

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 155278	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 08/26/2014
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NAME OF PROVIDER OR SUPPLIER GOLDEN LIVING CENTER-BLOOMINGTON	STREET ADDRESS, CITY, STATE, ZIP CODE 155 E BURKS DR BLOOMINGTON, IN 47401
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F000000	<p>This visit was for the Investigation of Complaint IN00153737.</p> <p>Complaint IN00153737 - Substantiated. Federal/state deficiencies related to the allegations are cited at F253.</p> <p>Survey date: August 26, 2014</p> <p>Facility number: 000177 Provider number: 155278 AIM number: 100289860</p> <p>Survey team: Angela Patterson, RN-TC</p> <p>Census bed type: SNF/NF: 132 Total: 132</p> <p>Census payer type: Medicare: 8 Medicaid: 104 Other: 20 Total: 132</p> <p>Sample: 05</p> <p>This deficiency reflects state findings cited in accordance with 410 IAC 16.2-3.1.</p>	F000000	<p>The submission of this <i>Plan of Correction</i> does not indicate an admission by Golden Living of Bloomington (the "Facility") that the findings and allegations contained herein are an accurate and true representation of the quality of care and services provided to the residents of Golden Living of Bloomington. The Facility recognizes its obligation to provide legally and medically necessary care and services to its residents in an economic and efficient manner. The Facility hereby maintains it is in substantial compliance with the requirements of participation for Comprehensive Health Care Facilities (for Title 16/17 programs). To this end, this plan of correction shall service as the credible allegation of compliance with all state and federal requirement gover5ning the management of this Facility. It is thus submitted as a matter of statute only. The Facility requests a Desk Review to ascertain regulatory compliance.</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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F000253 SS=D	<p>Quality review completed on August 27, 2014; by Kimberly Perigo, RN.</p> <p>483.15(h)(2) HOUSEKEEPING & MAINTENANCE SERVICES</p> <p>The facility must provide housekeeping and maintenance services necessary to maintain a sanitary, orderly, and comfortable interior. Based on observation, interview, and record review, the facility failed to ensure housekeeping services maintained a clean dining room and hallway for the residents on the Reminiscence unit as indicated by facility policy for 1 of 5 units reviewed for housekeeping services.</p> <p>Findings include:</p> <p>On 8/26/2014 at 9:15 a.m., the Administrator indicated the facility contracted out housekeeping and laundry services to an outside company.</p> <p>On 8/26/2014 at 9:54 a.m., the SSD (Social Services Director) provided the Grievance Tracking log for August 2014. The log indicated a grievance dated 8/11/2014, from a resident who indicated the Reminiscence unit has not been swept and mopped. Also the rooms smell bad.</p>	F000253	F 253 It shall be the policy of <i>Golden Living of Bloomington</i> to provide housekeeping and maintenance services to insure a sanitary, orderly and comfortable environment. I-II) The "Reminiscence" Unit hallway floor and dining/activity area were cleaned per policy. Twelve (12) patients have the "potential" to have been affected by this deficient practice. III) Staff education will be provided (to all Environmental Services staff). The curriculum will include proper <i>cleaning and sanitizing</i> practices, standards, and frequencies as they pertain to the delivery of housekeeping and other environmental related services. IV) Daily audits of the "Reminiscence Unit will be conducted to insure good housekeeping services/practices are provided per policy and regulatory standard. The audits will be conducted	09/25/2014			

