

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	X2) MULTIPLE CONSTRUCTION A. BUILDING <u>00</u> B. WING _____	X3) DATE SURVEY COMPLETED 04/22/2015
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NAME OF PROVIDER OR SUPPLIER  MONROE PLACE	STREET ADDRESS, CITY, STATE, ZIP CODE 2770 S ADAMS RD BLOOMINGTON, IN 47403
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R 000  Bldg. 00	<p>This visit was for the Investigation of Complaint IN00171446.</p> <p>Complaint IN00171446 - Substantiated. State deficiencies related to the allegations are cited at R041, R091 and R273.</p> <p>Survey date: April 22, 2015</p> <p>Facility number: 004016 Provider number: 004016 AIM number: N/A</p> <p>Census bed type: Residential: 40 Total: 40</p> <p>Sample: 06</p> <p>These state findings are cited in accordance with 410 IAC 16.2-5.</p>	R 000	<p>Submission of this Response and Plan of Correction is not a legal admission that a deficiency exists, or that this Statement of Deficiencies was correctly cited, and is also not to be construed as an admission against interest by the residence, any employees, agents or other individuals who drafted or may be discussed in the response or Plan of Correction. In addition, preparation and submission of this Plan of Correction does not constitute an admission or agreement of any kind by this facility of the facts alleged or the correctness of any conclusions set forth in this allegation by the survey agency. This Plan of Correction is prepared or executed to satisfy provisions of federal and state law.</p> <p>Monroe Place respectfully requests that the 2567 Plan of Correction be considered credible evidence and requests a desk review.</p>	
R 041  Bldg. 00	<p>410 IAC 16.2-5-1.2(o)(4) Residents' Rights - Deficiency (4) The facility shall develop and implement policies for investigating and responding to complaints when made known and grievances made by: (A) an individual resident;</p>			

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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	<p>(B) a resident council or family council, or both; (C) a family member; (D) family groups; or (E) other individuals.</p> <p>Based on observation, interview, and record review, the facility failed to ensure the grievance policy was implemented for residents who had concerns about cats being in the main dining room during and after meals for 4 of 6 residents in a sample of 6 interviewed for dining concerns. (Resident #A, Resident #B, Resident #E, Resident #F)</p> <p>Findings include:</p> <p>On 4/22/15 at 8:40 a.m., upon entering the facility observed a gray color cat lying on the reception counter. The cat was observed to walk across the counter and jump down. The Executive Director (ED) was observed to pick up the cat, place in the conference room, and close the door. The door to the room, where the cat had been placed, remained closed and locked during the time surveyors were in the building.</p> <p>On 4/22/15 at 11:20 a.m., the Executive Director (ED) indicated, I have had only 1 person complain about the cats. Resident #F indicated she was allergic to cats and they (the cats) were in the dining room. When not in the conference room</p>	R 041	<p>R041 It is the intent of this community to develop and implement policies for investigating and responding to complaints when made know and grievances made by:</p> <ol style="list-style-type: none"> <li>1.An individual resident;</li> <li>2.Resident council or family council or both</li> <li>3.A family member;</li> <li>4.Family groups;</li> <li>5.Other individuals</li> </ol> <p>1.What action has been taken to correct the deficient practice for affected residents? The resident concern over cats being in the dining room has been resolved with the cats adopted by a staff member on April 23, 2015. Residents were re-introduced to policy on how to file a grievance during resident council meeting on April 29, 2015.</p> <p>2.Identified others who have the potential to be affected identified? Residents no longer have the potential to be affected as the cats were adopted by a staff member on April 23, 2015. Residents were re-introduced to policy on how to file a grievance during resident council meeting on April 29,2015.</p> <p>3.What measures or systemic changes were put into place to ensure this does not re-occur? The community no longer</p>	04/29/2015

