

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

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTIONS		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:		(X2) MULTIPLE CONSTRUCTION A. BUILDING B. WING	(X3) DATE SURVEY COMPLETED 07/14/2025
NAME OF PROVIDER OR SUPPLIER RIVERCREST SENIOR LIVING		STREET ADDRESS, CITY, STATE, ZIP CODE 4917 GRANT LINE ROAD, NEW ALBANY, , 47150			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES...	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION...	(X5) COMPLETION DATE	
R 0000	INITIAL COMMENTS This visit was for a State Residential Licensure survey. Survey date: July 14, 2025 Facility Number: 015516 Residential: 44 This State Residential Finding is cited in accordance with 410 IAC 16.2-5. Quality review completed on July 15, 2025.	R 0000			
R 0273	Food and Nutritional Services - Deficiency 410 IAC 16.2-5-5.1(f) (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. Based on observation and interview, the facility failed to	R 0273	This plan of correction is to serve as Rivercrest Residential Campus credible allegation of compliance. Submission of this plan of correction does not constitute an admission by Rivercrest Residential Campus or its management company that the allegations contained in the survey report are a true and accurate portrayal of the provision of nursing care	07/24/2025	

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OMB NO. 0938-0391

ensure the kitchen and equipment were clean during 3 of 3 kitchen observations. This deficient practice had the potential to affect 44 of 44 residents who received meals from the kitchen.

Findings include:

1. During the initial tour of the kitchen on 7/14/25 at 9:25 a.m., with Cook 1, the following was observed:

- The reach-in refrigerator bottom shelf had a few dried crumbs on it.
- The shelves holding the dishes and the faced down steam pans had a light amount of dried food crumbs on them.
- One of two handwashing sinks had fresh wet milk inside and around the outside edge of the sink. Heavy water stains were also present.
- The reach-in freezer had brown streaks going down the front top and lower portion of the outside door.
- The inside edge of the fryer had several pieces of burnt fries and a heavy amount of other brown/black food material. The oil was very dark. Under the fryer, there was one french fry and a moderate amount of food particles. The cook indicated at this time, that the fryer might

and other services in this facility, nor does this submission constitute an agreement or admission of the survey allegations. Attached you will find the plan of correction for Rivercrest Residential Campus annual survey that was completed on 7/14/2025. The plan of correction and specific correction actions are prepared and/or executed in compliance with State and Federal Laws. The campus' date of alleged compliance is: 07/24/2025. We initiated immediate interventions when concerns were identified during recertification survey.

If you need any information or paperwork, please contact me at 1(502)-243-5744.

Sincerely, Mark Adkins,
Executive
Director

***R 273 Food and Nutritional
Services***

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have been used last night.

- The inside of the condiment center, used for dressing sandwiches and hamburgers, had a moderate amount of different colored food particles and splatters on top and under the container lids. Both reach in cold cabinets under the center, had a moderate amount of food particles on the shelves.

- The shelf under the left side of the Vulcan steamer had a heavy accumulation of brown/yellow food particles and grease. The right side of the shelf under the flat top had the same observation.

- Two of four steam table holding wells had brown water inside with some small pieces of food particles floating in the water. There was an open pan of sloppy joes in the right side of the steam table well that had brown water.

- The top convection oven had a heavy accumulation of black burnt on substance on the front edge that could be seen when the doors opened. There was also a heavy accumulation of brown grease and food particles which could be scraped with a paper towel. The cook indicated that another cook was the one responsible for cleaning the convection oven and was supposed to be done on

***What Corrective action (s) will be accomplished for those residents found to have been affected by the deficient practice;**

*No residents residing in the campus were found to have been affected by the deficient practice.

***How you will identify other residents having the potential to be affected by the same deficient practice and what corrective action will be taken;**

*The deficient practice had the potential to affect 59 out of 59 residents that received food from the kitchen. No residents identified with the potential to be affected

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Wednesdays.

- There was a large amount of pale yellow food crumbs on the top of the 3 connecting bins which held bread crumbs, rice and an empty bin.

- Heavy accumulation of food particles inside the microwave.

- Inside two of two scoop holders had yellow/orange food particles in the bottom. Both scoops were inside the holders.

- The top of the 2 connecting bins had a moderate amount of dried food particles and flour. The bins had flour and sugar in them.

