

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 10/21/2016
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345172	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 09/24/2016
NAME OF PROVIDER OR SUPPLIER MERIDIAN CENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 707 NORTH ELM STREET HIGH POINT, NC 27262	
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
F 000	INITIAL COMMENTS This complaint investigation was done on 9/7/16. During the review of a deficiency, the agency ' s management team identified substandard quality of care. The survey team reentered the facility on 9/23/16 to obtain additional information and to do an extended survey. The survey team exited the facility on 9/24/16.	F 000		
F 166 SS=D	483.10(f)(2) RIGHT TO PROMPT EFFORTS TO RESOLVE GRIEVANCES A resident has the right to prompt efforts by the facility to resolve grievances the resident may have, including those with respect to the behavior of other residents. This REQUIREMENT is not met as evidenced by: Based on resident and staff interviews and review of work orders and pest control service log, the facility failed to resolve resident grievances to repair air conditioners, eliminate pests in the facility and maintain comfortable temperatures in resident rooms for 4 of 5 sampled residents (Resident #2, #3, #4 and #5). The findings included: 1. Resident #5 was admitted to the facility on 2/18/16. The cumulative diagnoses included hypertension and diabetes. The Minimum Data Set (MDS) dated 6/13/16, indicated that Resident #5 's cognition was intact and required extensive assistance with activities of daily living. During initial tour on date 9/7/16 at 6:15 AM, Resident #5 was up and dressed sitting in a wheelchair at the sink. She was wiping ants down from in around the sink while she was brushing	F 166	1. Resident #5's room (201) was deep cleaned on 10,5,2016. The personal fan was cleaned by Housekeeping on 10/5/2016. AC Unit was cleaned on 9/30/2016. AC was repaired on 10/6/2016. Resident's room was treated by Rentokill/Steritech for pests on 10/5/2016. Resident #2's room (206) was deep cleaned on 10/5/2016. and the personal fan was cleaned by housekeeping on 10/5/2016. The AC unit was cleaned on 9/30/2016. AC was replaced on 9/7/2016. Per interview with resident on 10/5/2016 with Regional Nurse, the AC unit has not leaked since it was replaced but he prefers to use his fan. Resident #2 was offered a room change by Social Services on 10/4/2016 and resident declined the	10/21/16

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Electronically Signed

10/07/2016

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.

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F 166	Continued From page 1 her hair. She also had a dirty personal fan blowing in the room. The personal fan had a heavy amount of dust and dirty buildup throughout the fan frame and blades. Resident #5 stated that her air conditioner blew out hot air and she reported it to the maintenance person during the early part of the summer. Resident #5 stated that she had the fan running to get some sort of circulation. She stated the maintenance person never came back to check or fix it. The air condition button was pressed down on high cool, but hot air was blew from the system. The unit was very dirty with food and dust throughout the inside and out. Resident #5 stated she was so hot during the summer with the warm days she couldn ' t stand to be in her clothes and had to keep the fan close in her face and over her body just to get some air. She didn ' t see why she had to stay in the room with no air, the fan just gave a little bit of relief. "I thought it was the facility's responsibility to keep those dang things working. It should have been fixed a long time ago." Review of work order dated 7/26/16, documented Resident #5's air conditioner was not working and it was extremely hot in the room for residents even with fan. During an interview on 9/7/16 at 7:23AM, Housekeeper (HK#1) indicated she reported to maintenance about several residents complaining that their rooms were too hot and the air conditions did not work. She stated, in particular, Resident #5 reported to her the air conditioner was not working. She stated when the air conditioner was turned on, condensation would form and you would have to soak up the water with a towel. This had been going on since the early part of the summer and it still did not work. She stated when she observed any bugs, roaches or air conditioner concerns she reported	F 166	room change. Resident #4 (Room 211) was deep cleaned on 10/5/2016. The AC unit was cleaned on 9/30/2016. AC was repaired on 10/6/2016. Resident's concerns of pest in the cafe was treated on 10/6/2016 by new pest control company Rentokill/Steritech. Interview with NA#2 identified rooms that blew hot air as: 251,113,206,132,209,210, and 201. AC units were cleaned and repaired by the maintenance department on 10/6/2016. Interview with HK#4 identified rooms were 206, 210, 208, and 251. AC units were cleaned and repaired by the Maintenance Department on 10/7/2016. Room 206 was replaced by housekeeping and Assistant Administrator (AA) on 9/7/2016. Work order from 7/13/2016 for room 136 AC unit was completed by Housekeeping and Assistant Administrator on 9/15/2016 Work order from 7/18/2016 for room 216 AC unit will be replaced. Work order from 7/26/2016 for room 201 AC unit was completed. Work order from 8/5/2016 for room 244 AC unit was completed. Work order from 8/9/2016 for room 122 AC unit was completed. Work order from 8/10/2016 for room 249 AC unit was completed. Work order from 8/18/2016 for room 147 AC unit was completed. AC unit in room 132 was repaired on		

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F 166	<p>Continued From page 2</p> <p>them to her supervisor or maintenance.</p> <p>During an observation on 9/7/16 at 7:38AM, Nurse#4 stated there had been an on-going problems with air conditioners not working since the beginning of June when residents first started complaining mainly on the 1st floor. Maintenance had been given several work orders verbally and written for air conditioners that were not working in resident rooms, some of the rooms identified that were not working included 132, 244, 216, 249, 251, 201, 136 and 122. The nurse indicated that once the work order was submitted to the maintenance department, the expectation was for the Maintenance Director to take care of the problems. Some residents had personal fans just to keep cool or there were fans placed in the halls, just to cool things off. Residents also reported these concerns to maintenance individually, she was unaware if any of the concerns were addressed or fixed.</p> <p>2. Resident #2 was admitted on 1/28/14. The cumulative diagnoses included quadriplegia and chronic respiratory failure. The Minimum Data Set (MDS) dated 7/28/16, indicated Resident #2 cognition was intact and required total assistance with activities of daily living.</p> <p>During an observation on 9/7/16 at 7:43 AM, Resident #2 was lying in bed with a dirty personal fan blew in his face. The air conditioner was checked and when the high cool button was pressed down, it blew out hot air. On the inside of the air conditioner there was old food and trash on the inside.</p> <p>During an interview on 9/17/16 at 7:43AM, Resident #2 indicated that he had reported the air conditioner was not working since the summer to</p>	F 166	<p>_____</p> <p>The new pest control company Rentokill/Steritech treated rooms identified as having pests (Rooms: 201,211,213, and 216) and the nourishment rooms on 10/5/2016. The dining areas and soiled utility rooms were treated on 10/6/2016.</p> <p>2. The facility has contracted with a new pest control company, Rentokill/Steritech beginning on 9/29/2016. On 10/5/2016 a meeting was held to discuss initial plan for the remaining resident rooms and the rest of the facility.</p> <p>The Housekeeping Supervisor will monitor facility fans and clean as necessary.</p> <p>3. In-service for staff on 10/6/2016 on the new pest control company and procedures to identify any pest issues in the facility. Additional statement was added to grievance form to be attached to maintenance work orders. Grievance log will be brought to morning stand up meetings 5 days a week for review by the Interdisciplinary Team (IDT) to ensure maintenance work orders and grievances are completed timely. IDT will monitor 8 residents each week to see if they have any issues with room temperatures, pests, or any other concerns. They will monitor all grievances weekly for 4 weeks, then 2 times a month for 3 months. Maintenance Director and Maintenance Assistant were in-serviced on work order/grievance procedures. The Maintenance Director will</p>		

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F 166	<p>Continued From page 3</p> <p>maintenance and again in the beginning of August. When the air conditioner was turned on, it leaked all over the floor and staff had to use towels to soak up all the water on the floor. The work order was given to the Maintenance Director who did not do anything about the unit. The Assistant Administrator also came in the room at the end of August and the problem was still not fixed. The resident said he had to use a fan that blows out hot air. The Resident reported that he gets frustrated reporting about the air conditioner that had not worked all summer. He said, " You end up sweating to death because no one would fix it. There was no reason it has taken this long to fix or replace it, when they have known about it all summer. " Resident #2 stated that no one offered a room change or bothered to replace it, they kept trying to patch it up. "They basically have just been told not to turn it on".</p> <p>Review of maintenance order dated 8/17/16, documented air conditioner was leaking.</p> <p>3. Resident #4 was admitted to the facility on 12/10/15. The cumulative diagnoses included heart failure and hypertension. The Minimum Data Set (MDS) dated 7/16/16 indicated Resident #4 cognition was intact and required total assistance with activities of daily living.</p> <p>During an observation on 9/7/16 at 12:10PM, Resident #4 indicated she reported to maintenance several months ago that the air conditioner blew out hot air. She indicated it got so hot sometimes she had to sleep without her covers on so "I don't die of a heat stroke". This had been going on since the summer. The resident stated she knew no one had been in the room to check on the air conditioner, because she stayed in her room most of the time. The</p>	F 166	<p>meet with Assistant Administrator to ensure work order completion in a timely manner.</p> <p>4. Any trends observed by Maintenance Director, Assistant Administrator, or IDT will be brought to QA meetings for three months.</p>		

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F 166	<p>Continued From page 4 maintenance man never came back.</p> <p>During an interview on 9/7/16 at 6:41AM, Nurse Aide (NA#1) on 1st floor indicated she was a new employee and had heard other residents and staff complain about the hot rooms due to broken air conditioners. She indicated there were a few rooms that the air conditioner didn't work, but she was told they were working on them once they had been reported to the Maintenance Director.</p> <p>4. Resident #3 was admitted on 3/15/16. The cumulative diagnoses included Parkinson's disease, restless syndrome and anemia. The Minimum Data Set (MDS) dated 7/22/16, indicated Resident #3 cognition was intact and required total assistance with activities of daily.</p> <p>During an interview on 9/7/16 at 12:10 PM, Resident #3 stated that his air conditioner worked on and off during the summer, that it would get really hot and you would have to leave the door open to get air in the room. He stated he told maintenance about it at least twice. He said, it works when it wants and he was not sure whether it was ever fixed. Resident #3 stated he had not seen bugs in his room, but in the dining room around the serving station and in the corners of the room.</p> <p>Review of work order dated 8/5/16, documented the air conditioner was not working.</p> <p>During an interview on 9/7/16 at 6:55 AM, Nurse #1 indicated that residents had reported the air conditioners in rooms were not working and blew out hot air. She stated several residents reported the rooms were hot all summer and the air conditioners didn ' t work. Some residents had</p>	F 166			