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	<p>or office the cats are everywhere. The cats are not allowed in the dining room during meal times, but sometimes between meals they are in the dining room. "If staff members see the cats in the dining room they will try to get them out by spraying water."</p> <p>1). On 4/22/2015 at 9:00 a.m., an interview with Resident #A indicated the cats bother everyone in the facility and resident's complain to each other all the time. The cats are often on the dining room tables even after the tables are set for meals. Several of the residents feed the cats from the table during meal time, because the cats are in there begging for food. Resident #A indicated, last week the cats were in her room trying to get into her cabinets.</p> <p>2). On 4/22/2015 at 9:15 a.m., an interview with Resident #B indicated the cats are on the tables in the dining room frequently.</p> <p>3). On 4/22/2015 at 10:40 a.m., an interview with Resident #E indicated the cats are on the counter and on the tables in the dining room frequently. The cats have been seen licking the sides of the drinking glasses before meals. Resident #E indicated she likes the cats, but they do not belong in the dining room.</p>		<p>maintains a community pet eliminating the possibility of the concern reoccurring. Residents were reintroduced to policy on how to file a grievance during resident council meeting on April 29,2015. The Executive Director and staff were re-introduced to the policy on Resident Concerns on April 23, 2015.</p> <p>1.How will the corrective actions be maintained? Through the Quality Checks process and per the company policy resident concerns will be investigated in an effort to remedy the situation in a prompt and thorough manner. Upon completion of the investigation, the Executive Director or designee will write a summary of the concern, investigation and findings that is absent of identification if such identification could result in retaliation.The Executive Director or Designee shall provide this summary to the person(s) filing the resident complaint. A copy of the completed form will be maintained by the community. If the Executive Director or Designee is unable to resolve the concern satisfactorily, the resident and/or family member may contact the Enlivant Care Customer Service Line or may also notify the appropriate state agencies with their concern or grievance. Concerns will be addressed as received and submitted along with summary including resolution to the monthly</p>				

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	<p>4). On 4/22/2015 at 10:32 a.m., an interview with Certified Nursing Assistant (CNA #1) indicated, several residents have complained about the cats being in the dining room. The cats often get sick in the hallway and they run all over the building. CNA #1 indicated she has had to get the cats out of the dining room and the resident's often feed the cats from the tables.</p> <p>5). On 4/22/2015 at 11:20 a.m., an interview with the ED indicated the cats are everywhere. The cats are not allowed in the dining room during meal times, but sometimes between meals they are in the dining room. If staff members see the cats in the dining room they will try to get them out by spraying water.</p> <p>6). On 4/22/15 at 10:02 a.m., Dietary Aide (DA) #1 was observed to remove and wash the cubed table cloths. DA #1 indicated the cubed table cloth, which does not completely cover the bottom table cloth, are removed and washed after every meal. The bottom table cloth is only removed and cleaned on night shift. DA #1 indicated, the cats do get up on the table in the dining area to jump on the window ledge. "I have seen them a couple times on the table sniffing the table." They are shoed out. The cats</p>		Quality Assurance Committee ongoing to ensure continuing compliance.				

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	<p>like to jump on the 2nd table next to the linen closet. The residents do feed the cats sometimes. About 1 month ago a resident complained about the cats being on the table. I shoo it off.</p> <p>7). On 4/22/15 at 10:17 a.m., an interview with Physical Therapist #1 indicated, she has heard some residents complain about the cats being in the dining room after all residents have exit the dining area after a meal. The ED usually shoos them out.</p> <p>8). On 4/22/15 at 10:48 a.m., Resident #F indicated, "I am allergic to cats." The cats get up on the table in the dining room, where we eat. I told the ED and she said she was trying to find a home for the cats. Usually at night when no one is in the dining room the cats are all over the table. I don't want to eat from a table where cats have been. During the day the cats are in the dining room walking around under the table. They are on the chairs. I have difficulty breathing. I use a breathing machine.</p> <p>On 4/22/15 at 11:43 a.m., the Executive Director provided "Grievance Procedure" undated, and indicated the policy was the one currently used by the facility. The policy indicated, "...concerns will be investigated in an effort to remedy the</p>						