2. During a second observation of the kitchen at 11:30 a.m. while checking food temperatures, the following was observed:

- The same issues observed at 9:25 a.m. remained.

3. During a third observation of the kitchen at 12:00 noon while the meal was being served, the following was observed:

- The same issued observed at 9:25 a.m. and 11:30 a.m. remained.

- The top of the dishwasher had a moderate amount of brown and black particles on it.

have been noted with any adverse effects from the alleged deficient practice.

The reach-in refrigerator bottom shelf that had a few dried crumbs on it was cleansed immediately when surveyors brought the deficient practice to our attention and again on 7/15/2025.

The shelves holding the dishes and the faced down steam pans that had a light amount of dried food crumbs on them were cleansed immediately when surveyors brought the deficient practice to our attention and again on 7/15/2025.

One of two handwashing sinks that had fresh wet milk inside and around the outside edge of the sink and heavy water stains that were also present were cleansed immediately when surveyors brought the deficient practice to our attention and again on 7/15/2025.

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- The wall behind the fryer, flat top, grill, and stove had a moderate amount of pale grease and food particles on it.
 - The range hood and vents had a moderate accumulation of pale grease. The cook indicated these were cleaned about every 6 months but could not recall when it was last done, as it was done by an outside company.
 - The grill had a heavy accumulation of burnt charred substance covering all the grill slats. The front edge of the grill had a heavy amount of liquid black grease.
 - The bottom drawer of the flat top had 3 sections with a plastic bag inside each one. The right section had a large amount of dried orange substance on it.
- On 7/14/25 at 1:20 p.m., the Executive Director (ED) presented a copy of the as-completed cleaning schedules between 6/1/25 and 7/13/25. Review of these logs indicated the following:
- 7/13/25 Cook Cleaning List PM Job:
 - wipe down counters and microwave
 - steam table cleaned and filled if needed
 - wipe all tables and equipment

The reach-in freezer that had brown streaks going down the front top and lower portion of the outside door was cleansed immediately when surveyors brought the deficient practice to our attention and again on 7/15/2025.

The inside edge of the fryer that had several pieces of burnt fries and a heavy amount of other brown/black food material, had a french fry and moderate amount of food particles under the fryer was cleansed immediately when surveyors brought the deficient practice to our attention and again on 7/15/2025. The oil in the fryer was replaced on 07/17/25.

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down

- sweep and mop kitchen
- dishes cleaned and put away
- These duties were not signed as having been completed.
- 7/13/25 Cook Cleaning List AM Job:
- steam table cleaned after meals - filled if needed
- sweep the line
- dishes cleaned and put away
- These duties were signed as having been completed.
- 7/12/25 Cook Cleaning List AM Job:
- steam table cleaned after meals - filled if needed
- sweep the line
- dishes cleaned and put away
- These duties were signed as having been completed.
- 7/12/25 Cook Cleaning List PM Job:
- wipe down counters and microwave
- steam table cleaned and filled if needed
- wipe all tables and equipment

The inside of the condiment center, used for dressing sandwiches and hamburgers, that had a moderate amount of different colored food particles and splatters on top and under the container lids was cleansed immediately when surveyors brought the deficient practice to our attention and again on 7/15/2025.

Both reach-in cold cabinets under the condiment center, that had a moderate amount of food particles on the shelves were cleansed immediately when surveyors brought the deficient practice to our attention and again on 7/15/2025.

The shelf under the left side of the Vulcan steamer and right side of the shelf under the flat top that had a heavy accumulation of brown/yellow food particles and grease was cleansed immediately when surveyors brought the deficient practice to our attention and again on 7/15/2025.

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down

- sweep and mop kitchen
- dishes cleaned and put away
- These duties were not signed as having been completed.

- 7/11/25 Cooks Weekly Cleaning List:

- sweep/mop under all equipment
- clean sandwich cooler
- clean flour/sugar bins and scoops
- ovens cleaned as needed
- drawers and shelves cleaned
- back wall behind the line
- These duties were not signed as having been completed.

- 7/10/25 Aide Weekly Cleaning List:

- clean hand sinks
- clean microwave
- These duties were not signed as having been completed.

The cleaning schedules for the AM and PM Cooks failed to address cleaning the grill and the fryer.