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F 166	<p>Continued From page 5</p> <p>fans, but they were upset that the rooms were too hot and wondered why the air conditioners were not working properly. All of these concerns were reported to management and maintenance. Nurse #1 stated nothing had been done for months.</p> <p>During an interview on 9/7/16 at 7:08 AM, NA#2 indicated that several resident ' s air conditioners did not work and were blew out hot air. The NA identified a few rooms (251, 113, 206, 132, 209, 210 and 201). NA#2 stated some residents had fans, but they blew hot air, as well. These concerns were reported all summer long and no one seemed to address the problem. Residents were being told they were working on the air conditioners, but no one ever got back to them. The air conditioner in room 206 was leaking lots of water, so they turned it off all together.</p> <p>During an interview and observation on 9/7/16 at 8:04 AM, Nurse #5 indicated the concerns with the air conditioner not working has been going on for a long time. Nurse #5 indicated that the operation of the air conditioners had been reported to maintenance by resident, staff and families. The residents had complained about the air conditioners since June and again they provided fans that blew hot air to some and none of the reported units have been fixed.</p> <p>During an interview on 9/7/16 at 8:38 AM, HK#3 indicated that residents had been complaining all summer about how hot it was in their rooms and the air conditioners not working and it was reported to maintenance.</p> <p>During an interview on 9/7/16 at 9:06AM, HK#4 indicated Maintenance was responsible for</p>	F 166			

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F 166	<p>Continued From page 6</p> <p>cleaning the air conditioners inside and housekeeping outside. HK#4 stated several rooms had air conditioners that were not working, several rooms were identified 206, 210, 251 and others. HK#4 reported that room 206 floods heavily when the air conditioner was turned on and HK#4 had to use blankets to absorb all the water off the floor. The resident in the room reported the issue several times. People came by to look at it, but it was never fixed, so it was left off most of the time and the resident used a fan that blows hot air.</p> <p>During an interview on 9/7/16 at 9:14 AM, the Assistant Administrator (AA) indicated that he had been aware of the pest control issues and the air conditioners not working properly. He added that he was under the impression that the previous maintenance director had worked on the work orders and environmental concerns. The AA stated staff were expected to complete any work orders and place in maintenance box and observations of bugs, rodents should be documented in the echo lab service log book. The AA acknowledged after doing a building check there were several outstanding work orders that had not been completed and the exterminating process had not been effective. The AA further acknowledged that residents had concerns about the temperatures in the rooms and were not comfortable due to the broken and/or non-functional air conditioners. The expectation was that the maintenance director would handle the required repair and report to administration when things needed to be purchased and the pest control issues resolved.</p> <p>During an interview on 9/7/17 at 9:22 AM, the housekeeping supervisor (HKS) indicated that</p>	F 166			

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F 166	<p>Continued From page 7</p> <p>housekeeping staff had reported concerns to her about resident reports about air conditioners not working and observations of roaches, bugs in resident rooms, dining rooms, nursing stations and nourishment rooms during their clean ups. The HKS added that maintenance director was responsible for managing the pest control issues and cleaning and repairing the air conditioners. She recently assumed the responsibilities of monitoring and checking these tasks within the past two weeks.</p> <p>During an interview on 9/7/16 at 11:08 AM, NA #3 and NA #4 indicated they had resident complaints about the air conditioners not working properly and the fans blew hot air. Both NAs stated the concerns had been reported to housekeeping, maintenance and nursing.</p> <p>During an interview on 9/7/16 at 4:14 PM, the Administrator indicated that she was unaware that the repairs and cleaning was not being done by the Maintenance Director. The Administrator indicated that when facility/environment issues were brought up and discussed in stand up meetings the Maintenance Director assured the team things were getting resolved. The expectation was when residents, staff or family report concerns, the concerns should be addressed and resolved and follow-up on within five working days.</p> <p>The work orders for the Maintenance department dated back to July 2016 for concerns about the air conditioning systems. The Work Orders included: 7/13/16 (Room 136) " the air conditioner doesn ' t work and blew hot air only",</p>	F 166			

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F 166	Continued From page 8 7/18/16 (Room 216) " the air conditioner was not working and extremely hot in the room for resident even with a fan", 7/26/16 (Room 201) " the air conditioner not working extremely hot in room for resident even with fan ", 8/5/16 (Room 244) " the air conditioner not working", 8/9/16 (Room 122) " air conditioner unit was not blowing in any cold air", 8/10/16 (Room) 249 checked air conditioner ", 8/18/16 documented in (Room 147) " air conditioner did not blow out cold air" . Review of pest control service log dated 7/27/16 documented giant roaches in nurse station, dining room on tables. On 9/3/16 roaches around sink and crawling between bed and walls of resident rooms. The Maintenance Director was unavailable for interview.	F 166			
F 253 SS=F	483.15(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 observations, resident and staff interviews and review of maintenance work orders and cleaning checklist, the facility failed to clean and repair air conditioners for 2 of 2 floors (rooms 102, 104, 105, 109, 113, 114, 117,121, 122, 124, 132, 141, 147, 201, 206, 208, 209,210,	F 253	Dirty AC units were identified in rooms: 102, 104,105, 109, 113, 114, 121, 117, 122, 124, 132, 141, 147, 201, 206, 208, 209, 210, 211, 213, 216, 217, 220, 221, 222, 226, 231, 232, 233, 234, 235, 237, 239, 244, 246, 248, 251. All AC units will	10/21/16	

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F 253	<p>Continued From page 9</p> <p>211, 213, 216, 217, 220, 221, 222, 226, 231, 233, 234, 235, 237, 239, 244, 246, 248 and 251) 2) and maintain comfortable room temperatures in resident rooms for 4 of 4 sampled residents (Resident #2, #3, #4 and #5); the facility failed to clean 3 of 3 ice machines; the facility failed to clean the 4 of 4 ice chest and facility failed to clean the refrigerators for 3 of 3 nourishment rooms.</p> <p>The findings included:</p> <p>1.</p> <p>The work orders for the Maintenance department dated back to July 2016 for concerns about the air conditioning systems. The Work Orders included:</p> <p>7/13/16 (Room 136) " the air conditioner doesn ' t work and blew hot air only " ,</p> <p>7/18/16 (Room 216) " the air conditioner was not working and extremely hot in the room for resident even with a fan " ,</p> <p>7/26/16 (Room 201) " the air conditioner not working extremely hot in room for resident even with fan " ,</p> <p>8/5/16 (Room 244) " the air conditioner not working " ,</p> <p>8/9/16 (Room 122) " air conditioner unit was not blowing in any cold air " ,</p> <p>8/10/16 (Room) 249 checked air conditioner " ,</p> <p>During a tour of the following rooms on 9/7/16 from 6:30AM through 12:20PM and 9/23/16, the following areas were observed:</p> <p>a. Room 102 air conditioner had a large amount of dust and dirt inside of the unit.</p> <p>b. Room 104 air conditioner had a large amount</p>	F 253	<p>be cleaned by 10/8/2016 by Maintenance Department.</p> <p>AC units identified as blowing hot air were identified in the following rooms: 114, 124, 132, 210, 216, 217, 220, 124. All units were placed on list for replacement. Maintenance Assistant cleaned and repaired AC units in rooms: 117, 121, 122, 141, 147, 201, 203, 208, 209, 211, 213, 221, 231, 234, 235, 246, 251.</p> <p>AC in room 206 had a missing knob and had sharp metal piece of exposed button exposed. This unit was replaced on 9/29/2016 by Property Manager and Assistant Administrator.</p> <p>2. Resident #5's (room 201) room was deep cleaned on 10/5/2016, the personal fan was cleaned by Housekeeping on 10/5/2016. The AC unit was cleaned on 9/30/2016 and repaired on 10/5/2016.</p> <p>Resident #2's (room 206) room was deep cleaned on 10/5/2016 and the personal fan was cleaned by housekeeping on 10/5/2016.. The AC unit was cleaned on 9/30/2016. The AC unit was replaced on 9/7/2016. Per interview with Regional Nurse on 10/5/5/2016 the AC unit has not leaked since being replaced, but resident prefers to use his personal fan. Resident #2 was offered a room change on 10/4/2016 and resident declined the room change.</p> <p>Resident #4's (room 211) room was deep cleaned on 10/5/2016. The AC unit was</p>		