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R 091 Bldg. 00	<p>situation in a prompt and thorough manner. ...1. If the resident ... have any .. concerns, the staff should encourage them to contact the Residence Director. ...2. If the concern cannot be resolved informally, ... complete a Resident concern [Grievance] Form,... 4. ... Form should be given to the Residence Director. The Residence Director ... shall initiate an investigation. ... "</p> <p>This State tag relates to Complaint IN00171446.</p> <p>410 IAC 16.2-5-1.3(h)(1-4) Administration and Management - Noncompliance (h) The facility shall establish and implement a written policy manual to ensure that resident care and facility objectives are attained, to include the following: (1) The range of services offered. (2) Residents' rights. (3) Personnel administration. (4) Facility operations. The policies shall be made available to residents upon request. Based on interview and record review, the facility failed to ensure a written policy was establish to monitor and maintain care for facility pets for 2 of 2 facility cats.</p>	R 091	R091 Administration and Management It is the intent of this community to establish and implement a written policy manual to ensure that resident care and facility objectives are attained, to	04/29/2015			

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	<p>Findings include:</p> <p>On 4/22/15 at 11:20 a.m., the Executive Director (ED) indicated, "When not in the conference room or office the cats are everywhere." The cats are not allowed in the dining room during meal times, but sometimes between meals they are in the dining room. "Cats are cats." If staff members see the cats in the dining room they will try to get them out by spraying water.</p> <p>On 4/22/15 at 10:02 a.m., Dietary Aide (DA) #1 indicated, the cats do get up on the tables in the dining area to jump on the window ledge. "I have seen the cats a couple times on the table sniffing the table." They are shoed out.</p> <p>On 4/22/15 at 10:40 a.m., an interview with Resident #E indicated the cats have been seen licking the sides of the drinking glasses before meals. Resident #E indicated she likes the cats, but they do not belong in the dining room.</p> <p>On 4/22/15 at 10:32 a.m., an interview with Certified Nursing Assistant (CNA) #1, indicated she has had to get the cats out of the dining room.</p> <p>On 4/22/15 at 10:48 a.m., Resident #F</p>		<p>include the following:</p> <ol style="list-style-type: none"> <li>1.The range of services offered.</li> <li>2.Resident Rights</li> <li>3.Personnel administration</li> <li>4.Facility Operations The policies shall be made available to residents upon request. <ol style="list-style-type: none"> <li>1.What action has been taken to correct the deficient practice for affected residents? The resident concern over cats entering the dining room has been resolved with the cats being adopted by a staff member on April 23, 2015. No policy for the maintenance and care of facility pets is needed as the community no longer houses community pets.</li> <li>2.Identified others who have the potential to be affected identified? Residents no longer have the potential to be affected as the cats were adopted by a staff member on April 23, 2015. Residents were re-introduced to policy on how to file a grievance during resident council meeting on April 29,2015.</li> <li>3.What measures or systemic changes were put into place to ensure this does not re-occur? The community no longer maintains a community pet eliminating the possibility of the concern reoccurring. Residents were reintroduced to policy on how to file a grievance during resident council meeting on April 29,2015. The Executive Director and staff were re-introduced to the policy on Resident Concerns</li> </ol> </li> </ol>				

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	<p>indicated, The cats get up on the table in the dining room, where we eat. I told the ED and she said she was trying to find a home for the cats. Usually at night when no one is in the dining room the cats are all over the table. I don't want to eat from a table where cats have been. During the day the cats are in the dining room walking around under the table. They are on the chairs.</p> <p>On 4/22/15 at 11:27 a.m., the ED provided admissions form "PET AGREEMENT" dated 2/2007, and indicated the agreement was the one currently used by the facility. The agreement indicated, " ... The purpose of this agreement is to allow residents to benefit from the pleasure of pet ownership, while ensuring that pet ownership does not infringe on the rights of all residents to live in a clean, ... environment. ... PET RESTRAINT: ... No pet shall be allowed to be loose on the Residence grounds ... in the surrounding areas. Resident pets shall not be allowed in the dining room, and may be discouraged from being in the common areas ..."</p> <p>On 4/22/15 at 11:27 a.m., the ED provided, "Assisted Living Concepts Pet Policy" dated 1/1/13, and indicated the policy was the one currently used by the</p>		<p>on April 23, 2015.</p> <p>1.How will the corrective actions be maintained? Through the Quality Checks process and per the company policy resident concerns will be investigated in an effort to remedy the situation in a prompt and thorough manner. Upon completion of the investigation, the Executive Director or designee will write a summary of the concern, investigation and findings that is absent of identification if such identification could result in retaliation. The Executive Director or Designee shall provide this summary to the person(s) filing the resident complaint. A copy of the completed form will be maintained by the community. If the Executive Director or Designee is unable to resolve the concern satisfactorily, the resident and/or family member may contact the Enlivant Care Customer Service Line or may also notify the appropriate state agencies with their concern or grievance. Concerns will be addressed as received and submitted along with summary including resolution to the monthly Quality Assurance Committee ongoing to ensure continuing compliance.</p>				

