STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER	X2) MULTIPLE CONSTRUCTION	X3) DATE SURVEY COMPLETED
	155665	A. BUILDING 00 B. WING	09/21/2022

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP COD
MAJESTIC CARE OF NORTH VERNON	701 HENRY STREET NORTH VERNON, IN 47265

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F 0000 Bldg. 00	This visit was for the Investigation of Complaints IN00390086, IN00390208, and IN00389984 . Complaint IIN00390086 - Unsubstantiated due to lack of evidence. Complaint IN00390208 - Substantiated. Federal/State deficiency related to the allegation is cited at F584. Complaint IN00389984 - Substantiated. No deficiencies related to the allegatioon is cited. Survey dates: September 20 and 21, 2022 Facility number: 010996 Provider number: 155665 AIM number: 200232210 Census Bed Type: SNF/NF: 108 Total: 108 Census Payor Type: Medicare: 11 Medicaid: 92 Other: 5 Total: 108 These deficiencies reflect State Findings cited in accordance with 410 IAC 16.2-3.1. Quality review completed on September 27, 2022.	F 0000	Respectfully request a desk review.	
F 0584 SS=E Bldg. 00	483.10(i)(1)-(7) Safe/Clean/Comfortable/Homelike Environment			

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE | TITLE | (X6) DATE

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	§483.10(i) Safe Environment. The resident has a right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely. The facility must provide- §483.10(i)(1) A safe, clean, comfortable, and homelike environment, allowing the resident to use his or her personal belongings to the extent possible. (i) This includes ensuring that the resident can receive care and services safely and that the physical layout of the facility maximizes resident independence and does not pose a safety risk. (ii) The facility shall exercise reasonable care for the protection of the resident's property from loss or theft. §483.10(i)(2) Housekeeping and maintenance services necessary to maintain a sanitary, orderly, and comfortable interior; §483.10(i)(3) Clean bed and bath linens that are in good condition; §483.10(i)(4) Private closet space in each resident room, as specified in §483.90 (e)(2)(iv); §483.10(i)(5) Adequate and comfortable lighting levels in all areas; §483.10(i)(6) Comfortable and safe temperature levels. Facilities initially certified after October 1, 1990 must maintain a temperature range of 71 to 81°F; and §483.10(i)(7) For the maintenance of			

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	comfortable sound levels. Based on observation, interview, and record review, the facility failed to provide housekeeping necessary to maintain a sanitary, orderly, and comfortable homelike environment for 5 of 14 resident room observed related to a clean environment. (Rooms 114, 115, 116, 104, and 105) Findings include: 1. During an observation on 9/20/22 at 10:51 a.m., in Room 114 the sink had hair and dust behind the faucet, the floor had dirt debris on the floor throughout, and the wall trim was loose from the wall on the sink side. Throughout the floor there was food and dirt debris on the floor and under the beds. During an observation on 9/21/22 at 1:40 p.m., in Room 114 there was dirt debris and hair behind a folded tray propped against the wall next to the closet. The floor had multiple dark dried spots. There was food and dirt debris in the window track, on the window seal, and on top of air-conditioning unit. In the corner to right of window along the wall and under the air-conditioning unit there was dirt debris and dead bugs. The right corner next to the bathroom had cobwebs, a dead bug, and dirt debris. 2. During an observation on 9/20/22 at 3:09 p.m., in Room 115 the bathroom toilet had stool spots inside the bowl and several stool spots of the toilet base. There was hair and dust behind the toilet seat. During an observation on 9/21/22 at 1:35 p.m., in Room 115 there were multi brown spots around the outside of the toilet bowl. There was paper	F 0584	· **what corrective action(s) will be accomplished for those residents found to have been affected by the deficient practice**; All rooms that were affected by this deficient practice were cleaned according to the facility policy and inspected by the Housekeeping Supervisor for completion. · **how other residents having the potential to be affected by the same deficient practice will be identified and what corrective action(s) will be taken**; All residents had the potential to be affected by this deficient practice · **what measures will be put into place and what systemic changes will be made to ensure that the deficient practice does not recur;** Housekeeping staff and supervisor were educated on the housekeeping policies and procedures by ED and outside account managers from our supply vendor on 9/30/22. House keeping staff were in serviced and checked off for completion on the proper way to clean and deep clean resident rooms.	10/07/2022