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F 253	Continued From page 10 of dust, dirt and paper inside the unit. c. Room 105 air conditioner had a large amount of dust and paper inside the unit. d. Room 109 the air conditioner had a large amount of thick grey dust, paper products (spoons, straws, gloves, napkin scraps) and food (bread) inside the unit. e. Room 113 air conditioner had large amount of thick grey dust, paper products and food (bread, candy, stalks from grapes) inside of the unit. The air conditioner blew hot air while the high cool button was pressed down. f. Room 114 air conditioner blew hot air when the high cool button was pressed down. The inside had a large amount of grey dust, chips, straws, paper, and brown matter on the knobs and the front casing had fallen off the front. g. Room 117, air conditioner blew hot air when the high cool button was pressed down. There was a large amount of grey dust, food particles, dried brown chunks of unknown particles and napkin particles inside the unit. h. Room 121 air conditioner blew hot air when the high cool button was pressed down. There was a large amount of thick dust and paper products on the inside of the unit. i. Room 122 air conditioner blew out hot air when the high cool button was pressed down. There was a large amount of thick grey dust and trash inside the unit. The plug was broken during a follow-up observation.	F 253	cleaned on 9/30/2016. The AC unit was repaired by Maintenance on 10/5/2016. Resident #3's (room 244) AC unit was repaired on 10/5/2016. The AC unit was cleaned on 9/30/2016. Resident had concerns of pest in the cafe. The cafe was treated on 10/6/2016 by new pest control company Rentokill/Steritech. Interview with NA#8 identified AC units that blew hot air in rooms: 216, 246, and 220. The AC units were cleaned and repaired by the maintenance department on 10/6/2016. These units were put on the list to be replaced. Room 213. and 216 were identified as having ants and roaches inside. These rooms were treated by Rentokill/Steritech on 10/5/2016. AC units in rooms :222, 226, 231, 233, 234, and 235 were identified as not functioning properly. These AC units were repaired by the Maintenance Director. AC units in rooms: 222, 226, 231, 234, and 235 were cleaned but have no power. Resident #10 and Nurse #3 noted that AC units in rooms 222, 226, 234, and 235 were not working properly. The AC unit in front of the nurses station was noted as not working. All units were cleaned on 9/30/2016 and repaired on 10/6/2016. The ice maker in the employee break room and the two in the kitchen were cleaned on 10/7/2016. The cleaning schedule was implemented on 10/6/2016 to be cleaned by the Dietary Department every two weeks or as needed. A checklist		

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F 253	Continued From page 11 j. Room 124 air conditioner blew out hot air when the high cool button was pressed down. There was a large amount of thick grey dust inside of the unit. The unit was no longer working on the follow-up visit. k. Room 132 air conditioner blew out hot air when the high cool button was pressed down. There was a large amount of thick grey dust and dirt, trash (paper products) inside of the unit. l. Room 141 air conditioner blew out hot air when the high cool button was pressed down. There was a large amount of dust and dirt, trash (paper products) inside the unit. m. Room 147 air conditioner blew out hot air when the high cool button was pressed down. There was a large amount of dust, dirt and trash inside the unit. n. Room 201 air conditioner blew out hot air when the high cool button was pressed down. There was a large amount of dust, dirt and trash inside the unit. o. Room 203 the air conditioner had large volume of dust and food particles on the inside and the front cover would not stay attached. p. Room 206 air conditioner knob was missing the plastic covering and the sharp metal piece of the buttons were exposed. The high cool button did not work. There was a large amount of thick grey dust, dirt and food on the inside of unit. q. Room 208 air conditioner blew out hot air when the high cool button was pressed down. There was a large amount of grey dust and food	F 253	for the cleaning of ice machines was created and implemented on 10/7/2016. The FSD will monitor completion of the cleaning schedule. All dietary staff will be in-serviced by FSD and Assistant Administrator on ice machine cleaning by 10/10/2016. The Maintenance Director will update the Tels program to include a deep clean and sanitizing of the ice machines every three weeks by maintenance. Two ice chests on the first floor and on eon the second floor were cleaned on 10/6/2016. It will be the responsibility of the Housekeeping department to clean and sanitize the ice chests daily. A checklist was implemented on 10/6/2016 to be signed by housekeeper when cleaning is complete. Housekeeping Supervisor will monitor completion sheets. Housekeeping Supervisor will in-service staff on cleaning of ice chests by 10/10/2016. The refrigerator in 2 South Nourishment room, 1 North nourishment room, and Homestead Nourishment room were cleaned on 10/7/2016. The refrigerator in the cafe was cleaned on 10/7/2016. It will be the responsibility of the housekeeping department to maintain cleanliness of the refrigerators. Check off list for the cleanliness of the refrigerators was initiated on 10/6/2016. The Housekeeping Supervisor will in-service staff on cleanliness of refrigerators by 10/10/2016. 2. A contract was started on 9/29/2016 with a new pest control company,		

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F 253	Continued From page 12 (dried meat particles) inside the unit. r. Room 209 air conditioner blew out hot air when the high cool button was pressed down. There was food (unknown) inside the unit. s. Room 210 air conditioner blew out hot when the air high cool button was pressed down. There was a large amount of dust, dirt and trash inside the unit. t. Room 211 air conditioner blew out hot air when the high cool button was pressed down. There was a large amount of dust and dirt inside the unit. u. Room 213 air conditioner blew out hot air when the high cool button was pressed down. There was a large amount of dust, dirt and trash inside the unit. v. Room 216 air conditioner blew out hot air when the high cool button was pressed down. There was a large amount of dust, dirt and food (old dried meat and bread) inside unit. w. Room 217 air conditioner blew out hot air when the high cool button was pressed down. There was a large amount of dust, paper products and bread inside the unit. x. Room 220 the air conditioner blew hot air when the high cool button was pressed down. There was a large amount of grey dust there were paper products, chips and other food particles on the inside and around the knobs. y. Room 221 the air conditioner blew out hot air when the high cool button was pressed down. There was a large amount of dust and paper	F 253	Rentokill/Steritec. The company treated rooms 201, 211, 216, 213, 251, soiled utility rooms, nurses stations, nourishment rooms, and restrooms on 10/6/2016. Rentokill/Steritech is scheduled to return on 10/10/2016 to complete treatment of second floor and begin treatment of first floor. They will treat in the facility weekly for one month, then biweekly thereafter. 3. The staff will be in-serviced beginning on 10/6/2016 on the new pest control company and procedures for identifying pest issues. Additional statements were added to grievance forms to be attached to maintenance work orders to identify maintenance issues. The Interdisciplinary Team will monitor 8 residents each week to check for any issues with pests, room temperatures, or any other concerns. The IDT will monitor grievances weekly for 4 weeks, then 2 times a month for 3 months. Maintenance Director and Assistant were in-serviced on 10/6/2016 on work order/grievance procedures. The Maintenance Director will meet with the Assistant Administrator weekly to ensure work orders are addressed timely. 4. Any trending issues will be brought to QA meetings for three months to be reviewed by QA Committee.		

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F 253	Continued From page 13 inside the unit. z. Room 222 the air conditioner had a large amount of trash and food particles inside the unit. aa. Room 226 air conditioner blew out hot air when the high cool button was pressed down. There was a large amount of dust, dirt and food particles inside the unit. bb. Room 231 air conditioner blew out hot air when the high cool button was pressed down. There was a large amount of dust, dirt and food particles inside the unit. cc. Room 233 air conditioner blew out hot air when the high cool button was pressed down. There was a large amount of dust, dirt and food particles inside the unit. dd. Room 234 air conditioner blew out hot air when the high cool button was pressed down. There was a large amount of dust, dirt and food particles inside the unit. ee. Room 235 air conditioner blew out hot air when the high cool button was pressed down. There was a large amount of dust, dirt and food particles inside the unit. ff. Room 237 air conditioner had a large amount of dust, dirt, trash (paper products) and food inside the unit. gg. Room 239 air conditioner had a large amount of dust, dirt, trash (paper products) and food particle inside the unit.	F 253			

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F 253	<p>Continued From page 14</p> <p>hh. Room 244 air conditioner had trash (paper products/gloves) and food (candy) on the inside of the unit and hot air blew when cool button pressed down.</p> <p>ii. Room 246 the air conditioner blew out hot air when the high cool button was pressed down. There was a large amount of grey dust, paper products, chips and other food particles inside the unit and around the knobs.</p> <p>jj. Room 248 air conditioner had trash a large amount of grey dust inside of the unit.</p> <p>kk. Room 251 air conditioner blew hot air when the high cool button was pressed down. There was a large amount of dust and food (bread and other particles) inside the unit.</p> <p>ll. Resident #5 admitted to the facility on 2/18/16. The diagnoses included hypertension and diabetes The Minimum Data Set (MDS) dated 6/13/16, indicated that Resident #5 cognition was intact and required extensive assistance with activities of daily living.</p> <p>During initial tour at 6:15AM, Resident #5 was up and dressed sitting in a wheelchair at the sink. Resident #2 stated that her air condition blew out hot air and she reported it to the maintenance person during the early part of the summer. Resident #5 stated that she had the fan running to get some sort of circulation. She stated the maintenance person never came back to check or fix it. The air condition button was pressed down on high cool but hot air was blowing from the system. Resident #5 stated she was so hot during the summer with the warm days she couldn ' t stand to be in her clothes and had to</p>	F 253			

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F 253	<p>Continued From page 15</p> <p>keep the fan close in her face and over her body just to get some air. She didn ' t see why she had to stay in the room with no air, the fan just gave a little bit of relief. "I thought it was the facility responsibility to keep those dang things working. The resident also said " It should have been fixed a long time ago. "</p> <p>During an interview on 9/7/16 at 6:55AM, Nurse #1 indicated that residents had reported the air conditioners in rooms were not working and had been blowing out hot air. Nurse #1 stated several residents reported the rooms were hot all summer and the air conditioners didn ' t work, some residents had fans but they were upset that the rooms were too hot and why wasn ' t the air conditioner not working properly. All these concerns were reported to management and maintenance. Nurse#1 stated nothing had been done for months.</p> <p>During an interview on 9/7/16 at 7:23AM, House Keeper (HK) #1 reported that maintenance was responsible for cleaning the inside of the air conditioner unit. HK#1 stated she also reported to maintenance about several residents complaining that their rooms were too hot and the air conditioner did not work. She stated in particular resident in room 206 reported to her about the air conditioner not working and when it was turned on the floor would flood so bad you have to get a lot of towel to soak up the water. This had been going on since the early part of the summer and it still did not work.</p> <p>During an observation on 9/7/16 at 7:38AM, Nurse#4 stated there had been an on-going problems with the air conditioners since the beginning of June when residents 1st started complaining mainly on the 1st floor. Maintenance had been given several work orders for air</p>	F 253			