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R 273 Bldg. 00	<p>facility. The policy indicated, " ... 2. State specific requirements regarding pets must be followed. ..."</p> <p>There was no policy provided for facility pets.</p> <p>This State tag is related to Complaint IN00171446.</p> <p>410 IAC 16.2-5-5.1(f) Food and Nutritional Services - Deficiency (f) All food preparation and serving areas (excluding areas in residents ' units) are maintained in accordance with state and local sanitation and safe food handling standards, including 410 IAC 7-24.</p> <p>Based on observation, interview, and record review, the facility failed to ensure all serving areas were maintained in a sanitary and clean state as indicated by the Retail Food Establishment Sanitation Requirements, in that cats walk around the main dining room and jump on the tables between meals for 1 of 1 dining room. This deficient practice had the potential to affect 40 of 40 residents being served in the dining room.</p> <p>Findings include:</p> <p>1). On 4/22/15 at 8:40 a.m., upon</p>	R 273	<p>R273 Food and Nutritional Services It is the intent of this community that food and serving areas (excluding areas in resident units) are maintained in accordance with state and local sanitation and safe food handling standards including 410 IAC7-24.</p> <p>1. What action has been taken to correct the deficient practice for affected residents? The resident concern over cats being in the dining room has been resolved with the cats adopted by a staff member on April 23,2015. Residents were re-introduced to policy on how to file a grievance duringresident council meeting on</p>	04/29/2015			

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	<p>entering the facility observed a gray color cat lying on the reception counter. The cat was observed to walk across the counter and jump down. The Executive Director (ED) was observed to pick up the cat, place in the conference room, and close the door. The door to the room where the cat had been placed remained closed and locked during the time surveyors were in the building.</p> <p>2). On 4/22/15 at 9:00 a.m., an interview with Resident #A indicated the cats bother everyone in the facility and resident's complain to each other all the time. The cats are often on the dining room tables even after the tables are set for meals. Several of the residents feed them from the table during meal time because, the cats are in there begging for food.</p> <p>3). On 4/22/15 at 9:15 a.m., an interview with Resident #B indicated the cats are on the tables in the dining room frequently.</p> <p>4). On 4/22/15 at 9:45 a.m., Resident #D indicated, the 2 cats always roam around. They are in the dining area a lot. I haven't seen them on the table, but I have seen them on the piano and chairs up front.</p> <p>5). Dietary Aide (DA) #1 was observed</p>		<p>April 29, 2015.</p> <p>2. Identified others who have the potential to be affected identified? Residents no longer have the potential to be affected as the cats were adopted by a staff member on April 23, 2015. Residents were re-introduced to policy on how to file a grievance during resident council meeting on April 29, 2015.</p> <p>3. What measures or systemic changes were put into place to ensure this does not re-occur? The community no longer maintains a community pet eliminating the possibility of the concern reoccurring. Residents were reintroduced to policy on how to file a grievance during resident council meeting on April 29, 2015. The Executive Director and staff were re-introduced to the policy on Resident Concerns on April 23, 2015.</p> <p>1. How will the corrective actions be maintained? Through the Quality Checks process and per the company policy resident concerns will be investigated in an effort to remedy the situation in a prompt and thorough manner. Upon completion of the investigation, the Executive Director or designee will write a summary of the concern, investigation and findings that is absent of identification if such identification could result in retaliation. The Executive Director or Designee shall provide this summary to the person(s) filing</p>				

