

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 155530	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 12/15/2011
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NAME OF PROVIDER OR SUPPLIER SOUTH SHORE HEALTH & REHABILITATION	STREET ADDRESS, CITY, STATE, ZIP CODE 353 TYLER ST GARY, IN 46402
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F0000	<p>This visit was for the investigation of Complaint IN00100849.</p> <p>Complaint IN00100849-Unsubstantiated due to lack of evidence.</p> <p>Unrelated deficiencies cited.</p> <p>Survey dates: December 14 & 15, 2011</p> <p>Facility number: 000369 Provider number: 155530 AIM number: 100275190</p> <p>Survey team: Lara A. Richards, R.N.</p> <p>Census bed type: SNF/NF: 77 Total: 77</p> <p>Census payor type: Medicare: 5 Medicaid: 68 Other: 4 Total: 77</p> <p>Sample: 3</p> <p>These deficiencies reflect state findings cited in accordance with 410 IAC 16.2.</p> <p>Quality review completed 12/19/11</p>	F0000	F0000Please accept this plan of correction as the facility's credible allegation.This plan of correction does not constitute an admission on the part of South Shore Health & Rehabilitation to the accuracy of the surveyor's findings, nor the conclusions there from. The facility's submission of this plan of correction does not constitute an admission on the part of the facility that the findings cited are accurate, that the findings constitute a deficiency, or any of the deficiencies cited are correctly applied.	

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

TITLE

(X6) DATE

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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	Cathy Emswiller RN			

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F0246 SS=E	<p>483.15(e)(1) REASONABLE ACCOMMODATION OF NEEDS/PREFERENCES A resident has the right to reside and receive services in the facility with reasonable accommodations of individual needs and preferences, except when the health or safety of the individual or other residents would be endangered.</p> <p>Based on observation and interview, the facility failed to provide reasonable accommodation of needs related to providing space for activities and dining based on comments made by 2 of 2 residents. This also had the potential to affect 48 of the 77 residents who participated in activities and ate in the Main Dining Room. (Residents #E & #F)</p> <p>Findings include:</p> <p>During orientation tour on 12/14/11 at 1:25 p.m., the lights in the Main Dining Room were turned off and the doors were closed. No residents were observed in the dining room at this time. Further, the air temperature in the hall was cool.</p> <p>Observation of Units 3, 4, and 5 on 12/14/11 between 1:40 p.m. and 2:05 p.m., indicated several residents were eating lunch in their rooms.</p> <p>Confidential interview with Employee #B on 12/14/11 at 1:40 p.m., indicated the</p>	F0246	<p>Residents were kept out of the dining area until December 21, 2011, when the area was adequately heated. Residents ate in their rooms. Activities were completed at alternative sites within the facility. All residents were affected. There was no negative outcome. The unit was repaired as noted. The maintenance department/designee will monitor temperature daily to ensure no further problems occur. The administrator/designee will audit posted temperature logs for compliance once a week for two (2) months and then monthly for the remainder of 2012. Any irregularity will be brought to the attention of the administrator/designee. Completed by January 3, 2012.</p>	01/03/2012			

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	<p>heat in the dining room had been out for almost a month and the residents have been eating in their rooms. Further interview also indicated that activities were being conducted on the units and residents were sitting in chairs along the hallway.</p> <p>Interview with LPN #1 on 12/14/11 at 1:50 p.m., indicated the residents were eating in their rooms due to the dining room being a little chilly. She indicated the residents had been eating in their rooms the past couple of weeks.</p> <p>On 12/14/11 at 2:25 p.m., residents were observed seated at tables in the hallway of Unit 2 playing bingo.</p> <p>Confidential interview with Employee #C on 12/15/11 at 8:55 a.m., indicated the residents had been eating in their rooms for the past month. Continued interview at the time indicated they realized the heat wasn't working in the dining room after the weather changed.</p> <p>On 12/15/11 at 10:30 a.m., Resident #E, indicated he wanted to go into the dining room. Staff told the resident the dining room was closed.</p> <p>On 12/15/11 at 11:30 a.m., an activity was being held in a resident room on Unit</p>						

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2.	<p>Interview with the Maintenance Supervisor on 12/15/11 at 9:10 a.m., indicated that he had been working on the heat issue in the dining room. He indicated cold air blows out of the vent. He further indicated that he was trying to get somebody to come out and look at the issue but nothing had been arranged. Further interview at 1:15 p.m., indicated that he had been calling the heating company at least twice a week for the past couple of weeks. He further indicated that he closed the dining room off to the residents and that they had been eating in their rooms.</p> <p>On 12/15/11 at 1:30 p.m., the ambient air temperature in the Main Dining Room was 62 degrees Fahrenheit.</p> <p>On 12/15/11 at 1:40 p.m., Resident #F was attempting to open the door to the dining room. The resident indicated that she wanted to go inside. Staff informed the resident the dining room was closed and that she would have to go somewhere else.</p> <p>Interview with the Business Office Manager on 12/15/11 at 1:45 p.m., indicated a check had been sent that day to the heating company and they should</p>			
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	<p>be out within the next day. She further indicated the heating company had not been out earlier due to miscommunication and a non-payment issue. She indicated this had been going on for about two weeks.</p> <p>3.1-3(v)(1)</p>			