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F 253	<p>Continued From page 16</p> <p>conditioners in resident rooms that were not working some of the rooms were 132,244, 216, 249, 251, 2016, 136 and 122. The nurse indicated that once the work order was submitted to the maintenance department for air conditioner problems.</p> <p>mm. Resident # 2 was admitted on 1/28/14. The diagnoses included chronic respiratory failure. The Minimum Data Set (MDS) dated 7/28/16, indicate Resident #2 was cognitively intact and able to make needs known. Resident #2 required total assistance with activities of daily living.</p> <p>During an observation on 7:43AM, Resident #2 was lying in bed with a personal fan blew in his face. The air condition was checked and when the high cool button was pressed down it was blew out hot air.</p> <p>During an interview on 9/7/16 at 7:43AM, Resident #2 was lying in bed with a personal fan blew in his face. Resident #2 indicated that he had reported the air conditioner was not working since the summer to maintenance and again the beginning of August. When the air conditioner was turned on it leaked all over the floor and staff had to use towels to soak up all the water on the floor. The resident said the work order was given to maintenance director who did not do anything about the unit. Resident #2 reported that " it gets frustrating reporting about the air condition that had not worked all summer and you end up sweating to death because no-one would fix it. There was no reason it has taken this long to fix or replace it when they have known about it all summer " . Resident #2 stated that no one offered a room change or bothered to replace it.</p>	F 253			

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F 253	<p>Continued From page 17</p> <p>Instead they kept trying to patch it up. They basically have just been told not to turn it on. On the inside of the air conditioner there was old food and trash on the inside.</p> <p>Maintenance director was unavailable for interview.</p> <p>During an interview/observation on 9/7/16 at 8:04AM, Nurse #5 indicated the concerns with the air condition not working has been going on for a long time. Nurse #5 indicated that the condition of the air conditions and the on-going bug issue have been reported to maintenance by resident, staff and families. The resident have complained about the air conditions since June and again they provide fans that blow hot air to some and none of the reported ones have been fixed.</p> <p>During an interview on 9/7/16 at 8:27AM, HK#2 indicated the HK responsibilities included high/low dusting, sweep/mop, ceiling, window sills, empty trash, wipe down fronts of air conditions clean dining rooms, bathrooms, nourishment rooms, refrigerators and shower rooms. HK#2 stated that concerns had been reported to the housekeeping supervisor, maintenance on behalf of the residents about the rooms being too hot and the air conditioners not working.</p> <p>During an interview on 9/7/16 at 9:06AM, HK#4 indicated responsible for cleaning, stripping floors, dusting, mopping and sweeping the residents rooms and common areas. HK#4 stated maintenance was responsible for cleaning the air conditions inside and housekeeping outside. HK#4 added that several rooms had air conditioners that were not working, they were identified as 206, 210, 251 and others. HK#4</p>	F 253			

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F 253	<p>Continued From page 18</p> <p>reported that room 206 room floods heavily when the air condition was turned on and blankets were used to absorb all the water off the floor. The resident in the room reported the issue several times, people came by to look at it but it was not fixed so it was left off most of the time.</p> <p>During an interview on 9/7/17 at 9/22/16 at 9:22AM, the Housekeeping Supervisor (HKS) indicated that housekeeping staff had reported concerns to her about resident reports about air conditions not working. The HKS added that maintenance director was responsible for cleaning and repairing air conditioners. Housekeepers were responsible for cleaning outside of the unit. She recently assumed the responsibilities of monitoring and checking these task within the past two weeks.</p> <p>nn. Resident #4 admitted to the facility on 12/10/15. The diagnoses included heart failure and hypertension. The Minimum Data Set (MDS) dated 7/16/16, indicated Resident #4 cognition was intact and the resident required total assistance with activities of daily living.</p> <p>During an interview on 9/7/16 at 12:10PM, Resident #4 indicated she reported to maintenance several months ago the air conditioner was blew out hot air. She indicated it got so hot sometimes she had to sleep without her covers on " I don ' t die of a heat stroke " . This has been going on since the summer. No-one had been in the room to check on the air condition, because she stayed in her room most of the time. The maintenance man never came back.</p> <p>During an interview on 9/7/16 at 12:10PM,</p>	F 253			

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F 253	<p>Continued From page 19</p> <p>Resident #3 stated that his air condition worked on/off during the summer, it would get really hot and you would have to leave the door open to get air in the room or a fan. He told maintenance about it at least twice, it works when it wants, not sure whether it was ever fixed.</p> <p>During an interview on 9/7/16 at 4:14PM, the Administrator indicated that she was unaware that the repairs and cleaning was not being done by the maintenance director. The Administrator indicated that when facility/environment issues were brought up and discussed in stand up meetings the maintenance director assured the team things were getting resolved.</p> <p>During an interview on 9/23/16 at 7:14AM, NA#8, identified several rooms that did not have working or functional air conditioners (216, 246 and 220). The rooms identified with ants and roaches were (213 and 216). The NA indicated these rooms had been reported to maintenance and management throughout the summer.</p> <p>During an interview on 9/23/16 at 7:36AM, NA#8 identified the following resident rooms where the air conditioners were not functioning (222, 226, 231, 233, 234 and 235). The NA stated the air conditioners blew out hot air when the button was pushed down.</p> <p>During an interview on 9/23/16 at 7:45AM, NA#10 and Nurse #3 indicated that confirmed the following rooms (222, 226, 231, 234 and 235) did not work properly and blew out hot air throughout the summer. In addition the one air conditioner in the common area where residents sat in front of the nursing station did not work at all.</p>	F 253			

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F 253	<p>Continued From page 20</p> <p>During an observation on 9/23/16 at 9:31AM, the Assistant Administrator (AA) observed some of the identified rooms and confirmed the air conditioner units had not been cleaned and Room 122 and 124 units were not working.</p> <p>During an interview on 9/23/16 at 9:31AM, the Assistant Administrator stated that a list of units were identified that needed to be repaired and replace and the cleaning process was in progress.</p> <p>During an interview on 9/23/16 at 12:31PM, the Property Manager indicated he was made aware of the environmental issues on 8/22/16 when the maintenance director was terminated. In addition a maintenance schedule was developed to address the environmental issues with staff from other buildings. The property manager stated he was not made aware that the preventive maintenance had not been done on the air conditioners until 9/7/16.</p> <p>Maintenance Director was unavailable for interview.</p> <p>2. During an observation on 9/7/16 at 6:55 AM, the ice machine located in the employee lounge was very dirty, molded areas on the inside and outside of the machine, the crack of the doors and lid of the machine had mold and dried brown matter on the surface and the ice machine was full to capacity. The ice was touching the molded and dirty lid surfaces. Nurse #1 were observed obtaining ice from the machine to fill the two ice chest on the unit.</p> <p>During an interview on 9/7/16 at 7:08AM, Nurse Aide (NA) #2 indicated that they did fill up the ice</p>	F 253			

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F 253	<p>Continued From page 21</p> <p>from the ice machine from the employee lounge or from the kitchen, did not know when the ice chest or ice machine had been cleaned last, but had been moldy and dirty for a long time, sometimes you see things floating in the frozen ice so you just scoop that out and throw it away. It had been reported to management.</p> <p>During an observation on 9/7/16 at 7:11AM, on the inside of the ice machine in employee lounge, the ice machine had black substance, dried brown/ black, yellow matter and dried liquids inside. Some of the ice in the machine was frozen with black matter. On the inner part of the lid of the ice machine was very dirty grimy with a black substance that touched the ice.</p> <p>During an observation on 9/7/16 at 8:15AM, the kitchen had two ice machines that were extremely dirty with dry matter, some mold inside on the edges of the lid where the ice touched the surface, also on the inside the edges of the door and the lid surface had dried yellow liquids and brown matter caked inside. The outside was greasy, dried matter, liquids, molded surfaces.</p> <p>During an interview on 9/7/16 at 8:15AM, the Registered Dietician (RD) and Executive Cook/Dietary Manager (ECDM), The RD indicated that the maintenance department was responsible for cleaning all the ice machines monthly and housekeeping was responsible for cleaning the ice chest, refrigerators and nourishment rooms on the units. The ECDM indicated that the cooks and dietary aides were responsible for cleaning and wiping down all kitchen appliances including the ice machine as per the kitchen cleaning checklist. Upon review of</p>	F 253			

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CENTERS FOR MEDICARE & MEDICAID SERVICES

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F 253	<p>Continued From page 22</p> <p>the checklist there was no indication of the cleaning of the ice machines. Both confirmed the ice machines were very dirty, grease with unknown dried matter on the inside and outside. They both confirmed that staff retrieved ice from these machines and the one in the employee break room.</p> <p>During an interview on 9/7/17 at 9/22/16 at 9:22AM, the Housekeeping Supervisor (HKS) indicated that The HKS added that maintenance director was responsible for cleaning the ice machines.</p> <p>During an interview on 9/7/16 at 4:14PM, the Administrator indicated that she was unaware that the repairs and cleaning was not being done by the maintenance director. The Administrator indicated that when facility/environment issues were brought up and discussed in stand up meetings the maintenance director assured the team things were getting resolved.</p> <p>Maintenance Director was unavailable for interview.</p> <p>3. During an observation on 9/17/16 at 6:55AM, two ice chest located on the first floor was dirty with dried black/brown inside the chest and frozen in the ice.</p> <p>During an interview on 9/7/16 at 7:08AM, Nurse Aide (NA) #2 indicated that they did fill up the ice from the ice machine from the employee lounge or from the kitchen, did not know when the ice chest or ice machine had been clean last, but had been moldy and dirty for a long time, sometimes you see things floating in the frozen ice so you just scoop that out and throw it away. It had been</p>	F 253			

