### Summary of Deficiencies

**Deficiency Type:** 483.18(h)(2) Housekeeping & Maintenance Services

The facility must provide housekeeping and maintenance services necessary to maintain a sanitary, orderly, and comfortable interior.

This REQUIREMENT is not met as evidenced by:
- Based on observation, staff interview and facility record review, the facility failed to maintain resident furniture and doors leading to resident bathrooms in good repair in four (4) of five (5) resident rooms observed on one unit. In addition, a hole was noted in the drywall behind the door leading to the resident overnight room on the same unit.
- The findings are:
  - During the initial tour of the facility on 8/24/11 starting at 9:20 a.m., no observations were made.
  - Room 237 - the second drawer on the resident dresser was off the track and unable to be closed. The laminate on the top of the second drawer and top of dresser front was missing exposing the unfinished surface.
  - Room 270 - the top drawer on the resident dresser was hanging open and off a plastic track preventing the drawer from being closed. A dresser knob was missing in the bathroom facing the resident's bedroom. The hole was approximately 18 inches from the bottom of the door.

**Provider's Plan of Correction**

- No residents were affected by the alleged deficient practice.
- In room 237 the second drawer on the dresser was repaired and the laminate on the top of the second drawer and top of the dresser front has been replaced as of 9/9/11.
- In room 270 the top drawer on the resident dresser rail/track has been replaced. The circular hole in the bathroom door was repaired as of 9/9/11.
- In room 276 the handle on the dresser drawer was replaced. The laminate on the top drawer has been repaired.
- The hole leading to the bathroom of 278 has been repaired.
- The wall in the nourishment room has been repaired.
- An audit of resident rooms and common areas was completed as of 9/9/11.
Room 276—the handle on second drawer on the right side of the resident dresser was broken and the piece of the handle necessary to open the drawer was missing. The laminate on the top drawer on the left side of the dresser was peeled up.

Room 278—the door leading into the resident bathroom had an L-shaped hole punched through the door approximately 10 inches below the top of the door.

Resident Nourishment Room—the drywell directly behind the door leading into the Nourishment Room had approximately a four inch hole at the level of the door knob. Observation revealed a decorative cover which was placed over the hole, had been pushed into the wall. The larger hole which had been created was stuffed with paper towels.

During an interview on 8/24/11 at 3:10 p.m. the maintenance director stated he was unaware of these problems and staff needed to notify him of any needed repairs. He added that he made daily rounds of the resident rooms at 6:30 a.m. and noted anything that needed to be repaired. He was unable to provide any information about the system he used to make these rounds. When asked, he stated that he did not look at the condition of the dressers. He just looked for general problems. The maintenance director indicated the facility started putting new laminate on the dressers last year, but he did not have any schedule of how this project was being conducted and when it would be completed.

Review of the maintenance log revealed no
Continued From page 2:

Concerns documented related to any of the observed resident rooms or the nourishment room. Review of documents related to the rounds made by the maintenance director revealed several pieces of paper with notes written about specific issues, but nothing related to the items observed during the survey.