INITIAL COMMENTS

The following reflects the findings of the California Department of Public Health during the investigation of two complaints.

Complaint Numbers:
CA00563768
CA00563457

Representing the Department: HFEN 31403.

The inspection was limited to the specific complaints investigated and does not represent the findings of a full inspection of the facility.

One deficiency was issued for complaint numbers CA00563768 and CA00563457.

Safe/Clean/Comfortable/Homelike Environment
CFR(s): 483.10(i)(1)-(7)

§483.10(i) Safe Environment.
The resident has a right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely.

The facility must provide:
§483.10(i)(1) A safe, clean, comfortable, and homelike environment allowing the resident to use his or her personal belongings to the extent possible.
(i) This includes ensuring that the resident can receive care and services safely and that the physical layout of the facility maximizes resident independence and does not pose a safety risk.
(ii) The facility shall exercise reasonable care for the protection of the resident's property from loss or theft.

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§483.10(i)(2) Housekeeping and maintenance services necessary to maintain a sanitary, orderly, and comfortable interior;

§483.10(i)(3) Clean bed and bath linens that are in good condition;

§483.10(i)(4) Private closet space in each resident room, as specified in §483.90(e)(2)(V);

§483.10(i)(5) Adequate and comfortable lighting levels in all areas;

§483.10(i)(6) Comfortable and safe temperature levels. Facilities initially certified after October 1, 1990 must maintain a temperature range of 71 to 81°F; and

§483.10(i)(7) For the maintenance of comfortable sound levels. This REQUIREMENT is not met as evidenced by:

Based on observation, interview, and record review, the facility failed to maintain an interior temperature range that was comfortable for residents when the facility thermostats indicated interior temperatures of 64 and 70 degrees Fahrenheit and seven of ten residents (Residents 1, 2, 3, 4, 5, 6, and 7) stated the facility was cold.

Findings:

In an interview on 12/12/17 at 2 p.m., Licensed Vocational Nurse (LVN) 1 stated that in the mornings the facility was "freezing" and that some residents had complained to her (about the temperature). LVN 1 also stated the facility had portable heaters available, but they stopped using

How corrective action will be accomplished for those residents found to have been affected by this deficient practice;

For all residents

- Multiple blankets were offered and dispersed per each resident's request. For those residents unable to verbalize their need extra blankets were placed on their beds.

- Larger 3lb blankets were purchased and given to the residents.

- Hired an additional laundry attendant to warm blankets for the residents five out of seven days, in addition to this a PM shift CNA worked into night shift to assist in warming blankets five out of seven days.

When the laundry attendant was off the staff on both PM and night shifts warmed the blankets.

- Heater is functioning fully as of Friday January 19, 2018.
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them since the portable heaters blew the electrical circuits.

In an observation and concurrent interview with the Housekeeper (HK) on 12/12/18 at 2:05 p.m., the thermostat in Room 28 was set at 80 degrees Fahrenheit, but the thermostat indicates the temperature in the room was 64 degrees Fahrenheit. The HK stated some residents complained of the cold.

In an interview on 12/18/17 at 7 p.m., Resident 1 was wearing a winter coat and hat. Resident 1 stated it was always "freezing" in the facility. Resident 1 also stated she asked the staff to turn up the heat, but they said it (the heater) did not work.

In an observation on 12/18/17 at 7:20 p.m., the facility's thermostat in the hall near the front door indicated it was 70 degrees Fahrenheit.

In an interview on 12/18/17 at 7:15 p.m., Resident 2 stated the facility was cold all the time and everyone had jackets on.

In an interview on 12/18/17 at 7:20 p.m., Resident 3 stated the facility was cold all the time.

In an interview on 12/18/17 at 7:30 p.m., Resident 4 stated there was "never any heat" in the facility. Resident 4 stated he told the previous Administrator (Adm) 1, but no one ever fixed it (the heater).

In an interview on 12/18/17 at 7:40 p.m., Resident 5 stated the facility gets too cold and he often has to ask (the facility staff) for three to four blankets.

How the facility will identify other residents having the potential to be affected by the same deficient practice and what corrective action will be taken;

For all residents

- Multiple blankets were offered and dispersed per each resident's request. For those residents unable to verbalize their need extra blankets were placed on their beds.
- Larger 3lb blankets were purchased and given to the residents.
- Hired an additional laundry attendant to warm blankets for the residents five out of seven days, in addition to this a PM shift CNA worked into night shift to assist in warming blankets five out of seven days.
- When the laundry attendant was off the staff on both PM and night shifts warmed the blankets.
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In an observation and concurrent interview on 12/18/17 at 8:05 p.m., Resident 6 was wearing a jacket. Resident 6 stated the facility was "very cold." Resident 6 also stated he told the staff and they put heaters in the hallway, but took them away due to problems with the electrical circuits.

In an observation and concurrent interview on 12/18/17 at 8:10 p.m., Resident 7 was wearing a heavy jacket. Resident 7 stated the facility was cold ever since the weather turned cold. Resident 7 stated the staff don't do anything about it (the cold). Resident 7 also stated the cold affects her sleeping.

In an interview on 12/18/17 at 8 p.m., Registered Nurse (RN) 1 stated residents started to complain to her about the cold around 8 p.m. every night. RN 1 stated she did not reported this to the facility administration.

Review of the facility's policy and procedure titled, "Quality of Life - Homelike Environment," dated 2017, indicated "Residents are provided with a safe, clean, comfortable and homelike environment...2. The facility staff and management shall maximize, to the extent possible, the characteristics of the facility that reflect a personalized, homelike setting. These characteristics include...in comfortable and safe temperatures (71-81 degrees F)..."