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F 253	<p>Continued From page 23 reported to management.</p> <p>During an observation on 9/7/16 at 7:17AM, two ice chest on second floor had black/brown matter on the inside and the frozen ice had black/brown matter inside.</p> <p>During an interview on 9/7/16 at 7:23AM, House Keeper (HK) #1 indicated the housekeeping responsibilities were to keep the resident 's general area clean. HK #1 stated she was unaware of housekeeping being responsible for cleaning out the ice chest on the hall or cleaning the ice machine in the employee break room.</p> <p>During an observation on 9/7/16 at 8:04AM, inside the ice chest on the first floor had brown/black matter around the edges and frozen in the ice.</p> <p>During an interview on 9/7/16 at 8:27AM, HK#2 indicated HK#2 indicated being unaware of being responsible for cleaning the ice chest and the ice machine in the employee lounge.</p> <p>During an interview on 9/7/16 at 4:14PM, the Administrator indicated that she was unaware that the repairs and cleaning was not being done by the maintenance director. The Administrator indicated that when facility/environment issues were brought up and discussed in stand up meetings the maintenance director assured the team things were getting resolved.</p> <p>4. During an observation on 9/7/16 at 7:17AM, the refrigerator in the nourishment room on the second floor had dried dead bugs, black brown in the vegetable drawer, on the lower shelves. Small</p>	F 253			

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F 253	<p>Continued From page 24</p> <p>ants were coming out of the seams of the refrigerator.</p> <p>During an interview on 9/7/16 at 7:17AM, Nurse #3 indicated that housekeeping was responsible for cleaning the refrigerators in the nourishment rooms. Nurse #3 confirmed the nourishment refrigerator was dirty and had dried dead bugs, black brown in the vegetable drawer, on the lower shelves. Small ants were coming out of the seams of the refrigerator.</p> <p>During an interview on 9/7/16 at 7:23AM, House Keeper (HK) #1 indicated the housekeeping responsibilities were to keep the resident ' s general area clean. HK #1 added she also cleaned nourishment room floors and refrigerators.</p> <p>During an interview on 9/7/16 at 8:27AM, HK#2 indicated HK#2 indicated being unaware of being responsible for cleaning the ice chest and the ice machine in the employee lounge.</p> <p>During an interview on 9/7/17 at 9/22/16 at 9:22AM, the Housekeeping Supervisor (HKS) indicated that The HKS added that maintenance director was responsible for managing the pest control issues, cleaning ice machines and air conditions repairs and cleaning the inside. She recently assumed the responsibilities of monitoring and checking these task within the past two weeks.</p> <p>During an observation 9/7/16 at 10:30AM, of refrigerator on the second floor resident dining room, dead bugs and ants were on the shelves with resident ' s snacks.</p>	F 253			

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F 253	<p>Continued From page 25</p> <p>During an interview on 9/7/16 at 4:14PM, the Administrator indicated that she was unaware that the repairs and cleaning was not being done by the maintenance director. The Administrator indicated that when facility/environment issues were brought up and discussed in stand up meetings the maintenance director assured the team things were getting resolved. The expectation was when residents, staff or family report concerns the concerns should be addressed and resolved/follow-up on within five working days.</p> <p>During an interview on 9/23/16 at 7:20AM, Nurse #1 indicated that in recent in-services they were told housekeeping would be responsible for keeping the nourishment room refrigerators clean and the exterminator would be addressing the bug, ant/roach issue.</p> <p>During an observation on 9/23/16 at 7:22AM, The nourishment room refrigerator (2 south) was dirty with dried liquids and food on shelves and base of the refrigerator. There were resident sandwiches on the shelves.</p> <p>During an observation on 9/23/16 at 7:36AM, the nourishment refrigerator on 2nd floor dining room dried food, liquids on shelves, drawers, food crumbs with resident sandwiches, ice cream, fruits etc.</p> <p>During an interview on 9/23/16 at 7:36AM, the NA#9 indicated that she did not know who was responsible for cleaning the refrigerator and confirmed the dried foods and liquids had been there for a while and the refrigerator was used for resident nourishments and/or dining room food storage for activities.</p>	F 253			

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F 253	Continued From page 26 During an observation on 9/23/16 at 7:50AM, the nourishment room on locked unit resident sandwiches, soft cookies in plastic in the refrigerator that was dirty with dried liquids and food on the shelving and in the drawers. During an interview on 9/23/16 at 7:50AM, Nurse #3 indicated she was unaware of who was responsible for cleaning the nourishment refrigerator. During an observation on 9/23/16 at 9:10AM, 1 north nourishment room refrigerator had dried food and liquids on shelves in drawers and brown/black matter encrusted in the edges and groves of the shelving. During an interview on 9/24/16 at 10:30AM, the Administrator indicated a maintenance assistant and director were recently hired and all issues with environment would be addressed. Maintenance Director was unavailable for interview.	F 253			
F 371 SS=F	483.35(i) FOOD PROCURE, STORE/PREPARE/SERVE - SANITARY The facility must - (1) Procure food from sources approved or considered satisfactory by Federal, State or local authorities; and (2) Store, prepare, distribute and serve food under sanitary conditions This REQUIREMENT is not met as evidenced	F 371		10/21/16	

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F 371	<p>Continued From page 27</p> <p>by: Based on observations, staff interviews and record reviews, the facility failed to clean 3 of 3 refrigerators in nourishment rooms; facility to clean 3 of 3 ice machines; failed to clean 2 of 2 dining rooms and facility failed to label four plastic bags of French fries and one plastic bag of chicken wings in walk in freezer, failed to control the temperature inside of the walk in cooler, failed to keep clean two plastic carts for dishes, one trash can, one ice cream machine; one kitchen mixer, one can opener and five plastic dish covers; failed to maintain working condition of one water sink disposal mechanism and one pedal/lead lifter mechanism for trash can near the hand washing water sink, failed to clean one steam line, one refrigerator door and one grill in dining area.</p> <p>The findings included: 1. During observations of the ice machine and refrigerators in the nourishment rooms the following items were found: a. During an observation on 9/7/16 at 6:55 AM, the ice machine located in the employee lounge was very dirty, molded areas on the inside and outside of the machine, the crack of the doors and lid of the machine had mold and dried brown matter on the surface and the ice machine was full to capacity. The ice was touching the molded and dirty lid surfaces. Nurse #1 was observed obtaining ice from the machine to fill the two ice chest on the unit.</p> <p>During an interview on 9/7/16 at 7:08AM, Nurse Aide (NA) #2 indicated that they did fill up the ice from the ice machine from the employee lounge or from the kitchen, did not know when the ice chest or ice machine had been cleaned last, "</p>	F 371	<p>1. Both ice machines in the kitchen and the ice machine in the second floor employee break room were identified as dirty, with dried black matter frozen to the lid and inside the ice machines. The two ice machines in the kitchen and the ice machine in the staff break room were deep cleaned by Food Service Director and Dietary Aide on 10/7/2016.</p> <p>All ice chests were identified as dirty and filled with the ice from the dirty ice machines. Nurses were noted using the ice from the dirty ice chests and the ice machines with he frozen dirt and grime in contact with ice. All ice chests were cleaned and sanitized on 10/7/2016 by Housekeeping.</p> <p>All nourishment room refrigerators were noted to be dirty. Two with dead and live bugs inside. All nourishment room refrigerators will be removed from the facility, cleaned, and placed back in the nourishment rooms by 10/13/2016. The ineffective pest control contract was terminated and a new pest control contract was signed and initiated on 9/29/2016. The new company is Rentokill/Steritech. Rentokill treated all nourishment rooms on 10/5/2016. All nourishment rooms were cleaned by Housekeeping on 10/4/2016.</p> <p>The kitchen floor was noted to be dirty. Several appliances were identified as dirty. Several utensils were found to be dirty, some with dried food on them. All</p>		

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F 371	<p>Continued From page 28</p> <p>but had been moldy and dirty for a long time, sometimes you see things floating in the frozen ice so you just scoop that out and throw it away " . It had been reported to management.</p> <p>During an observation on 9/7/16 at 7:11AM, on the inside of the ice machine in the employee lounge, there was a black substance, dried brown, black, yellow matter and dried liquids. Some of the ice in the machine was frozen with black matter. On the inner part of the lid of the ice machine was very dirty and grimy with a black substance that touched the ice.</p> <p>b. During an observation on 9/7/16 at 7:17AM, the refrigerator in the nourishment room on the second floor had dried dead bugs, black and brown in the vegetable drawer, on the lower shelves. Small ants were coming out of the seams of the refrigerator.</p> <p>During an interview on 9/7/16 at 7:17AM, Nurse #3 indicated that housekeeping was responsible for cleaning the refrigerators in the nourishment rooms. Nurse #3 confirmed the nourishment refrigerator was dirty and had dried dead bugs, black and brown matter in the vegetable drawer, on the lower shelves. Small ants were coming out of the seams of the refrigerator.</p> <p>c. During an observation on 9/7/16 at 8:04AM, Nurse #5 opened the refrigerator in the nourishment room on the first floor and several roaches, ants and other bugs were crawling out of the seams of the refrigerator doors, dead ones were in the vegetable/fruit tray, others were crawling around the wall base in the room and around the sink faucet with standing water present. There were several snacks and resident</p>	F 371	<p>kitchen utensils, plates, trays, cups, and bowls were cleaned by Food Service Director (FSD), Assistant Administrator, and Dietary Aides on 10/7/2016. On 10/10/2016 FSD and Assistant Administrator will conduct a full audit of these items. All items identified as worn or damaged will be discarded and replace on 10/10/2016. The kitchen, including all appliances, will be deep cleaned on 10/9/2016 when the kitchen is closed for the evening by Food Service Director, Second Shift Dietary Staff, and Assistant Administrator.</p> <p>The thermometer in the walk in freezer was unable to be located. Dietary Aide #1 was unable to locate the thermometer to take temperatures in the freezer. The thermometer was mounted in one, central, easy to read location by Assistant Administrator.</p> <p>Several frozen/raw food items were noted to be missing labels and dates. A complete audit of all food products in the kitchen, freezer, refrigerator, and dry storage was conducted by the Assistant Administrator on 10/7/2016. All food that was identified as unlabeled or undated was disposed of. FSD purchased new, more detailed food labels on 10/6/2016.</p> <p>Ice cream machine was noted to be dirty with build-up frozen on the inside. The ice cream machine was removed from the facility indefinitely on 10/6/2016.</p> <p>One trash can with a foot lever was noted</p>		

