

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 12/28/2011
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NAME OF PROVIDER OR SUPPLIER MILLER BEACH TERRACE	STREET ADDRESS, CITY, STATE, ZIP CODE 4905 MELTON RD GARY, IN46403
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R0000	<p>This visit was for the Investigation of Complaints IN00101245, IN00101459 and IN00100901.</p> <p>Complaint IN00101245-Substantiated. No deficiencies related to the allegation are cited.</p> <p>Complaint IN00101459-Substantiated. State residential deficiencies related to the allegations are cited at R0053 and R0144.</p> <p>Complaint IN00100901-Substantiated. State residential deficiencies related to the allegation are cited at R0144.</p> <p>Survey dates: December 27 &amp; 28, 2011</p> <p>Facility number: 001140 Provider number: 001140 AIM number: N/A</p> <p>Survey team: Janet Adams, RN, TC Kathleen Vargas, RN (December 27, 2011) Susan Bruck, RN (December 27, 2011)</p> <p>Census bed type: Residential: 148 Total: 148</p>	R0000		

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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R0053	<p>Census payor type: Other: 148 Total: 148</p> <p>Sample: 8</p> <p>These state residential findings are cited in accordance with 410 IAC 16.2.</p> <p>Quality review completed 12/29/11 by Jennie Bartelt, RN.</p> <p>(w) Residents have the right to be free from verbal abuse.</p> <p>Based on record review and interview, the facility failed to ensure residents remained free of verbal abuse related to a allegation of a staff member being verbally abusive to a resident for 1 of 1 resident reviewed related to allegations of verbal abuse in a sample of 8. (Resident #J) (Secretary #1)</p> <p>Findings include:</p> <p>The investigation of an allegation of staff to resident verbal abuse was reviewed on 12/27/11 at 1:00 p.m. The alleged verbal abuse occurred on 12/5/11. The investigation indicated the Director of Nursing was informed of the allegation of staff to resident abuse on 12/7/11. Resident #J informed the Director of</p>	R0053	<p>Miller Beach Terrace has reviewed the abuse policy and added the date to the bottom of the policy on date of review. Copy of abuse policy will be given to new employees upon hire. Another in-service was given to employees on January 13, 2012 regarding the importance of treating residents with respect. On December 07, 2011 DON was notified of alleged abuse. On that date, resident was interviewed by DON, Administrator and therapist regarding incident. Resident appears to have suffered no lasting ill-effects from event. Resident was in therapy prior to event and will continue therapy, on-going.</p>	01/13/2012			

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	<p>Nursing on 12/7/11 that Secretary #1 yelled at her on 12/5/11. The investigation indicated Secretary #1 was verbally abusive to the resident. A statement written by Resident #J on 12/7/11 indicated that on 12/5/11 Secretary #1 told the resident she looked 15 months pregnant and then told the resident to "go to s---k (name of a male resident) some more." The resident's statement also indicated Secretary #1 said these things in a loud voice in front of all the residents. Interviews obtained from four other residents who witnessed the alleged abuse were consistent with Resident J's written statement.</p> <p>When interviewed on 12/27/11 at 2:00 p.m., the Director of Nursing indicated Resident #J told her about the allegation in the morning on 12/7/11. The Director of Nursing indicated the employee was going to be late into work that morning so she phoned the employee and told her not to come into the facility. The Director of Nursing indicated the day the occurrence happened was 12/5/11. The residents were lined up in the hallway next to Secretary #1's office that was being used for the physician to see residents that day. The Director of Nursing indicated her office is next to the office being used and she did not hear the verbal abuse at that time. The Director of Nursing indicated the</p>				

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	<p>counselor was also present that day and did not hear anything. The Director of Nursing indicated no other staff members were present as they are not allowed in the area as there are numerous residents in line to see the physician. During the investigation the Director of Nursing spoke with Secretary #1, and the employee confirmed she had made the statements. Secretary #1 was terminated on 12/7/11.</p> <p>The record for Resident #J was reviewed on 12/28/11 at 8:00 a.m. The resident's diagnoses included, but were not limited to, personality disorder and diabetes mellitus. The 9/14/11 Admission Nursing Assessment indicated the resident's hearing was adequate and her vision was adequate with an aid. The assessment also indicated the resident was orientated to person, place and time and understands others.</p> <p>The facility policy titled "Abuse Policy" was received from the Office Manager on 12/27/11 at 1:00 p.m. There was no date on the policy. During interview on 12/28/11 at 8:15 a.m., the Director of Nursing indicated the policy was current. The policy was reviewed at this time. The policy indicated Verbal Abuse included episodes of oral, written and/or gestured language that included disparaging and</p>						