Many of the scheduled duties

Two of four steam table holding wells had brown water inside that had some small pieces of food particles floating in the water were cleansed immediately when surveyors brought the deficient practice to our attention and again on 7/15/2025 with clean water being placed in the well.

There was an open pan of sloppy joes on the right side of the steam table well that contained brown water was cleansed immediately when surveyors brought the deficient practice to our attention and again on 7/15/2025 with clean water being placed in well.

The top convection oven that had a heavy accumulation of black burnt substance on the front edge and the heavy accumulation of brown grease and food particles was cleansed immediately when surveyors brought the deficient practice to our attention and again on 7/15/2025.

for both the aides and the cooks between 6/1/25 and 7/13/25, were not signed as having been completed.

Based on observation and interview, the facility failed to ensure the kitchen and equipment were clean during 3 of 3 kitchen observations. This deficient practice had the potential to affect 44 of 44 residents who received meals from the kitchen.

Findings include:

1. During the initial tour of the kitchen on 7/14/25 at 9:25 a.m., with Cook 1, the following was observed:

- The reach-in refrigerator bottom shelf had a few dried crumbs on it.
- The shelves holding the dishes and the faced down steam pans had a light amount of dried food crumbs on them.
- One of two handwashing sinks had fresh wet milk inside and around the outside edge of the sink. Heavy water stains were also present.
- The reach-in freezer had brown streaks going down the front top and lower portion of the outside door.
- The inside edge of the fryer had several pieces of burnt fries

The large amount of pale-yellow food crumbs on the top of the 3 connecting bins which held breadcrumbs, rice and an empty bin was cleansed immediately when surveyors brought the deficient practice to our attention and again on 7/15/2025.

The heavy accumulation of food particles inside the microwave was cleansed immediately when surveyors brought the deficient practice to our attention and again on 7/15/2025.

Two scoop holders had yellow/orange food particles in the bottom and contained both scoops inside the holders were immediately removed and cleansed when surveyors brought the deficient practice to our attention and again on 7/15/2025.

The top of the 2 connecting bins containing flour and sugar that had a moderate amount of dried food particles and flour on them were cleansed immediately when

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and a heavy amount of other brown/black food material. The oil was very dark. Under the fryer, there was one french fry and a moderate amount of food particles. The cook indicated at this time, that the fryer might have been used last night.

- The inside of the condiment center, used for dressing sandwiches and hamburgers, had a moderate amount of different colored food particles and splatters on top and under the container lids. Both reach in cold cabinets under the center, had a moderate amount of food particles on the shelves.

- The shelf under the left side of the Vulcan steamer had a heavy accumulation of brown/yellow food particles and grease. The right side of the shelf under the flat top had the same observation.

- Two of four steam table holding wells had brown water inside with some small pieces of food particles floating in the water. There was an open pan of sloppy joes in the right side of the steam table well that had brown water.

- The top convection oven had a heavy accumulation of black burnt on substance on the front edge that could be seen when the doors opened. There was also a heavy accumulation of

surveyors brought the deficient practice to our attention and again on 7/15/2025.

The top of the dishwasher that had a moderate amount of brown and black particles on it was cleansed immediately when surveyors brought the deficient practice to our attention and again on 7/15/2025.

The wall behind the fryer, flat top, grill, and stove that had a moderate amount of pale grease and food particles on it was cleansed immediately when surveyors brought the deficient practice to our attention and again on 7/15/2025.

The range hood and vents that have a moderate accumulation of pale grease is scheduled to be cleansed by the outside company on 7/24/2025.

The grill that had a heavy accumulation of burnt charred substance covering all the grill

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brown grease and food particles which could be scraped with a paper towel. The cook indicated that another cook was the one responsible for cleaning the convection oven and was supposed to be done on Wednesdays.

- There was a large amount of pale yellow food crumbs on the top of the 3 connecting bins which held bread crumbs, rice and an empty bin.

- Heavy accumulation of food particles inside the microwave.

- Inside two of two scoop holders had yellow/orange food particles in the bottom. Both scoops were inside the holders.

- The top of the 2 connecting bins had a moderate amount of dried food particles and flour. The bins had flour and sugar in them.

2. During a second observation of the kitchen at 11:30 a.m. while checking food temperatures, the following was observed:

- The same issues observed at 9:25 a.m. remained.