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F0257 SS=E	<p>483.15(h)(6) COMFORTABLE & SAFE TEMPERATURE LEVELS</p> <p>The facility must provide comfortable and safe temperature levels. Facilities initially certified after October 1, 1990 must maintain a temperature range of 71 - 81° F</p> <p>Based on observation and interview, the facility failed to ensure safe and comfortable temperatures were maintained in 1 of 1 dining rooms throughout the facility. This had the potential to affect 48 of the 77 residents who ate in the Main Dining Room.</p> <p>Findings include:</p> <p>During orientation tour on 12/14/11 at 1:25 p.m., the lights in the Main Dining Room were turned off and the doors were closed. No residents were observed in the dining room at this time. Further, the air temperature in the hall was cool.</p> <p>Observation of Units 3, 4, and 5 on 12/14/11 between 1:40 p.m. and 2:05 p.m., indicated several of the residents were eating lunch in their rooms.</p> <p>Confidential interview with Employee #B on 12/14/11 at 1:40 p.m., indicated the heat in the dining room had been out for almost a month and the residents have been eating in their rooms.</p>	F0257	<p>Residents were kept out of the dining area until December 21, 2011, when the area was adequately heated. Residents ate in their rooms. Activities were completed at alternative sites within the facility. All residents were affected. There was no negative outcome. The unit was repaired as noted. The maintenance department/designee will monitor temperature daily to ensure no further problems occur. The administrator/designee will audit posted temperature logs for compliance once a week for two (2) months and then monthly for the remainder of 2012. Any irregularity will be brought to the attention of the administrator/designee. Completed by January 3, 2012.</p>	01/03/2012			

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	<p>Interview with LPN #1 on 12/14/11 at 1:50 p.m., indicated the residents were eating in their rooms due to the dining room being a little chilly. She indicated the residents had been eating in their rooms the past couple of weeks.</p> <p>Interview with the Assistant Director of Nursing (ADON) on 12/14/11 at 2:35 p.m., indicated there had been a heat issue in the dining room. She indicated the Maintenance Supervisor had been up on the roof but she did not know if he found anything wrong and she did not know if anyone had been out to check out the problem. She indicated the residents had been eating in their rooms for at least a couple of weeks.</p> <p>Confidential interview with Employee #C on 12/15/11 at 8:55 a.m., indicated the residents had been eating in their rooms for the past month. Continued interview at the time indicated they realized the heat wasn't working in the dining room after the weather changed.</p> <p>Interview with the Maintenance Supervisor on 12/15/11 at 9:10 a.m., indicated that he had been working on the heat issue in the dining room. He indicated cold air blows out of the vent. He further indicated that he was trying to get somebody to come out and look at the</p>						

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	<p>issue but nothing had been arranged. Further interview at 1:15 p.m., indicated that he had been calling the heating company at least twice a week for the past couple of weeks. He further indicated that he closed the dining room off to the residents and that they had been eating in their rooms.</p> <p>On 12/15/11 at 1:30 p.m., the ambient air temperature in the Main Dining Room was 62 degrees Fahrenheit.</p> <p>Interview with the Business Office Manager on 12/15/11 at 1:45 p.m., indicated a check had been sent that day to the heating company and they should be out within the next day. She further indicated the heating company had not been out earlier due to miscommunication and a non-payment issue. She indicated this had been going on for about two weeks.</p> <p>3.1-19(h) 3.1-19(j)</p>			

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F0465 SS=E	<p>483.70(h) SAFE/FUNCTIONAL/SANITARY/COMFORTABLE ENVIRON The facility must provide a safe, functional, sanitary, and comfortable environment for residents, staff and the public.</p> <p>Based on observation and interview, the facility failed to ensure safe and comfortable temperatures were maintained in 1 of 1 dining rooms throughout the facility. This had the potential to affect 48 of the 77 residents who ate in the Main Dining Room.</p> <p>Findings include:</p> <p>During orientation tour on 12/14/11 at 1:25 p.m., the lights in the Main Dining Room were turned off and the doors were closed. No residents were observed in the dining room at this time. Further, the air temperature in the hall was cool.</p> <p>Confidential interview with Employee #B on 12/14/11 at 1:40 p.m., indicated the heat in the dining room had been out for almost a month and the residents have been eating in their rooms.</p> <p>Interview with the Assistant Director of Nursing (ADON) on 12/14/11 at 2:35 p.m., indicated there had been a heat issue in the dining room. She indicated the Maintenance Supervisor had been up on the roof but she did not know if he found</p>	F0465	Residents were kept out of the dining area until December 21, 2011, when the area was adequately heated. Residents ate in their rooms. Activities were completed at alternative sites within the facility. All residents were affected. There was no negative outcome. The unit was repaired as noted. The maintenance department/designee will monitor temperature daily to ensure no further problems occur. The administrator/designee will audit posted temperature logs for compliance. Completed by January 3, 2012.	01/03/2012			

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	<p>anything wrong and she did not know if anyone had been out to check out the problem. She indicated the residents had been eating in their rooms for at least a couple of weeks.</p> <p>Confidential interview with Employee #C on 12/15/11 at 8:55 a.m., indicated the residents had been eating in their rooms for the past month. Continued interview at the time indicated they realized the heat wasn't working in the dining room after the weather changed.</p> <p>Interview with the Maintenance Supervisor on 12/15/11 at 9:10 a.m., indicated that he had been working on the heat issue in the dining room. He indicated cold air blows out of the vent. He further indicated that he was trying to get somebody to come out and look at the issue but nothing had been arranged. Further interview at 1:15 p.m., indicated that he had been calling the heating company at least twice a week for the past couple of weeks. He further indicated that he closed the dining room off to the residents and that they had been eating in their rooms.</p> <p>On 12/15/11 at 1:30 p.m., the ambient air temperature in the Main Dining Room was 62 degrees Fahrenheit.</p>						

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