

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 055261	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 11/18/2025
NAME OF PROVIDER OR SUPPLIER Pilgrim Place Health Services Center		STREET ADDRESS, CITY, STATE, ZIP CODE 721 Harrison Ave Claremont, CA 91711	

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 0684</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Provide appropriate treatment and care according to orders, resident's preferences and goals.</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 0684</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Based on observation, interview, and record review, the facility failed to provide care and services to treat the skin and itching for one of seven sampled residents (Resident 2) in accordance with the facility's policies and procedures (P&P) titled, Wound Assessment and Treatment and Skin Assessment by failing to ensure: 1. Resident 2 was given diphenhydramine (medication used to treat allergies, sneezing, runny nose, and itching) for itching according to the physician's orders. Resident 2 had multiple open skin scratches all over the body from itching. 2. Resident 2's Medical Doctor/Primary Care Provider (MD) 1 was notified on 10/6/2025 that Resident 2 continued to have itching and had multiple open scratches all over the body even after being treated with hydrocortisone cream (medication used to relieve inflammation, itching, and redness caused by various skin conditions) from 8/7/2025 to 8/21/2025 and from 9/22/2025 to 10/6/2025. 3. Licensed Nurses assessed Resident 2's skin weekly to monitor Resident 2's wounds for signs of infection and to evaluate how Resident 2 responded to hydrocortisone cream. These failures caused Resident 2 to continue to itch and scratch and put Resident 2 at risk for infection due to multiple open skin scratches on the body. Cross Reference F842Findings: During a review of Resident 2's admission Record (AR), the AR indicated the facility admitted Resident 2 on 7/3/2023 with diagnoses that included unspecified psychosis (severe mental condition in which thought and emotions are so affected that contact is lost with external reality), unspecified abnormalities of gait and other mobility (inability to walk normally due to injuries or underlying conditions), and muscle wasting and atrophy (thinning of muscle mass caused by disuse of the muscles or nerve damage). During a review of Resident 2's untiled Care Plan (CP), initiated on 8/7/2025 and revised on 9/22/2025, the CP indicated Resident 2 had actual impairment to skin integrity of the back extending to left and right buttocks related to dry skin and scratches and had an open tear (cut) to the right lower back. The CP goals indicated Resident 2 would maintain or develop clean and intact skin by the review date. The CP interventions included to encourage good nutrition and hydration to promote healthier skin, follow facility protocols for treatment of injury, provide treatment as ordered, and identify/document potential causative factors and eliminate/resolve where possible. During a review of Resident 2's Order Summary Report (OSR) dated 8/1/2025 to 10/15/2025, the OSR indicated Resident 2 had a physician's order for: 1. Extreme dryness/scratches to back extending to left and right buttocks- cleanse with soap and warm water. Pat Dry. Apply hydrocortisone one percent (1%) cream to area. Leave open to air two times a day for 14 days. The order dates indicated 8/7/2025 was the start date and 8/21/2025 was the end date. 2. Extreme dryness/scratches to back extending to left and right buttocks- cleanse with soap and warm water. Pat Dry. Apply hydrocortisone one percent (1%) cream to area. Leave open to air two times a day for 14 days. The order dates indicated 9/22/2025 was the start date and 10/6/2025 was the end date. During a review of Resident 2's Minimum Data Set (MDS- a resident assessment tool) dated 9/25/2025, the MDS indicated Resident 2 had moderately impaired cognition (thinking, knowing, and being aware). The MDS indicated Resident 2 required substantial/maximal assistance (helper does more than half the effort) with toileting hygiene, showering/bathing, and dressing. During a concurrent observation and interview on 10/15/2025 at 2:06 pm, inside Resident 2's room, with Resident 2, Resident 2 was scratching both forearms. There were visible areas of open skin that were bright red on Resident 2's arms, legs, chest and top of head. Resident 2 had visible signs of healed and scarred scratches on the chest, on the top of the head, and on the legs. Resident 2 stated, It does bother me but yeah, as you can see, I itch a lot, all the time. During a concurrent observation and interview on 10/15/2025 at 2:22 pm, inside Resident 2's room, with Certified Nurse Assistant (CNA) 4, Resident 2 was observed. CNA 4 stated, [Resident 2] is always itchy. The physician hasn't told us what the reason is. During a concurrent interview and record review on 10/15/2025 at 2:34 pm, Licensed Vocational Nurse (LVN) 3 reviewed Resident 2's skin assessments. LVN 3 stated Resident 2 had not had a skin assessment completed since September 2025. LVN 3 stated, I've been [working] here for three weeks and [Resident 2's] skin has been the same. During a concurrent observation and interview on 10/15/2025 at 2:49 pm, inside Resident 2's room, LVN 3 observed Resident 2's skin. Resident 2 was scratching Resident 2's back and buttocks. LVN 3 stated all the red scratches on Resident 2's body were new opened wounds. LVN 3 stated, [Resident 2] has too many new open skin scratches on [Resident 2's] body to count. LVN 3 stated, They (the wounds) are everywhere; from the top of [Resident 2's] head to [Resident 2's] feet. LVN 3 stated Resident 2 had brown discoloration on Resident 2's back that extended from Resident 2's sacrum (between the lower back and the tailbone) to the mid-back. LVN 3 stated Resident 2 had two one-half inch</p>		

