

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 155038	X2) MULTIPLE CONSTRUCTION A. BUILDING <u>00</u> B. WING _____	X3) DATE SURVEY COMPLETED 09/15/2015
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NAME OF PROVIDER OR SUPPLIER WATERS EDGE VILLAGE	STREET ADDRESS, CITY, STATE, ZIP CODE 2200 WEST WHITE RIVER BLVD MUNCIE, IN 47303
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F 0000 Bldg. 00	<p>This visit was for the Investigation of Complaint IN00180624.</p> <p>Complaint IN00180624 - Substantiated. Federal/State deficiency related to the allegation is cited at F465.</p> <p>Survey dates: September 14 and 15, 2015</p> <p>Facility number: 000013 Provider number: 155038 AIM number: 100266100</p> <p>Census bed type: SNF/NF: 64 Total: 64</p> <p>Census payor type: Medicare: 10 Medicaid: 53 Other: 1 Total: 64</p> <p>Sample: 7</p> <p>This deficiency reflects State findings cited in accordance with 410 IAC 16.2-3.1.</p> <p>QR completed by 11474 on September</p>	F 0000	<p>The carpet in the resident loungewill be cleaned with the carpet extractor.</p> <p>Room 103 The room will bestrippd and waxed- The privacy curtain will be washed and Replacedif needed-the caulking has been replaced</p> <p>Room 105 The room will bestrippd and waxed- The toilet has been cleaned-thecaulking replaced-the room has been cleaned and the walls have been washed andrepainted as needed.</p> <p>Room 106 The room has beendeep cleaned-The room will be stripped and waxed- The caulking has beenreplaced</p> <p>Room 107 The room wascleaned-the floors will be stripped and waxed-the caulking has Beenreplaced.</p> <p>Room 108 Therestroom has been cleaned-The floors will be stripped and waxed.</p> <p>Room 202 The restroom has beendeep cleaned-The floors will be stripped and waxed.</p> <p>Room 210 The privacy curtainswill be washed and replaced if needed-the room will be Strippedand waxed.</p> <p>Room 212 The room will bestrippd and waxed- The tiles will be replaced-The privacy</p>	
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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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	16, 2015.		curtain will be washed and replaced as needed-The toilet has been cleaned. Room 222 The restroom has been cleaned-The floors will be stripped and waxed. The privacy curtains will be washed and replaced if needed-the caulking has been replaced- Room 224 The room will be stripped and waxed- The tiles will be replaced Room 228 The room has been cleaned-the floor will be stripped and waxed- The residents refrigerator has been placed on a defrost schedule. Room 303 The room will be stripped and waxed- The caulking has been replaced Room 304 The restroom has been cleaned-The floors will be stripped and waxed. Room 305 The room will be stripped and waxed- The caulking has been replaced Room 307 The room will be stripped and waxed- The restroom has been deep cleaned Room 309 The room will be stripped and waxed- The tiles will be replaced All residents have the potential to be effected. A complete room by room inspection was conducted by the Housekeeping Supervisor, Maintenance Supervisor and Executive Director to identify areas needing repair or cleaning. All identified areas will be cleaned by housekeeping personnel and		

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			<p>repairs will be made by the Maintenance personnel.</p> <ul style="list-style-type: none"> Housekeeping personnel will be inserviced by the Home Office Housekeeping Consultant on daily cleaning procedures as well as deep clean procedures. Employees with floor care duties will be inserviced by the Home Office Housekeeping Consultant on the stripping, waxing, and carpet cleaning procedures. Each housekeeper will complete a daily cleaning check off sheet developed by the Home office housekeeping consultant. The House keeping supervisor will review the sheets daily. Customer Care Representatives and weekend managers will be assigned to inspect rooms daily and will notify the Housekeeping Supervisor and or the Maintenance Supervisor of needed cleaning or repairs. The Housekeeping Supervisor or designee will complete the identified cleaning tasks. The Maintenance Supervisor will make identified repairs when able or arrange for contracted labor to complete repairs as needed. A facility remodel to include new flooring in resident rooms is scheduled to take place in 2016. A Laundry/Housekeeping/Cleaning Schedules CQI Tool will be completed as a monitoring tool. This tool will be completed weekly x4, monthly x5, then on quarterly 	