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	<p>on 4/22/15 at 10:02 a.m., to remove and wash the cubed table cloths. DA #1 indicated, the cubed table cloths are removed and washed after every meal. The bottom table cloth, which is not completely covered by the cubed table cloth, is only removed and clean on night shift. DA #1 indicated, the cats do get up on the table in the dining area to jump on the window ledge. "I have seen them a couple times on the table sniffing the table." The cats are shoed out. The cats like to jump on the table 2nd from the linen closet. The residents do feed the cats sometimes. About 1 month ago a resident complained about the cats being on the table. I shoed it off.</p> <p>6). On 4/22/15 at 10:17 a.m., an interview with Physical Therapist #1 indicated, she has heard some residents complain about the cats being in the dining room after all residents have exited the dining area after a meal. The ED usually shoos the cats out.</p> <p>7). On 4/22/15 at 10:40 a.m., an interview with Resident #E indicated the cats are on the counter and on the tables in the main dining room frequently. The cats have been seen licking the sides of the drinking glasses before meals. Resident #E indicated she likes the cats, but they do not belong in the dining</p>		<p>the resident complaint. A copy of the completed form will be maintained by the community. If the Executive Director or Designee is unable to resolve the concern satisfactorily, the resident and/or family member may contact the Enlivant Care Customer Service Line or may also notify the appropriate state agencies with their concern or grievance. Concerns will be addressed as received and submitted along with summary including resolution to the monthly Quality Assurance Committee ongoing to ensure continuing compliance.</p>	

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	<p>room.</p> <p>8). On 4/22/15 at 10:32 a.m., an interview with Certified Nursing Assistant (CNA #1, indicated she has had to get the cats out of the dining room and the resident's often feed the cats from the tables.</p> <p>9). On 4/22/15 at 10:48 a.m., Resident #F indicated, "I am allergic to cats." The cats get up on the table in the dining room, where we eat. I told the ED and she said she was trying to find a home for the cats. Usually at night when no one is in the dining room the cats are all over the tables. I don't want to eat from a table where cats have been. During the day the cats are in the dining room walking around under the table. They are on the chairs. I have difficulty breathing. I use a breathing machine.</p> <p>10). On 4/22/15 at 11:20 a.m., the ED indicated, I have had only 1 person complain about the cats. Resident #F indicated she was allergic to cats and they were in the dining room. When not in the conference room or office the cats are everywhere. The cats are not allowed in the dining room during meal times, but sometimes between meals they are in the dining room. "If staff members see the cats in the dining room they will try to</p>			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:		X2) MULTIPLE CONSTRUCTION A. BUILDING <u>00</u> B. WING _____		X3) DATE SURVEY COMPLETED 04/22/2015	
NAME OF PROVIDER OR SUPPLIER  MONROE PLACE				STREET ADDRESS, CITY, STATE, ZIP CODE 2770 S ADAMS RD BLOOMINGTON, IN 47403			
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	<p>get them out by spraying water."</p> <p>The ED indicated, there was no policy related to facility cats being in the facility or the dining room.</p> <p>410 IAC 16.2-3.1-21 indicated, " ... FOOD ... (a) Each resident receives and the facility provides the following: i...3. ... distribute, and serve food under sanitary conditions. ..."</p> <p>On 4/22/15 at 11:27 a.m., the ED provided admissions form "PET AGREEMENT" dated 2/2007, and indicated the agreement was the one currently used by the facility. The agreement indicated, " ... The purpose of this agreement is to allow residents to benefit from the pleasure of pet ownership, while ensuring that pet ownership does not infringe on the rights of all residents to live in a clean, ... environment. ... PET RESTRAINT: ... No pet shall be allowed to be loose on the Residence grounds ... in the surrounding areas. Resident pets shall not be allowed in the dining room, and may be discouraged from being in the common areas ..."</p> <p>On 4/22/15 at 11:27 a.m., the ED provided, "Assisted Living Concepts Pet Policy" dated 1/1/13, and indicated the</p>						

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	<p>policy was the one currently used by the facility. The policy indicated, " ... 2. State specific requirements regarding pets must be followed. ..."</p> <p>This State tag relates to Complaint IN00171446.</p>				