends to close.

Residents, family members, and employees with questions can contact Rhode Island's Long-Term Care Ombudsman at 401-785-3340. Rhode Island's Long-Term Care Ombudsman advocates on behalf of residents in care facilities, listening to their concerns and taking action to protect their rights.

We thank you for your patience and understanding during this time.

Sincerely,

A handwritten signature in black ink that reads "Utpala Bandy".

Utpala Bandy, MD, MPH
Interim Director of Health
Rhode Island Department of Health