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F 0465 SS=F Bldg. 00	<p>483.70(h) SAFE/FUNCTIONAL/SANITARY/COMFORTABLE ENVIRONMENT</p> <p>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 a clean environment for 16 of 16 rooms observed for a clean, well maintained, sanitary environment. (Rooms 228, 309, 307, 303, 305, 224, 222, 212, 105, 106, 103, 107, 108, 304, 307 and 210)</p> <p>Findings include:</p> <p>During a tour on 9/14/15 at 9:08 a.m., the following observations were made:</p> <p>The carpet in the resident lounge had several large dark stains.</p>	F 0465	<p>x2. If a threshold of 95% is not met, the results will be reviewed by the CQI committee and an action plan will be developed. The CQI tool will be overseen by the Executive Director, Medical Director, and Quality Assurance Performance Improvement meeting members. Results of inspections will be reviewed monthly during the Quality Assurance Performance Improvement meeting for 1 year.</p> <p>October 15th 2015</p> <p>The carpet in the resident lounge will be cleaned with the carpet extractor. Room 103 The room will be stripped and waxed- The privacy curtain will be washed and replaced if needed- the caulking has been replaced Room 105 The room will be stripped and waxed- The toilet has been cleaned- the caulking replaced- the room has been cleaned and the walls have been washed and repainted as needed. Room 106 The room has been deep cleaned- The room will</p>	10/15/2015

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	<p>The floor in room #228 had wet soiled towels on the floor and dark brown black debris around the base boards, dark stains. The refrigerator was open with water leaking out onto the floor.</p> <p>The floor in room #309 had cracked and broken floor tiles with dark stains.</p> <p>The floor in room # 307 floor had visible dark brown/black debris around the base boards and dried stains. The toilet was unclean and the room was malodorous.</p> <p>The floor in room #303 had visible stains and brown/.black debris around the base boards.</p> <p>The floor in room # 305 had visible stains and brown/black debris around the base boards.</p> <p>The floor in room # 224 had cracked and broken floor tiles. The floor was stained and discolored.</p> <p>The floor in room # 212 had cracked and broken floor tiles and visible stains and discoloration.</p> <p>The floor in room # 105 had visible brown/black debris around the base boards and stains. Scattered trash was</p>		<p>be stripped and waxed- The caulking has been replaced Room 107 The room was cleaned-the floors will be stripped and waxed-the caulking has Been replaced. Room 108 Therestroom has been cleaned-The floors will be stripped and waxed. Room 202 The restroom has been deep cleaned-The floors will be stripped and waxed. Room 210 The privacy curtains will be washed and replaced if needed-the room will be Stripped and waxed. Room 212 The room will be stripped and waxed- The tiles will be replaced-The privacy curtain will be washed and replaced as needed-The toilet has been cleaned. Room 222 The restroom has been cleaned-The floors will be stripped and waxed. The privacy curtains will be washed and replaced if needed-the caulking Has been replaced- Room 224 The room will be stripped and waxed- The tiles will be replaced Room 228 The room has been cleaned-the floor will be stripped and waxed- The residents refrigerator has been placed on a defrost schedule. Room 303 The room will be stripped and waxed- The</p>		

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	<p>noted on the floor.</p> <p>During a tour on 9/14/15 at 4:00 p.m., with the Administrator, the following observations were made:</p> <p>The bathroom floor in room #303 had dark brown/black debris and stains around the base of the toilet and the caulking was cracked.</p> <p>The bathroom in room #106 was noted to be malodorous and the floor appeared unclean. The Administrator indicated it had "been awhile" since the floors had been stripped and waxed. No specific date was provided.</p> <p>During an interview on 9/14/15 at 10:21 a.m., the Director of Housekeeping indicated he did not know the last time the floors had been stripped. The Director of Housekeeping indicated the resident rooms were mopped once daily. "I have no idea how long it's been since the floors have been stripped and waxed. It should probably take about 6 months to get all the rooms done."</p> <p>During a tour on 9/15/15 at 9:03 a.m., with the Administrator, the following observations were made:</p> <p>The floor in room #103 had several dried</p>		<p>caulking has been replaced</p> <p>Room 304 The restroom has been cleaned-The floors will be stripped and waxed.</p> <p>Room 305 The room will be stripped and waxed- The caulking has been replaced</p> <p>Room 307 The room will be stripped and waxed- The restroom has been deep cleaned</p> <p>Room 309 The room will be stripped and waxed- The tiles will be replaced</p> <p>All residents have the potential to be effected.</p> <p>A complete room by room inspection was conducted by the Housekeeping Supervisor, Maintenance Supervisor and Executive Director to identify areas needing repair or cleaning. All Identified areas will be cleaned by housekeeping personnel and repairs will be made by the Maintenance personnel.</p> <p>Housekeeping personnel will be inserviced by the Home Office Housekeeping Consultant on daily cleaning procedures as well as deep clean procedures. Employees with floor care duties will be inserviced by the Home Office Housekeeping Consultant on the stripping, waxing, and carpet cleaning procedures. Each housekeeper will complete a daily cleaning check off sheet developed by the Home office housekeeping consultant. The House keeping</p>		