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F 371	<p>Continued From page 29</p> <p>labelled foods stored in the refrigerator.</p> <p>During an observation on 9/7/16 at 8:15AM, the kitchen had two ice machines that were extremely dirty with dry matter, some mold inside on the edges of the lid where the ice touched the surface, also on the inside the edges of the door and the lid surface had dried yellow liquids and brown matter caked inside. The outside was greasy, dried matter, liquids, molded surfaces.</p> <p>During an interview on 9/7/16 at 8:15AM, the Registered Dietician (RD) indicated that the maintenance department was responsible for cleaning all the ice machines monthly and housekeeping was responsible for cleaning the ice chest, refrigerators and nourishment rooms on the units. The Executive Cook/Dietary Manager (ECDM).ECDM indicated that the cooks and dietary aides were responsible for cleaning and wiping down all kitchen appliances including the ice machine as per the kitchen cleaning checklist. Upon review of the checklist there was no indication of the cleaning of the ice machines. Both confirmed the ice machines were very dirty, grease with unknown dried matter on the inside and outside. They both confirmed that staff retrieved ice from these machines and the one in the employee break room.</p> <p>During an interview n 9/7/16 at 9:14AM, the Administrative Assistant (AA) indicated that he had been aware of the concerns with bed bugs, and other pest issues and pest control service provider had recently come to spray to address that issue. Staff were expected to complete any work orders and place in maintenance box, any observations of bugs, rodents should be</p>	F 371	<p>to be broken. The trash can with the broken foot lever was replaced on 9/30/2016.</p> <p>One disposal water sink was noted to be out of service and broken. The disposal sink was repaired by maintenance on 10/6/2017.</p> <p>All dining areas were noted to be dirty. Bugs, dead and alive, were noted in several of the dining areas. All serving areas/steam tables in the cafes were noted to be dirty. Al equipment at serving areas were found to be dirty with dried, built up food on them. All dining areas and steam tables were treated for bugs by Rentokill technician on 10/6/2016. All dining areas, including all steam tables and equipment, were cleaned by dietary staff and housekeeping on 10/7/2016.</p> <p>2. The Maintenance director updated the cleaning schedule through the Tels program to include a deep clean/sanitize cycle for all ice machines every three months. Food Service Director (FSD) updated the current cleaning schedule to include all ice machines to be cleaned by dietary staff bi-weekly. The updated cleaning schedule includes a completion sheet to be signed by dietary staff responsible for cleaning upon completion. A completion sheet is also attached to all ice machines for dietary aides to sign when cleaning is completed. FSD will monitor ice machine cleaning bi-weekly for three months. Assistant Administrator</p>		

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F 371	<p>Continued From page 30</p> <p>documented in the echo lab service log book. The AA acknowledged after doing a building check that the exterminating process for reported bugs, roaches was not effective.</p> <p>During an interview on 9/7/16 at 9:22AM, the Housekeeping Supervisor (HKS) indicated that The HKS stated that maintenance director was responsible for cleaning the ice machines.</p> <p>During an observation 9/7/16 at 10:30AM, of the refrigerator on the second floor resident dining room, dead bugs and ants were on the shelves with resident ' s snacks.</p> <p>During an interview on 9/7/16 at 4:14PM, the Administrator indicated that she was unaware that the repairs and cleaning was not being done by the maintenance director. The Administrator indicated that when facility/environment issues were brought up and discussed in stand up meetings the maintenance director assured the team things were getting resolved.</p> <p>2. During kitchen observation on 9/23/16, the following items were found:</p> <p>a. On 9/23/16 at 6:00 AM, during the kitchen tour, the entire kitchen floor was observed dirty with dry food spots of different color and crumbs. On 9/23/16 at 6:00 AM, during an interview, Kitchen Aide #1 and Cook #1 stated that the kitchen floor needed to be clean all the time.</p> <p>b. On 9/23/16 at 6:05 AM, during the observation of the walk-in cooler, the outside thermometer was covered with the label, indicated " see temperature inside " . The temperature log, mounted to the door, was up to date. There was no thermometer inside of the walk in cooler.</p>	F 371	<p>will monitor the completion sheets bi-weekly for three months and conduct one random audit of completion sheet per month for three months.</p> <p>Housekeeping Supervisor (HKS) created and implemented cleaning schedule for all ice chests to be power washed and sanitized daily by housekeeping staff. The new schedule includes a completion sheet to be signed and dated by housekeeper when cleaning is complete. HKS will monitor ice chests cleaning daily for one month, three times a week for one month, and weekly for one month. The Assistant Administrator will conduct two random audits per month of the ice chests and ice cleanliness for three months.</p> <p>Housekeeping Supervisor (HKS)created and implemented a cleaning schedule for all nourishment rooms, including the refrigerators, to be cleaned daily, deep cleaned once a month, and a completion sheet to be signed by housekeeper when cleaning is completed. HKS will audit nourishment room and nourishment room refrigerator cleanliness weekly for three months.</p> <p>FSD revised kitchen cleaning schedule to include a detailed list of all kitchen appliance and utensils. The revised schedule contains a completion sheet to be signed by dietary staff after cleaning assignment is completed. FSD will monitor kitchen cleanliness, including all appliances and utensils, daily for three months. Assistant Administrator will</p>		

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F 371	<p>Continued From page 31</p> <p>On 9/23/16 at 6:05 AM, during an interview, Kitchen Aide #1 stated that the thermometer needed to be inside of walk in cooler all the time. Last time she observed thermometer inside of walk in cooler two days ago.</p> <p>c. On 9/23/16 at 6:10 AM, during the observation of walk in freezer, there were four plastic bags of French fries and one plastic bag of chicken wings with no label/date.</p> <p>On 9/23/16 at 6:10 AM, during an interview, Kitchen Aide #1 stated that all the food needed to be labeled and dated in the freezer.</p> <p>d. On 9/23/16 at 6:15 AM, during the observation, there were one ice cream machine, two plastic carts for dishes, one trash can lead, one kitchen mixer, one can opener and five plastic dish covers found dirty with dry food and dry liquid spots.</p> <p>On 9/23/16 at 6:15 AM, during an interview, Kitchen Aide #1 stated that all the kitchen equipment needed to be cleaned. She confirmed that mixer and can opener were used last time yesterday.</p> <p>e. On 9/23/16 at 6:20 AM, during the observation, there were broken kitchen equipment: one water sink disposal mechanism and one trash can with pedal/lead near the hand washing water sink.</p> <p>On 9/23/16 at 6:20 AM, during an interview, Kitchen Aide #1 stated that all the kitchen equipment needed to be kept in working condition. She confirmed that the water sink disposal was out of order for about two weeks and trash can was broken longer.</p> <p>f. On 9/23/16 at 6:25 AM, during the observation of dining area number 1, there were steam line, refrigerator door/table and the grill found dirty with food debris, dark brown and yellow spots.</p> <p>On 9/23/16 at 6:25 AM, during an interview,</p>	F 371	<p>monitor kitchen cleanliness, including all appliances and utensils, daily for one month, weekly for one month, and conduct two random audits of kitchen cleanliness during the next month. The Registered Dietician (RD) will conduct sanitation rounds of the kitchen weekly for three months, then monthly thereafter.</p> <p>FSD will monitor temperature logs daily for one month, weekly for one month, then conduct two random audits during the next month.</p> <p>The FSD updated the assignment for the dietary aide responsible for unpacking and stocking the weekly raw food delivery to include an audit of proper dating and labeling for all on hand inventory. FSD will monitor labeling and dating of food products weekly for three months. The Assistant Administrator will conduct random date/labeling audit two times a month for three months.</p> <p>FSD created and implemented completion sheet to be completed by dietary aide responsible for post serving equipment cleaning and cafe cleaning upon completion. FSD will monitor post serving equipment and cafe cleaning daily for one month, and conduct random audits weekly for two months.</p> <p>3. All dietary staff will be in-serviced by FSD and Assistant Administrator on proper ice machine cleaning by 10/10/2016.</p>		

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F 371	<p>Continued From page 32</p> <p>Kitchen Aide #1 stated that the steam line, refrigerator and grill in the dining areas needed to be cleaned.</p> <p>g. On 9/23/16 at 6:35 AM, during the observation of the dining room number 1, Kitchen Aide #1 indicated that the room was ready to serve meals. The top of steam table was observed with brown/yellow spots and food crumbs. The steam table pans/leads were dirty with old food debris and dry brown matter. The refrigerator and table grill were observed with old dry food, dark brown/black matters and food crumbs around the equipment.</p> <p>On 9/23/16 at 6:35 AM, during an interview, Kitchen Aide #1 stated that the second shift staff was responsible for cleaning the dining room, including steam table, grill and refrigerator.</p> <p>h. On 9/23/16 at 8:45 AM, during the breakfast in the dining area number 1, the steam line table pans were full of hot food. The top table was dirty with food crumbs. The pans ' leads were with old food debris. The refrigerator and table grill were observed with old dry food, dark brown/black matters, food crumbs around the equipment.</p> <p>9/23/16 at 9:10 AM, during an interview, the Dietitian indicated that nobody cleaned the dining room number 1 kitchen equipment this morning. She acknowledged the food debris and food crumbs on steam table, refrigerator and table grill, and confirmed that second shift staff was responsible for cleaning of the area.</p> <p>9/23/16 at 10:10 AM, during an interview, Kitchen Aide #2, stated that he did not clean the steam line, refrigerator and table grill in the dining room number 1 this morning because he was behind with breakfast.</p> <p>9/23/16 at 10:15 AM, during an interview, Cook #1 indicated that she was busy last night and did not mark the kitchen cleaning assignments as</p>	F 371	<p>All nurses and CNAs will attend and complete in-service on appropriate ice chest cleanliness standards with Director of Nursing, Nurse Educator, or Assistant Administrator by 10/13/2016.</p> <p>All dietary staff will be in-serviced by FSD and Assistant Administrator on temperature logs procedures, protocol, and expectations by 10/10/2016.</p> <p>All dietary staff will be in-serviced by FSD and Assistant Administrator on food labeling regulations and procedures by 10/10/2016.</p> <p>All dietary staff will be in-serviced by FSD and Assistant Administrator on proper kitchen cleaning procedures, and the updated cleaning schedules by 10/10/2016.</p> <p>All dietary staff will be in-serviced by FSD and Assistant Administrator on proper utensil, plate, tray, cup, and bowl cleaning procedures by 10/10/2016.</p> <p>Housekeeping Supervisor or FSD will in-service all dietary staff on proper cafe, and post serving equipment cleaning procedures by 10/10/2016.</p> <p>4. Housekeeping Supervisor will present and discuss any issues or trends discovered during monitoring period to QA Committee for review at monthly QA meetings for three months.</p>		

