

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 055191	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 04/16/2025
NAME OF PROVIDER OR SUPPLIER Golden Madera Care Center		STREET ADDRESS, CITY, STATE, ZIP CODE 1700 Howard Road Madera, CA 93637	

For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)
<p>F 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Honor the resident's right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 27137</p> <p>Based on observation, interview and record review, the facility failed to ensure there was consistently enough linen (specifically towels and washcloths) available for incontinent residents (those unable to control their bowels and/or bladders) during night shifts.</p> <p>This failure resulted in the facility's incontinent residents, approximately over half of the facility's census of 64, to receive incontinent care with non-linen items such as toilet paper, which has the potential to increase discomfort, decrease cleaning, and increase chance of skin issues. (Linens, such as washcloths, provide better to provide care to incontinent residents with because they can retain moisture better, are gentler on skin, reduce the risk of skin breakdown, clean better, and are more comfortable, especially when pre-moistened with warm water).</p> <p>Findings:</p> <p>During an interview on 4/11/25, at 1:50 p.m., with Laundry Worker (LW) 1, LW 1 stated she normally begins her shift at 5 a.m., and is responsible for washing, drying, folding, sorting, and delivering clean and sanitized linen throughout the facility. LW 1 stated the facility has three clean linen closets in resident care areas to store the clean linens, such as resident gowns, towels, washcloths, bed sheets and pillow cases. LW 1 stated there are times when she arrives to work at 5 a.m., and finds the three linen closets without linens such as washcloths and towels. LW 1 stated she has to order five dozen new washcloths every week, and stated, I don't know where they go. LW 1 stated a low amount of linen could negatively impact resident care by not having enough clean linen to clean residents with.</p> <p>During a concurrent observation and interview on 4/11/25, at 1:55 p.m., with LW 1, the three linen closets in the facility were observed and photographed. LW 1 stated the facility has three hallways, with a locked linen closet on each hall, for a total of three linen closets. LW 1 stated there were no other storage areas for clean linen in the facility for staff to use. The first linen closet, by room [ROOM NUMBER], contained approximately one dozen washcloths and approximately one dozen towels. The second linen closet, by room [ROOM NUMBER], contained approximately one dozen washcloths and towels. The third linen closet, by room [ROOM NUMBER], contained approximately seven washcloths and approximately nine towels.</p> <p>(continued on next page)</p>

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.

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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<p>F 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>During an interview on 4/11/25, at 2:03 p.m., with Housekeeper (HK) 1, HK 1 stated, she, on occasion, finds dirty washcloths in the resident trash cans. HK 1 says this should not be happening, and when she sees it, she reports it to her supervisor.</p> <p>During an interview on 4/11/25, at 2:03 p.m., with Staff 1, Staff 1 stated, they provide direct care to residents in the facility. Staff 1 stated they work day shifts and night shifts. Staff 1 stated there are no issues with linen shortages during the day, but there are linen shortages during the night while residents sleep. Staff 1 stated, If there are no washcloths for a resident, we have to use toilet paper to clean residents [after an incontinent episode, when a person cannot control their bowels and/or bladder and release these wastes while in bed].</p> <p>During an interview on 4/11/25, at 2:14 p.m., with the Director of Staff Development (DSD), the DSD stated during the last staff meeting on 3/28/25, the topic of throwing away linen and not hoarding linen in resident rooms was discussed.</p> <p>During a review of the facility document titled, All Staff , dated 3/28/25, the All Staff indicated a meeting took place and among the items discussed was Hoarding of linen in room needs to stop. and Please do not throw away linen, it needs to be placed in proper laundry barrel for laundry. The All Staff was signed by 25 employees.</p> <p>During a concurrent observation and interview, on 4/11/25, at 2:25 p.m., with the Administrator and Director of Nursing (DON), the three photographs of the three linen closets were reviewed. The DON and Administrator stated the facility is licensed for 64 residents. Both the Administrator and DON stated the photographs of the linen closets did not contain enough linen, and appeared to be a low quantity, and were not enough to provide services to the facility residents throughout the evening and night shifts.</p> <p>During an interview on 4/11/25, at 2:35 p.m., with Central Supply Worker (CSW) 1, CSW 1 stated, We order five dozen washcloths every two weeks, but they are being thrown away, so the facility keeps ordering them. My suggestion would be to stock more linen.</p> <p>During an interview on 4/11/25, at 3:15 p.m., with Staff 2, Staff 2 stated they provide direct resident care, and stated, We run low [on linen] sometimes at the end of the shift.</p> <p>During a concurrent observation and interview on 4/16/25, at 3:45 a.m., with Staff 3, the facility's three linen closets were observed. Staff 3 stated they provide direct resident care and their linen inventory was very light. The linen closet located by room [ROOM NUMBER] contained zero washcloths and two towels. The linen closet located by room [ROOM NUMBER] contained zero washcloths and zero towels. The linen closet located by room [ROOM NUMBER] contained eight towels and 4 washcloths. Staff 3 stated, We have not started last rounds yet [a process where facility staff goes to each resident to determine if they have had an incontinent episode, and if so, provides incontinent care]. This is a problem, but only if they have had a bowel movement. We need more washcloths and towels to clean them properly. This is not enough to last us through last rounds.</p> <p>During an interview on 4/16/25, at 3:50 a.m., with Staff 4, Staff 4 stated they provide direct resident care. Staff 4 stated, We are usually short of linens on night shift. This is pretty typical.</p> <p>(continued on next page)</p>		

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<p>F 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>During an interview on 4/16/25, at 3:52 a.m., with Staff 5, Staff 5 stated they provide direct resident care. Staff 5 stated, the linen closet on their assigned area was empty of washcloths and towels since the beginning of their shift at 10:30 p.m. Staff 5 stated they have been using toilet paper and a cleaning spray to clean residents after an incontinent episode. Staff 5 stated, It gets annoying when you don't have the proper linen to care for residents.</p> <p>During an interview on 4/17/25, at 4:54 p.m., with Staff 6, Staff 6 stated they provide direct resident care, and the facility's lack of washcloths during night shift is a real problem. Night after night I work with no washcloths. I have to buy my own. I arrive to work at 10:30 p.m., and already there are no washcloths. There's not enough at the start of the shift. We need those washcloths for pericare, to wipe the bottoms of the residents after an incontinent episode. There are no showers or baths at night, we only use them for incontinent care. The facility has 64 beds and there are usually over 60 residents there at any time. I'd say over half are incontinent, not everyone, but over half. [Not having enough linen] is not fair to the residents and it's not right.</p>