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	<p>brown stains. The privacy curtain had dark stains. The bathroom floor had visible brown/black debris in the corners and along the base board, the floor appeared unclean.</p> <p>The bathroom floor in room #105 had visible brown/black in the corners and along the base boards. The toilet and toilet base had visible dirt. The walls had visible dried particles and appeared unclean.</p> <p>There was trash noted on the floor in room #107. The bathroom floor had visible brown/black debris in the corners and along the base boards. The caulking around the base of the toilet was stained and appeared unclean.</p> <p>The floor in room #108 was stained with a dried dark red substance. The bathroom floor and toilet were stained with brown/black debris. The bathroom was malodorous. There was a thick dark brown debris at the threshold.</p> <p>The floor in room #202 had visible brown/black debris and soiled towels were noted on the floor. The bathroom had standing water near the toilet and under the sink. The bathroom floor appeared unclean and the room was malodorous.</p>		<p>supervisor will review the sheets daily. Customer Care Representatives and weekend managers will be assigned to inspect rooms daily and will notify the Housekeeping Supervisor and or the Maintenance Supervisor of needed cleaning or repairs. The Housekeeping Supervisor or designee will complete the identified cleaning tasks. The Maintenance Supervisor will make identified repairs when able or arrange for contracted labor to complete repairs as needed. A facility remodel to include new flooring in resident rooms is scheduled to take place in 2016.</p> <p>A Laundry/Housekeeping/Cleaning Schedules CQI Tool will be completed as a monitoring tool. This tool will be completed weekly x4, monthly x5, then on quarterly x2. If a threshold of 95% is not met, the results will be reviewed by the CQI committee and an action plan will be developed. The CQI tool will be overseen by the Executive Director, Medical Director, and Quality Assurance Performance Improvement meeting members. Results of inspections will be reviewed monthly during the Quality Assurance Performance Improvement meeting for 1 year.</p>	

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	<p>The bathroom floor in room #304 had brown/black debris at the base of the toilet, trash on the floor and visible brown/black debris in the corners and along the base boards.</p> <p>The bathroom floor in room #305 had visible brown/black debris and in the corners, along the base boards and caulking around the toilet base.</p> <p>The floor in room #307 had visible brown/black debris and discolored. The bathroom floor had yellow fluid behind the toilet. The toilet was unclean and the room was malodorous.</p> <p>The floor in room #222 had visible brown/black debris and discolored. The privacy curtain had brown/red stains and appeared unclean. There was trash on the bathroom floor and it appeared unclean. The caulking at the base of the toilet was stained and appeared unclean. The sink and soap dispenser had dried dark black and gray stains and appeared unclean.</p> <p>The bathroom floor in room #212 had visible brown/black debris in the corners and long the base boards. The base of the toilet appeared unclean. The privacy curtains were stained.</p>			

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	<p>The privacy curtains in room # 210 were stained and the bathroom floor appeared unclean.</p> <p>During the tour the Administrator indicated the privacy curtains were scheduled to be cleaned annually.</p> <p>During an interview on 9/15/15 at 9:15 a.m., Housekeeper #5 indicated the rooms were cleaned and mopped once a day and as needed if there was an accident.</p> <p>During an interview on 9/15/15 at 10:47 a.m., the Housekeeping Supervisor indicated every 21 days each room should have been deep cleaned. The privacy curtains were scheduled to be cleaned annually. A request was made to review the current cleaning schedule. No schedule was available.</p> <p>Review of a current, undated, procedure, titled "Daily Cleaning" provided on 9/15/15 at 12:30 p.m., indicated the following: "Daily Cleaning...7. Sweep/pick up debris and dispose appropriately...."</p> <p>Review of a current, undated, procedure, titled "Restroom Cleaning", provided on 9/15/15 at 12:30 p.m., indicated the following: "Restroom Cleaning...4. Sweep the floor.</p>			

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	<p>5. Apply recommended product to toilet.</p> <p>6. Apply recommended product to the sink and countertops. 7. Disinfect frequently touched surfaces. 8. Wipe sink and countertops...10. Clean interior of toilet. 11. Wipe exterior of toilet. 12. Spot clean walls...15. Clean the floor - change mop bucket every 3-4 rooms. 16. Conduct final inspection...."</p> <p>Review of a current, undated, guideline, titled "Cleaning Guidelines", provided on 9/15/15 at 12:30 p.m., indicated the following: "Cleaning Guidelines...Each hall housekeeper should do a minimum of one resident room deep clean including disinfection's of mattresses and bed frame per day to assure that all rooms have been deep cleaned each month.... Weekly Schedule...Tuesday: Wipe down walls where apparent dirt, food debris, etc. is apparent, clean lower doors clean refuse cans...Thursday: Wipe down cove base, edging and corners where accessible...Monthly...All hard surface floors buffed and maintained...Annually All privacy curtains, and window treatments cleaned (cleaned regularly as visually soiled) Finished flooring stripped/waxed or scrubbed/recoated."</p> <p>This federal tag relates to Complaint IN00180624.</p>			

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

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OMB NO. 0938-0391

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