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	and dirt debris between the 3 drawer under the sink. There was a used urine graduate sitting on the right side of the sink, without being bagged, dated 9/19/22. 3. During an interview on 9/21/22 at 10:19 a.m., Housekeeper 2 indicated to clean a room she would start with by wiping the tray tables, empty the trash, clean the bathroom sink, dust the soap dispenser, and paper towel holder, clean the shower and the toilet, then dust the resident room, and mop the floor last. If there was a maintenance issue she would just talk to maintenance and let them know. She indicated if she had time, she "would get around to filling out paper work, but she never had." She indicated she had just completed cleaning Room 104. During an observation on 9/21/22 at 10:22 a.m., in Room 104 the tray table had white spots and streaks on the frame and there was food debris along the base. There was food particles and white and gray dust under the resident's bed. 4. During an observation on 9/21/22 at 10:33 a.m., Housekeeper 2 exited room 105 and placed a wet floor sign. Under the bed next to the bathroom there was a pillow on the floor at the head of the bed, there was black plastic and dust under the bed. There was a urinal on the nightstand with dried yellow spots around it. Under the bed next to the window there was plastic pieces and dust. 5. During an observation on 9/21/22 at 2:15 p.m., in Room 116 there was plastic between the dresser and back wall, there was dirt and food debris to the left of dresser, and around a free standing white fan. The fan had black dust on the blades and covers. The base of the fan was dusty. The closet track had dirt in it. In the bathroom the		· **how the corrective action(s) will be monitored to ensure the deficient practice will not recur, i.e., what quality assurance program will be put into place;** The housekeeping supervisor/designee will review resident rooms to confirm they have been cleaned according to policy and procedures weekly for 4 weeks, then monthly for 5 months. Audits will be submitted for review monthly for 6 months to the QA committee until substantial compliance is achieved. Should results slip below 95%, re-education and training will occur until desired results are achieved. · **by what date the systemic changes for each deficiency will be completed**. 10/9/22	

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	mirror, towel dispenser, soap dispenser, and tank lid all had a thick layer of white and gray dust. The September Deep Cleaning Schedule was provided by the DON on 9/21/22 at 9:37 a.m. The schedule indicated the following: - On 9/19/22 the following resident room was deep cleaned: Room 114 - On 9/20/22, the following rooms were deep cleaned: Rooms 115 and 116. During an interview on 9/21/22 at 3:09 p.m. the Housekeeping Supervisor indicated everyday staff got a hall list showing what was expected to be done, plus a sticky note of the additional common areas that staff was responsible for. Staff usually clean the common areas first, then resident rooms. Tray tables tops were cleaned daily, window sills should be dusted daily, but the blinds and windows were cleaned during the deep clean, and everything else deep clean or as needed. When the deep cleaning was done, the furniture should be moved, cleaned around and under. The Supervisor ensures compliance by spot checking some of the rooms. During an anonymous interview and observation from 9/20/22 to 9/21/22, Resident L indicated staff did not clean his room very well. The bathroom floor had dirt debris all over the floor. The resident's clinical record indicated he was cognitively alert and oriented. During an anonymous interview and observation from 9/20/22 to 9/21/22, Resident E indicated staff did not clean his wheelchair. The resident's wheelchair frame and wheels had a layer of white and gray dust. The wheelchair seat had dried			

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	residue of food debris. The resident's clinical record indicated he was cognitively alert and oriented. During an anonymous interview and observation from 9/20/22 to 9/21/22, Resident K indicated staff did not clean her room well. There was paper trash and dust around the perimeter of the room. The resident's clinical record indicated she was cognitively alert and oriented. During an anonymous interview and observation from 9/20/22 to 9/21/22, Resident M indicated staff did not clean his wheelchair. There was dried food and white and gray dust on the frame of the wheelchair. The resident's clinical record indicated he was cognitively alert and oriented. The current facility policy titled, "Cleaning and Disinfection of Environmental Surfaces," and a dated August 2019 was provided by the DON on 9/21/22 at 9:37 a.m. The Policy indicated, " ...Environmental surfaces will be cleaned and disinfected according to current CDC recommendations ...1. C. non-critical items are those that come in contact with intact skin ...include bed rails ...bedside tables, furniture, and floors ...9 ...surfaces (e.g., floors, tabletops) will be cleaned on a regular basis ..." The current facility Deep Clean check off list and not dated was provided by the DON on 9/21/22 at 9:37 a.m. The Deep Clean list indicated, " ...Room ...1" The Cleaning Check Off List indicated, " ...Room ...1. Dust/Wipe down all furniture, including bed frame. 2. Wipe down entire bedside table. 3. Pull out if you can or sweep under dressers and night stands. 4. Dust TV. 5. Wipe down PTAC. 6. Empty trash cans and wipe them out or replace them. 7. Clean off windows and the			

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	ledges. 8. Dust the blinds. 9. Dust over the bed light fixtures and ceiling vents ...14. Clean out corners. 15. Sweep and mop room ...Bathroom: 1. Wipe down sink, shower, and handrails. 2. Clean mirror. 3. Dust soap and paper towel dispenser. 4. Clean inside and outside of the toilet (also the base) ...6. Empty trash ...7. Sweep and mop ..." The current facility Housekeeping Daily list and not dated was provided by the DON on 9/21/22 at 9:37 a.m. The Daily list indicated, " ...Rooms: check trash cans ...replace bags. Clean and wipe down surfaces (bed tables, bed rails, nightstands, dressers, windowsills, door frames etc.) ...Sweep and mop the floors ...Bathrooms: wipe down sink, paper towel holders, and soap dispensers ...use toilet brush for the inside of the bowl but make sure to wipe down the outside and the bottom ...check handrails next to the toilet and in the showers ..." This Federal tag relates to Complaints IN00390208. 3.1-19(f)			