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R0144	<p>derogatory remarks to residents requiring behavior intervention. The policy also indicated if abuse or misconduct were suspected or discovered the suspected employee was to be immediately suspended pending the outcome of the investigation.</p> <p>This State residential tag relates to Complaint IN00101459.</p> <p>(a) The facility shall be clean, orderly, and in a state of good repair, both inside and out, and shall provide reasonable comfort for all residents.</p> <p>Based on observation and interview, the facility failed to ensure the inside of the facility was clean and in good repair related to dirty cove bases, tubs, walls, floor, pillars, chairs and booths, holes in doors, peeling paint, smell of smoke in rooms, and ashes on floor and booths in 1 of 1 dining room (The Main Dining Room), potentially affecting 148 of 148 residents, and 1 of 3 units (The 300 Unit), potentially affecting 5 of 95 residents residing in 4 of 54 rooms on the 300 Unit.</p> <p>Findings include:</p> <p>1. The Main Dining Room was observed</p>	R0144	<p>1. a, b, c, d &amp; e Dining will be deep cleaned on 01/13/12 and is cleaned after all 3 meals and will be deep cleaned weekly by maintenance staff. The vinyl booths were repaired. Maintenance staff responsible. Dietary supervisor to monitor at various meals, visually, weekly, ongoing. 2. a, b, c &amp; d Room 344 was cleaned. Shower curtain was replaced. Pipes in bathroom ceiling were cleaned and repainted. Sprinkler head was cleaned. Shower curtains were checked throughout building and were replaced as needed. Sprinkler heads were checked throughout building and cleaned as needed. Pipes in bathrooms</p>	01/13/2012			

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	<p>on 12/27/11 at 11:20 a.m. The following was observed at this time:</p> <p>a. There was an accumulation of dried spillage on the sides of two of the pillars in the dining room.</p> <p>b. There was an accumulation of dried spillage and dirt on the bottom and sides of 10 booths in the dining room. The vinyl covering on the seats on 2 of the booths was torn.</p> <p>c. There was spillage on the two divider walls in the dining room.</p> <p>d. There was an accumulation of dust, dirt, and food spillage on the metal frames of 10 of the chairs in the dining room. There were cigarette ashes on the seat of one of the chairs.</p> <p>e. There were cigarette butts on the floor. There was dried coffee spillage on the floor.</p> <p>2. The following was observed in Room 344 on 12/27/11 at 12:50 p.m.</p> <p>a. There was dirt and dust around the window air conditioning unit.</p> <p>b. There were dark stains on the shower curtain.</p>		<p>were checked throughout building and cleaned and/or repainted as necessary. Housekeeping supervisor will conduct monthly inspections of shower curtains and bathroom ceiling pipes. Housekeeping staff responsible. Housekeeping supervisor to monitor, visually, rooms to be checked weekly, ongoing. 3. a, b, c &amp; d Room 320 was aired out. Ashes were vacuumed and bathroom floor was mopped. Door in vanity and bathroom door was replaced. Rooms were checked for smoke throughout building and no other similar problems noted. Residents were again counseled regarding smoking in the rooms. Bathroom doors were checked throughout building and no other similar problems were noted. Housekeeping staff responsible. Housekeeping supervisor to monitor, visually, by rounds, 5 times weekly, ongoing. 4. a &amp; b Room 311 was unoccupied and was being repaired. The cove base was removed by painter in the repair of the room. Rooms are checked by housekeeping supervisor before occupancy. The bathroom in room 314 was cleaned and the fixture above the tub was repaired. Housekeeping staff responsible. Housekeeping supervisor to monitor, visually, rooms to be checked weekly, ongoing.</p>				

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	<p>c. There were rust stains on the ceiling pipes in the bathroom.</p> <p>d. There was an accumulation of dust on the ceiling sprinkler head.</p> <p>When interviewed at this time, the Maintenance Supervisor indicated the above areas were in need of repair or cleaning.</p> <p>3. The following was observed in Room 320 on 12/27/11 at 12:45 p.m.</p> <p>a. There was a strong smell of smoke in the room. There were gray cigarette ashes on the floor next to the first bed and on the bathroom floor.</p> <p>b. The bathroom floor was dirty.</p> <p>c. The door of the vanity under the sink was missing.</p> <p>d. There was a hole in the bathroom door and the paint on the bottom of the door was peeling.</p> <p>When interviewed at this time, the Maintenance Supervisor indicated the above areas were in need of repair or cleaning.</p> <p>4. On 12/27/11 at 12:35 p.m., the</p>						

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	<p>following was observed with the Maintenance Supervisor:</p> <p>a. In room 311, six inches of cove base was missing near the bathroom door. The handle to the toilet was broken.</p> <p>b. In room 314, the bathroom sink and the bathtub were soiled and in need of cleaning. The light fixture above the bathtub was broken and in need of repair. The bathroom floor tiles were stained and in need of cleaning.</p> <p>Interview with the Maintenance Supervisor on 12/27/11 at 12:35 p.m., indicated all of the above areas needed repair and/or cleaning.</p> <p>This State residential tag relates to Complaint IN00101459 and Complaint IN00100901.</p>						