

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 055247	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 09/25/2024
NAME OF PROVIDER OR SUPPLIER Country Oaks Care Center		STREET ADDRESS, CITY, STATE, ZIP CODE 215 W Pearl St Pomona, CA 91768	

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 0726</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Ensure that nurses and nurse aides have the appropriate competencies to care for every resident in a way that maximizes each resident's well being.</p> <p>44027</p> <p>Based on interview and record review, the facility failed to ensure four of six sampled staff (Licensed Vocational Nurses [LVN] 1, 2, 3, and 4) received In-service training (a type of professional training or staff development that is given to staff while they are employed) before signing the facility's document titled, In-Service Form (signing the In-service Form indicated the staff received training).</p> <p>This failure had the potential for facility staff to not receive the required training while employed at the facility and had the potential to negatively affect residents' safety and the provision of care to the residents of the facility.</p> <p>Findings:</p> <p>During a review of the facility's document titled, In-Service Form, initiated 9/13/2024, the In-Service Form indicated the training topic was, Dementia (a group of thinking and social symptoms that interferes with daily functioning). The In-Service Form indicated LVNs 1, 3, and 4 signed the form to indicate LVNs 1, 3, and 4 received the training about Dementia.</p> <p>During a review of the facility's document titled, In-Service Form, initiated September (exact date unspecified), the In-Service Form indicated the training topic was, Care of Visually Impaired Resident. The In-Service Form indicated LVNs 1, 3, and 4 signed the form to indicate LVNs 1, 3, and 4 received the training about care of visually impaired residents.</p> <p>During a review of the facility's document titled, In-Service Form, initiated 9/13/2024, the In-Service Form indicated the training topic was, Abuse. The In-Service Form indicated LVNs 1, 3, and 4 signed the form to indicate LVNs 1, 3, and 4 received training about Abuse.</p> <p>During a review of the facility's document titled, In-Service Form, initiated 9/13/2024, the In-Service Form indicated the training topic was, Medication Administration. The In-Service Form indicated LVNs 1, 3, and 4 had signed the form to indicate LVNs 1, 3, and 4 received training about medication administration.</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 0726</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>During a telephone interview on 9/24/2024 at 10:50 a.m. with LVN 1, LVN 1 stated facility management instructed LVN 1 to sign multiple In-service Forms without providing LVN 1 with the actual training. LVN 1 stated LVN 1 had signed multiple In-service Forms the previous week without receiving training from the facility management. LVN 1 stated the In-service Forms were left at the nurse's station and that facility staff were told to sign the In-service Forms.</p> <p>During a telephone interview on 9/24/2024 at 10:59 a.m. with LVN 2, LVN 2 stated facility staff, including LVN 2, were told to sign In-service Forms, even though facility staff did not receive the training. LVN 2 stated it was like signing a blank check. LVN 2 stated LVN 2 felt like he was covering for the facility by signing the In-service Forms without receiving the training.</p> <p>During a telephone interview on 9/24/2024 at 4:51 p.m. with LVN 3, LVN 3 stated LVN 3 signed In-service Forms without receiving the training from facility management. LVN 3 stated facility management left stacks of Inservice Forms for facility staff to sign when they work at night. LVN 3 stated LVN 3 signed all the In-Service Forms dated for September, without receiving any training from facility management.</p> <p>During a telephone interview on 9/25/2024 at 9:05 a.m. with LVN 4, LVN 4 stated LVN 4 signed multiple In-service Forms for September without receiving the training from facility management.</p> <p>During an interview on 9/25/2024 at 10:37 a.m. with the Director of Staff Development (DSD), the DSD stated it was important for all facility staff to get the In-service trainings to ensure staff knew how to care for the residents of the facility. The DSD stated facility staff should not sign the In-Service Forms unless the staff received the In-service training first. The DSD stated the DSD did not have a system in place to keep track of what training each facility staff had received.</p> <p>During a review of the facility's policy and procedure (P&P) titled, Training Requirements, dated 12/19/2022, the P&P indicated, It is the policy of this facility to develop, implement, and maintain an effective training program for all new and existing staff, individuals providing services under a contractual arrangement, and volunteers, consistent with their expected roles. The P&P indicated, Training requirements should be met prior to staff and volunteers independently providing services to residents, annually, and as necessary based on the facility assessment. The P&P indicated, In-service training is provided by qualified personnel (in house or outside entities) in a variety of formats (e.g., facilitated training, computer-based training, self-directed learning, mentoring and/or coaching, etc.). The P&P indicated, The Staff Development Coordinator maintains a training schedule and documentation system for completed training by all staff, contracted staff, and volunteers.</p>		