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	<p>On 8/26/2014 at 1:00 p.m., the Administrator provided the Job Description policy for the housekeeping/custodial company, undated, and indicated it was the current policy provided to him by the company. The policy indicated: "Essential Responsibilities: ...Dusts and damp mops floors...Empties waste containers and trash...Responsible for cleaning...ancillary rooms within areas of assignment."</p> <p>On 8/26/2014 at 10:00 a.m., an observation of the floor outside the Reminiscence unit doors indicated connected circular brown dried spots on the floor. The floor inside the unit also had the same multiple dried circular brown spots on the floor. Black spots were indicated all down the hallway of the unit. The dining room/activity room floor had a plastic lid and paper wrappers in front of the sink. The trash by the sink was overflowing on to the floor. When walking across the floor a sticky substance was indicated on the entire floor. The first table next to the kitchen sink had several straw wrappers on the floor along with dried crumbs. The second table closest to the door to the outside had eggs and dried purplish streaks on the floor. Salt and pepper</p>		<p>Monday through Friday by the <i>Environmental Services Supervisor</i> (or designee) and on Saturday and Sunday by designated <i>Environmental Services</i> staff. The same will be administered 5x/week for 30 days, 3x/week for 30 days and then weekly for 30 days. All audits will be reviewed by the Executive Director. All findings will be reported to the QAPI Committee monthly for three (3) consecutive months. Any trend or pattern noted will have an "Action Plan" immediately written and implemented. The QAPI Committee will determine if further monitoring (90% compliance for 30 days) will be required after the three (3) month period. Responsible Staff: Environmental Services Supervisor Executive Director Unit Manager</p>				

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	<p>wrappers were on the floor next to the long table. Fine dried crumbs were on the floor under the table. Black spots were indicated all over the floor.</p> <p>On 8/26/2014 at 10:15 a.m., an interview with the LPN (Licensed Practical Nurse) #1 indicated the purplish streaks on the floor were from jelly the residents had at breakfast.</p> <p>On 8/26/2014 at 10:20 a.m., an interview with Dietary Aide #1 indicated breakfast is served on the Reminiscence unit at 7:00 a.m.</p> <p>On 8/26/2014 at 11:20 a.m., an observation of the floor outside the Reminiscence unit doors indicated connected circular brown dried spots on the floor. The floor inside the unit also had the same multiple dried circular brown spots on the floor. Black spots were indicated all down the hallway of the unit. The dining room/activity room floor had a plastic lid and paper wrappers in front of the sink. The trash by the sink was overflowing on to the floor. When walking across the floor a sticky substance was indicated on the entire floor. The first table next to the kitchen sink had several straw wrappers on the floor along with dried crumbs. The second table closest to the door to the</p>			

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	<p>outside had eggs and dried purplish streaks on the floor. Salt and pepper wrappers were on the floor next to the long table. Fine dried crumbs were on the floor under the table. Multiple black areas were indicated on the dining/activity area floor.</p> <p>On 8/26/2014 at 11:30 a.m., an interview with housekeeper/custodian for the Reminiscence unit indicated the resident rooms on this unit are swept, mopped, and dusted daily. The dining/activity room and hallways are swept and mopped daily. At that time, he indicated he had not cleaned the dining/activity room and hallway today, but would have it completed by 1:30 p.m.</p> <p>On 8/26/2014 at 1:40 p.m., an observation of the Reminiscence unit dining/activity area indicated the same observations from 10:20 a.m., and 11:30 a.m., with the addition of shredded cheese and yellow dried crumbs, over the entire floor.</p> <p>On 8/26/2014 at 1:45 p.m., an interview with CNA (Certified Nursing Assistant) #1 indicated housekeeping/custodian had not been on the unit to clean since the initial observation.</p> <p>On 8/26/2014 at 2:15 p.m., an interview</p>			

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	<p>with the Supervisor for housekeeping/custodial/laundry services indicated the residents rooms and hallways are dusted, swept, and mopped daily. Trash is removed as needed and privacy curtains are changed as needed. At that time, the Supervisor indicated the dining/activity area on the Reminiscence unit are swept and mopped after breakfast and lunch and spot mopped as needed after dinner.</p> <p>On 8/26/2014 at 2:30 p.m., an observation of the hallway and dining/activity area on the Reminiscence unit with the Supervisor for housekeeping/custodial/laundry services indicated the same observations from 1:40 p.m. At that time, an interview with Supervisor indicated the dining/activity area on the Reminiscence unit had not been swept or mopped today and was unacceptable in appearance.</p> <p>This Federal tag relates to Complaint IN00153737.</p> <p>3.1-19(f)</p>			
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