STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	225380	A. Building B. Wing	04/14/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
Vantage at Westfield LLC	60 East Silver Street Westfield, MA 01085

For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)
F 0565 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few	Honor the resident's right to organize and participate in resident/family groups in the facility. Based on interviews and records reviewed, the facility failed to ensure grievances and concerns reported during the Resident Council meetings in February and March 2026 were addressed timely and that a response/rationale by the facility was provided to the Council to address the concerns.Specifically, the facility failed to ensure that:-The facility provided a response to the concerns brought forth during Resident Council about timeliness of call bell response on the A-wing in February 2026.-The response by the facility relative to the repeated concerns about the timeliness of call bell response in March 2026 were relayed to the Resident Council. Findings include:Review of the facility policy titled Resident Council, created January 2017, indicated the Resident Council is mandated by law and is the recognized forum established for the residents to voice their ideas and/or concerns regarding their environment and care. This governing body works closely with the administration of the facility and other staffs to possible [sic] affect changes and resolve problems within the facility where they reside. The policy also included the following:-Concerns:Follow up on concerns.Demonstrate that all concerns addressed in resident council, either individually or from the group, are important.Address collective concerns using the Concern Form to inform the appropriate department of the concern in a timely manner.Communicate resolution of previous and current group concerns that are identified. On 4/10/26 at 10:30 A.M., a Resident Council Meeting was held with the survey team and 15 facility Residents who resided on both the A-wing and B-wing. The following concerns were discussed:-The facility staff do not always respond to the call bells timely.-When a resident turns on the call bell, staff will turn the call bell off and say they will return in five minutes, but they will not return to provide assistance until 30-45 minutes later. -Six out of the 15 residents present in the meeting said they have concerns about the facility staff's timeliness to respond to call bells and that the staff will turn the call bell off and not return until much later. -The residents said these concerns about the call bells have been brought up during previous resident council meetings (in February 2026 and March 2026), that there has been no resolution to these concerns and they were unaware of what the facility did to address these concerns. Review of the Resident Council Minutes from January 2026 through March 2026 included the following:-February 24, 2026:Old business: Resident on A-Wing continues to be concerned about waiting a long time for the call bell to be answered while he/she is in the bathroom.New business: Overall, all of the residents have two concerns about call bells. The call bells take a long time to be answered and the staff will come in and shut off the call bell and not return. -March 24, 2026:Old business: Residents overall on the A-Wing are concerned about the overall time for their call bells to be answered and state that they wait a long time. Not resolved.A-Wing residents overall continue to be concerned that staff come in and shut off their call bell and do not return. Not resolved. New Business: The concerns raised in the meeting for Nursing are in old business. Review of the Plan of Correction (Concern) Forms, provided by the Activity Director (AD), in response to the identified Resident Council concerns, included the following:-February 24, 2026:A notation to please return the Form to the AD by March 13, 2026.Resident on A-wing continues to be concerned that he/she waits a long time for the call bell to be answered while he/she is in the bathroom.Call Bells: The call bells take a long time to answer on both units, and staff come in and shut the bells off and do not come back. Further review of the Plan (continued on next page)

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE

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F 0565 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few	of Correction (Concern) Form indicated the responses to these concerns were blank. A handwritten notation on the Form indicated there was no response from nursing for the 3/24/26 meeting. -March 24, 2026:A notation to please return the form to the AD by April 10, 2026.Residents overall on A-wing are concerned about the overall time for their call bells to be answered and they state they wait a long time. A-wing residents overall continue to be concerned that staff come in and shut off their call bell and do not come back.Further review of the Plan of Correction (Concern) Form indicated the following response to the listed concerns: Staff educated. During an interview on 4/14/26 at 10:33 A.M., the AD said when concerns are discussed during the Resident Council meetings, she completes a Plan of Correction Form that identifies the concern and gives this Form to the department responsible to address the concern. The AD said the concerns from February 2026 and March 2026 about the call bell responses were brought to the Nursing department and given to the Director of Nurses (DON) and copies were also provided to the Administrator. The AD said the Department head would have two weeks to provide a response to the Resident Councils concerns and then this response/plan would be reviewed in the next scheduled Resident Council meeting. The AD said there was no response provided to the Resident Council's concerns in February 2026 and the concerns were still not resolved when it was discussed in March 2026. During an interview on 4/14/26 at 10:53 A.M., the DON said she was familiar with the process for addressing concerns brought forth after the Resident Council meetings. The DON said she was not sure what occurred when the concerns about the call bell response were brought forth by the AD after the February 2026 Resident Council meeting, but that staff education was provided after concerns were brought up again in the March 2026 Resident Council meeting. During an interview on 4/14/26 at 12:21 P.M., with the facility Administrator, the surveyor relayed the concerns about the facility's response to address the concerns brought forth by the Resident Council in February 2026, March 2026 and during the Resident Council meeting in April 2026 relative to the call bell response, and the Administrator said she understood the concerns.