3. During a third observation of the kitchen at 12:00 noon while the meal was being served, the following was observed:

- The same issued observed at

slats and the front edge of the grill that had a heavy amount of liquid black grease was cleansed immediately when surveyors brought the deficient practice to our attention and again on 7/15/2025.

The bottom drawer of the flat top that had 3 sections with a plastic bag inside each one noted with the right section having a large amount of dried orange substance on it was replaced immediately when surveyors brought the deficient practice to our attention.

Many of the scheduled duties for both the aides and the cooks between 6/1/25 and 7/13/25, were not signed as having been completed. This was reviewed by the Executive Director and the Support for the Dietary Department. All cleaning schedules were completed and up to date on 7/21/2025.

***What measures will be put in place**

9:25 a.m. and 11:30 a.m. remained.

- The top of the dishwasher had a moderate amount of brown and black particles on it.

- The wall behind the fryer, flat top, grill, and stove had a moderate amount of pale grease and food particles on it.

- The range hood and vents had a moderate accumulation of pale grease. The cook indicated these were cleaned about every 6 months but could not recall when it was last done, as it was done by an outside company.

- The grill had a heavy accumulation of burnt charred substance covering all the grill slats. The front edge of the grill had a heavy amount of liquid black grease.

- The bottom drawer of the flat top had 3 sections with a plastic bag inside each one. The right section had a large amount of dried orange substance on it.

On 7/14/25 at 1:20 p.m., the Executive Director (ED) presented a copy of the as-completed cleaning schedules between 6/1/25 and 7/13/25. Review of these logs indicated the following:

- 7/13/25 Cook Cleaning List PM Job:

or what systemic changes will you make to ensure that the deficient practice does not recur;

*The Dining Service Support provided education to the Director of food services regarding proper cleaning and completion of cleaning schedule of the kitchen on 7/18/25.

*Once the director of food services received education regarding proper cleaning and completion of cleaning schedule of the kitchen, the director of food services provided education to the kitchen staff on 7/19/25.

***How the corrective action (s) will**

- wipe down counters and microwave
- steam table cleaned and filled if needed
- wipe all tables and equipment down
- sweep and mop kitchen
- dishes cleaned and put away
- These duties were not signed as having been completed.
- 7/13/25 Cook Cleaning List AM Job:
- steam table cleaned after meals - filled if needed
- sweep the line
- dishes cleaned and put away
- These duties were signed as having been completed.
- 7/12/25 Cook Cleaning List AM Job:
- steam table cleaned after meals - filled if needed
- sweep the line
- dishes cleaned and put away
- These duties were signed as having been completed.
- 7/12/25 Cook Cleaning List PM Job:

be monitored to ensure the deficient practice will not recur, i.e..., what quality assurance program will be put into practice?

*The Executive director or designee will check the kitchen for cleanliness daily Monday through Friday for 2 weeks, then twice weekly for 2 weeks, then weekly x 1 month then monthly x 4 months.

*The executive director or designee will check the kitchen cleaning schedules for completion daily Monday-Friday for 2 weeks, then twice weekly x 2 weeks then weekly x 1 month then monthly x 4 months.

*This corrective action plan will be reviewed by the Quality assurance team during QAPI monthly to determine ongoing monitoring. Findings suggestive of 100% compliance may result in cessation of the monitoring plan.

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- steam table cleaned and filled if needed
- wipe all tables and equipment down
- sweep and mop kitchen
- dishes cleaned and put away
- These duties were not signed as having been completed.
- 7/11/25 Cooks Weekly Cleaning List:
- sweep/mop under all equipment
- clean sandwich cooler
- clean flour/sugar bins and scoops
- ovens cleaned as needed
- drawers and shelves cleaned
- back wall behind the line
- These duties were not signed as having been completed.
- 7/10/25 Aide Weekly Cleaning List:
- clean hand sinks
- clean microwave

Date of compliance 7/24/2025

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- These duties were not signed as having been completed.

The cleaning schedules for the AM and PM Cooks failed to address cleaning the grill and the fryer.

Many of the scheduled duties for both the aides and the cooks between 6/1/25 and 7/13/25, were not signed as having been completed.

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting provided it is determined that other safeguards provide sufficient protection to the patients. (See instructions.)

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

TITLE

(X6) DATE