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F 371	<p>Continued From page 33</p> <p>done. The cook stated that the kitchen aides were responsible for cleaning of the kitchen equipment in the dining room number 1 and she was not aware of the dirty dining room condition this morning.</p> <p>Record review of the kitchen daily from 19th to 24th of September 2016 revealed that it was marked with initials as done on 9/19/16 and 9/20/16. The 9/21/16 and 9/22/16 cleaning schedule were not marked as done.</p> <p>3. During an observation on 9/23/16 at 6:15AM, 1 south (satellite kitchen) and dining room the following items were found: several dirty dishes on the tables in the dining room, the following items were on the floor and tables in the dining room: paper products (straws, napkins, used gloves), food from previous meals, crumbs. The satellite steam table had a three section of silver pans that had standing water, food and bread floating bread inside. The counter top surrounding the steam tables/trays also had old dried food, black and brown matter encrusted in the surfaces. The soup section of the steam table had left over food and plastic wrapping stored on the inside and dried food and liquids on the outside. There were several clean adaptive/sectional plates and dome lids placed on the counter surface. The panini grill had large volumes of caked on food, cheese and pieces of burnt bread inside and out. The toaster had burnt bread particles on the inside and around on the counter top. The waffle machine had dried waffle mixture on the inside and out. There was leftover food on the floor underneath the counters.</p> <p>During an observation on 9/23/16 at 6:59AM second floor (satellite kitchen) dining room: the following items were found, several dirty domes and dishes found on 4 dining tables, food (bread, cereal, vegetables and crumbs on the floor).</p>	F 371	<p>Food Service Director, Assistant Administrator, and Registered Dietician will present and discuss any issues or trends discovered during audits and monitoring to QA Committee for review at monthly QA meetings for three months.</p>		

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F 371	<p>Continued From page 34</p> <p>There were large amounts of encrusted food particles, cereal, and bread, brown and black hard chunks of meat. Paper products (straws, napkins and smashed cups) on the floor under the tables. The three section steam table silver lids and base had dried food and liquids encrusted on the surface. There was standing water with bread and other food particles floating in the water. The soup section of the steam table had dried foods/liquids inside and out. There was plastic wrap, straws and food stored on the inside. The sink drain area had food particles left on the inside and the top surface of the sink had food crumbs. The Panini supreme warmer/grill had a burnt piece of grilled cheese toast left on the inside, the surrounding surfaces had burnt cheese and black and brown matter on the inside grill area and on the outside where spillage and burnt cheese left over. The two waffle machine had dried waffle mixtures left on the inside and out, crumbs and encrusted black/brown matter around the surface. The counter tops were filled with left over crumbs, broken pieces of bread and small ants on the surfaces. There were 11 clean sectional plates located on the counter where ants were coming from the encrusted counter surfaces. The Director of Nursing, DON was present during part of the observation.</p> <p>During an interview on 9/23/16 at 7:05AM, the Director of Nursing (DON) acknowledged the condition of the dining room and kitchen prep area. The DON stated the dining room would be closed down. The DON indicated the expectation was for the kitchen staff to clean up the dining room after resident meals and ensure the food prep areas were clean and orderly at the end of the shift. The dining room would be closed down for extensive cleaning.</p>	F 371			

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F 469 SS=F	<p>During an interview on 9/24/16 at 10:30AM, the Administrator indicated that she was aware of the condition of the dining room and had made arrangements for a professional team to clean all the dining rooms and kitchen thoroughly.</p> <p>483.70(h)(4) MAINTAINS EFFECTIVE PEST CONTROL PROGRAM</p> <p>The facility must maintain an effective pest control program so that the facility is free of pests and rodents.</p> <p>This REQUIREMENT is not met as evidenced by: Based on observations, resident and staff interviews and record reviews, the facility failed to maintain a pest free environment for 2 of 2 sampled resident (Resident #5 and 4) rooms, 3 of 3 nourishment rooms and 1 of 2 main dining rooms. The findings included: Resident #5 admitted to the facility on 2/18/16. The diagnoses included hypertension, diabetes and dementia. The Minimum Data Set (MDS) dated 6/13/16, indicated that Resident #5 cognition was intact and required extensive assistance with activities of daily living.</p> <p>During initial tour at 6:15AM, Resident #5 was up and dressed sitting in wheelchair at the sink. She was wiping ants down from in and around the sink right as she was brushing her hair. Resident #4 admitted to the facility on 12/10/15. The diagnoses included heart failure, hypertension and dementia. The Minimum Data</p>	F 469	<p>1. Resident #5's room was deep cleaned on 10/5/2016. The personal fan in this room was cleaned by Housekeeping on 10/5/2016. AC unit was cleaned on 9/30/2016, and was repaired on 10/6/2016. The resident room was treated by Rentokill/Steritech for pests on 10/5/2016.</p> <p>Resident #4's room was deep cleaned on 10/5/2016. Personal fan was cleaned by housekeeping on 10/5/2016. The resident's room was treated for pests by Rentokill/Steritech on 10/5/2016. The AC unit was cleaned on 9/30/2016 and repaired on 10/5/2016.</p> <p>All nourishment rooms in the facility were deep cleaned on 10/5/2016. Rentokill/Steritech treated all the nourishment rooms on 10/5/2016. They</p>	10/21/16	

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F 469	<p>Continued From page 36</p> <p>Set (MDS) dated 7/16/16, indicated Resident #4 cognition was intact and required total assistance with activities of daily living.</p> <p>During an observation on 9/7/16 at 12:10PM, Resident #4 was in her room watching television. Resident #4 extended her hand to shake and there were several ants crawling up her arm as she brushed them off her arm. There were a pile of ants near the air conditioner unit where there had been food left on the floor and in the air condition unit.</p> <p>During an interview on 9/17/16 at 12:10PM, Resident #4 stated that ants and other bugs were in the room all the time. She stated housekeeping didn't come to that side of her bed to clean. Resident #4 indicated that bugs and things have been crawling around the room for a while. She reported she had told maintenance several months ago about the ants, bugs. This has been going on since the summer. The maintenance man never came back.</p> <p>During an interview on 9/7/16 at 6:41AM, Nurse Aide (NA#1) on 1st floor indicated she was a new employee and had heard other residents and staff complain about the roaches, bugs, ants.</p> <p>During an interview on 9/7/16 at 6:55AM, Nurse #1 indicated that housekeeping was responsible for cleaning the unit refrigerator. She indicated she had reported to the director of nursing and documented in the pest control service book several times there were roaches, ants and other bugs in the refrigerator, resident rooms crawling around the floors, sinks in the nourishment room and dining rooms were found. Nurse presented in the pest control service book where her most</p>	F 469	<p>will be treated weekly for the next month, then biweekly thereafter.</p> <p>The refrigerator on 2 South, Homestead, and 1 North were cleaned on 10/6/2016. The refrigerator in the cafe was cleaned on 10/7/2016. It will be the responsibility of the housekeeping department to maintenance the cleanliness of the refrigerators. Completion sheets for cleaning the refrigerators were initiated on 10/6/2016. The Housekeeping Supervisor will in-service staff on proper refrigerator cleaning by 10/10/2016.</p> <p>The second floor dining room was shut down on 9/27/2016. Echolab treated the dining room on 9/27/2016. The cafe was evaluated by Rentokill/Steritech on 10/5/2016 and treated on 10/6/2016. Additional treatments are scheduled for 10/10/2016, 10/13/2016, and 10/14/2016. Rentokill/Steritech will return to the facility weekly for one month, then on a biweekly basis thereafter. All cooking utensils have been removed and cleaned by Dietary Staff on 10/6/2016. On 10/6/2016 the housekeeping director and Food Service Director in-serviced dietary staff on proper procedures for cleaning cafes and serving areas. A completion sheet was implemented by Food Service Director to be signed by dietary aides when cleaning is complete.</p> <p>2. The IDT will do rounds/audits weekly to help identify any pests in the building and interview their assigned residents to assess for any grievances. Identified</p>		

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F 469	<p>Continued From page 37</p> <p>recent documentation was on 9/3/16 of roaches in resident rooms and as far back as 3/10/16 in nursing station, dining room etc. Maintenance was informed as well as management, echo lab had come through but not into the nourishment rooms and/or in a lot of the resident rooms or dining area.</p> <p>During an interview on 9/7/16 at 7:08AM, NA#2 indicated that several residents had complained about the bugs and roaches in their rooms. It had been reported to management.</p> <p>During an observation on 9/7/16 at 7:17AM, the refrigerator in the nourishment room on the second floor had dried dead bugs, black and brown matter in the vegetable drawer, on the lower shelves. Small ants were coming out of the seams of the refrigerator.</p> <p>During an observation and interview on 9/7/16 at 7:17AM, Nurse #3 indicated that housekeeping was responsible for cleaning the refrigerators in the nourishment rooms. Nurse #3 confirmed the nourishment refrigerator was dirty and had dried dead bugs, black/ brown matter in the vegetable drawer on the lower shelves. Small ants were coming out of the seams of the refrigerator. The echo lab book was checked and had no notations documented. The ice chest was dirty on the inside and had frozen ice with brown and black matter frozen in the ice. The ice scoop on the ice chest had dried liquids (juice on the scoop). Nurse #3 stated the NA ' s were responsible for filling up the chest and generally the ice was retrieved from the employee ice machine or the kitchen ice machine.</p> <p>During an interview on 9/7/16 at 7:23AM,</p>	F 469	<p>pests will be logged into sighting books for review each time technician enters the building. These sightings will be logged as maintenance work orders and grievances to be monitored by Maintenance Director and Assistant Administrator on a weekly basis. Any trends will be brought to the QA Committee for monthly review.</p> <p>3. The staff will be in-serviced beginning 10/6/2016 on the new pest control company and their procedures for identifying any pest issues by Assistant Administrator. Additional statements were added to grievance form to be attached to maintenance work orders when completed by staff or residents. IDT will monitor 8 residents each week to assess for grievances. The IDT will monitor grievances weekly for 4 weeks, then 2 times a month for 3 months. Maintenance Director and Assistant Administrator will meet weekly to ensure work orders and grievances are addressed in a timely manner. Any trending issues will be brought to QA meetings for 3 months.</p> <p>4. The finding of any grievance and maintenance issues will be monitored at QA meetings and reviewed by social services for 3 months.</p>		

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F 469	<p>Continued From page 38</p> <p>Housekeeper (HK) #1 indicated she reported that maintenance was responsible for cleaning the inside of the air condition. HK#1 stated that she had seen roaches, ants and other type of bugs in resident rooms, dining rooms, nourishment rooms, nursing stations and have reported her sighting to the housekeeping supervisor and maintenance director.</p> <p>During an interview on 9/7/16 at 7:38AM, Nurse#4 stated there had been an on-going problems with, roaches, bugs, ants since the beginning of June when residents 1st started complaining mainly on the 1st floor, dining rooms and nourishment rooms. The bug spray people have come through but it did not control the problem. The nourishment room and nursing station had active live roaches, bugs coming from the refrigerators, floors, around the water faucet and sinks. Nurse #4 stated the administrative staff have also been informed.</p> <p>During an observation on 9/7/16 at 8:04AM, Nurse #5 opened the refrigerator in the nourishment room on the first floor and several roaches, ants and other bugs were crawling out of the seams of the refrigerator doors, dead ones were in the vegetable/fruit tray, others were crawling around the wall base in the room and around the sink faucet with standing water present. There were several snacks and resident labelled foods stored in the refrigerator.</p> <p>During an interview on 9/7/16 at 8:04AM, Nurse #5 indicated the concerns with the roaches, bugs and air condition not working had been going on for a long time. Nurse #5 also indicated there was a bed bug problem as well and they had the bug people come, but that did not resolve the</p>	F 469			

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F 469	<p>Continued From page 39</p> <p>problem. Nurse #5 indicated that staff logged the information in the pest control service book for maintenance and nothing seem to be getting done.</p> <p>During an interview on 9/7/16 at 8:27AM, HK#2 indicated the HK responsibilities included high/low dusting, sweep/mop, ceiling, window sills, empty trash, wipe down fronts of air conditions, clean dining rooms, bathrooms, nourishment rooms, refrigerators and shower rooms. HK#2 stated bugs, roaches, ants had been seen in resident rooms, dining rooms, nourishment rooms, refrigerators, showers and bathroom. HK#2 reported that these concerns had been reported to housekeeping supervisor and maintenance and nursing when they were observed.</p> <p>During an interview on 9/7/16 at 8:38AM, HK#3 indicated that she reported that bugs, ants, roaches have been observed throughout the facility. This was reported to the housekeeping supervisor (HKS) and maintenance. The pest have been observed under furniture along the walls of dining room, resident rooms, around areas with water(sinks, shower rooms) and this had been going on for several months.</p> <p>During an interview on 9/7/16 at 9:06AM, HK#4 indicated the bug, roach and ant problem had been going on for a long time and it had been reported to maintenance who was responsible for the pest control issue at the time. The bugs/roaches have been seen in resident rooms, nursing station, dining room, nourishment rooms.</p> <p>During an interview on 9/7/16 at 9:14AM, the Administrative Assistant (AA) indicated that he had been aware of the concerns with bed bugs,</p>	F 469			

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F 469	<p>Continued From page 40</p> <p>and other pest issues and Echo LAB had recently come to spray to address that issue. Staff were expected to complete any work orders and place in maintenance box, any observations of bugs, rodents should be documented in the echo lab service log book. The AA acknowledged after doing a building check there were several outstanding work orders that had not been completed and the exterminating process for reported bugs, roaches was not effective.</p> <p>During an interview on 9/7/16 at 9:22AM, the housekeeping supervisor(HKS) indicated that housekeeping staff had reported concerns to her about roaches, bugs and ants being in resident rooms, dining rooms, nursing stations, nourishment rooms during their clean ups. The HKS added that maintenance director was responsible for managing the pest control issues.</p> <p>During an observation 9/7/16 at 10:30AM, of the refrigerator on the second floor resident dining room, dead bugs and ants were on the shelves with resident ' s snacks.</p> <p>During an interview on 9/7/16 at 11:08AM, NA #3 and NA #4indicated that they had seen several bugs, ants, roaches in resident rooms and dining areas. NA#3 indicated she had killed a few ants and roaches in the dining room and in the nourishment room when she had gotten resident snacks from the refrigerator. She stated it had been reported to housekeeping, maintenance and nursing.</p> <p>During an interview on 9/7/16 at 12:21PM, Echo Lab staff stated that he came to the facility monthly and did all the spraying for the outside, checked all the traps, fly screens and specific</p>	F 469			

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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE	
F 469	<p>Continued From page 41</p> <p>areas directed by maintenance director. He was not aware of the different observations of the roaches and bugs in the dining area, specific resident rooms and nourishment rooms. He indicated the additional areas were just brought to his attention in the past week.</p> <p>Review of the pest control service log documented :1st floor service log 7/26/16 water bugs, north nourishment rooms, up/down stairs, nursing station, kitchen, rooms, 146, 138, 128., 126, 1 south sink and refrigerators, roaches on 2nd floor, 8/12/16 1 south, room 109 and treatment cart roaches.</p> <p>During an interview on 9/23/16 at 6:45 AM, HK #5 indicated that she observed that roach in the room 146 few minutes ago and was ready to clean it. She stated that she observed small roaches in the residents ' rooms sometimes and reported it to her supervisor.</p> <p>During an interview on 9/23/16 at 6:55 AM, Nurse # stated that there were ants, roaches and flying bugs in many residents ' rooms on 1st South hallway. The nurse also stated there were bugs and roaches in the hallways, employee ' s lounge and nourishment rooms.</p> <p>During an observation on 9/23/16 at 6:59AM, second floor dining room: the following items were found, several dirty domes and dishes found on 4 dining tables, food (bread, cereal, vegetables on the floors, crumbs) roaches and black bugs coming from the corners of the walls near the bathrooms and from under the counter of the food prep area. There were large amounts of encrusted food particles, cereal, bread, brown/black hard chunks of meat. Paper products (straws, napkins, smashed cups) on the floor</p>	F 469			

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F 469	<p>Continued From page 42</p> <p>under the tables. The three section steam table silver lids and base had dried food and liquids encrusted on the surface. There was standing water with bread and other food particles floating in the water. The soup section of the steam table had dried foods/liquids inside and out. There was plastic wrap, straws and food stored on the inside. The sink drain area had food particles left on the inside and the top surface of the sink had food crumbs. The Panini supreme warmer/grill had a burnt piece of grilled cheese toast left on the inside, the surrounding surfaces had burnt cheese and black/brown matter on the inside grill area and on the outside where spillage and burnt cheese left over. The two waffle machine had dried waffle mixtures left on the inside and out, crumbs and encrusted black/brown matter around the surface. The counter tops were filled with left over crumbs, broke pieces of bread, small ants on the surfaces. There were 11 clean sectional plates located on the counter where ants were coming from the encrusted counter surfaces. The Director of Nursing, DON was present during part of the observation.</p> <p>During an interview on 9/23/16 at 7:05AM, the Director of Nursing (DON) acknowledged the condition of the dining room and kitchen prep area. The DON stated the dining room would be closed down. The DON indicated the expectation was for the kitchen staff to clean up the dining room after resident meals and ensure the food prep areas were clean and orderly at the end of the shift. The dining room would be closed down for extensive cleaning.</p> <p>During an interview on 9/23/16 at 7:14AM, NA#8 stated she had reported to nursing on 9/21/16 several roaches, ants and bugs were coming out</p>	F 469			

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

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F 469	<p>Continued From page 43</p> <p>of the base board seam in the resident rooms and all over the dining room. The nurse documented in the pest control service log book. During an interview on 9/23/16 at 7:20AM, Nurse #1 indicated that she had reported to the director of nursing and documented the observations of roaches in resident rooms, resident closets and dining room. The nurse stated that in-services were being done, but the bugs and roach problems continue to be an issue in resident rooms and dining room so it was documented when they were observed.</p> <p>During an interview on 9/23/16 at 7:25 AM, Nurse# 9 there had been an issue with bugs last month in Resident #7 ' s room. The staff moved Resident #7 to another room, placed all the resident ' s belongings in bags, sprayed the entire room with chemical and deep cleaned the room. Resident#7 was returned back to the room after several days.</p> <p>During an interview on 9/23/16 at 7:50AM, Nurse#8 indicated that she had seen bugs and ants around the nurse ' s station.</p> <p>During an interview on 9/24/16 at 10:30AM, the Administrator stated there had been two residents that were treated for bed bugs. The resident ' s skin was checked from head to toe and the nurse practitioner did not recommend any treatment. The residents were removed from the room and it was deep cleaned. The administrator stated that an outside contractor had been hired in addition to the current pest control service provider for an in depth extermination of the dining rooms, resident rooms and any other identified areas.</p>	F 469			