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<p>F 0842</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Safeguard resident-identifiable information and/or maintain medical records on each resident that are in accordance with accepted professional standards.</p> <p>(continued on next page)</p>

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<p>F 0842</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on interview and record review, the facility failed to ensure licensed nurses accurately assessed and documented one of five sampled resident's (Resident 2's) skin condition weekly in Resident 2's medical record between 8/30/2025 and 10/15/2025. Resident 2 had multiple open skin scratches all over the body from itching. This failure had the potential for Resident 2 to receive inappropriate treatment for itching and put Resident 2 at risk for delayed treatment of infection when Resident 2's multiple skin scratches were not assessed and monitored. Findings: During a review of Resident 2's admission Record (AR), the AR indicated the facility admitted Resident 2 on 7/3/2023 with diagnoses that included unspecified psychosis (severe mental condition in which thought and emotions are so affected that contact is lost with external reality), unspecified abnormalities of gait and other mobility (inability to walk normally due to injuries or underlying conditions), and muscle wasting and atrophy (thinning of muscle mass caused by disuse of the muscles or nerve damage). During a review of Resident 2's Order Summary Report (OSR) dated 8/1/2025 to 10/15/2025, the OSR indicated Resident 2 had a physician's order for: 1. Extreme dryness/scratches to back extending to left and right buttocks- cleanse with soap and warm water. Pat Dry. Apply hydrocortisone one percent (1%) cream to area. Leave open to air two times a day for 14 days. The order dates indicated 8/7/2025 was the start date and 8/21/2025 was the end date. 2. Extreme dryness/scratches to back extending to left and right buttocks- cleanse with soap and warm water. Pat Dry. Apply hydrocortisone one percent (1%) cream to area. Leave open to air two times a day for 14 days. The order dates indicated 9/22/2025 was the start date and 10/6/2025 was the end date. During a review of Resident 2's Licensed Nurse Skin Assessment Form (LNSAF), dated 8/29/2025, the LNSAF indicated Resident 2 had dry skin and scabs on the lower back extending to the buttocks and the Weekly Skin Assessment portion of the LNSAF was blank. During a review of Resident 2's medical record, the medical record indicated there were no LNSAF from 8/30/2025 to 10/15/2025. No documented evidence of a skin assessment from 8/30/2025 to 10/15/2025 was found in Resident 2's medical record. During a review of Resident 2's Skin Only Evaluation ([NAME]), dated 9/20/2025, the [NAME] indicated the skin note was a post-fall assessment. The [NAME], dated 9/20/2025, indicated Resident 2 did not have any skin issues. There was no other [NAME] found in Resident 2's medical record between 8/30/2025 to 10/15/2025. During a review of Resident 2's Minimum Data Set (MDS- a resident assessment tool) dated 9/25/2025, the MDS indicated Resident 2 had moderately impaired cognition (thinking, knowing, and being aware). The MDS indicated Resident 2 required substantial/maximal assistance (helper does more than half the effort) with toileting hygiene, showering/bathing, and dressing. During a concurrent observation and interview on 10/15/2025 at 2:06 pm, inside Resident 2's room, with Resident 2, Resident 2 was scratching both forearms. There were visible areas of open skin that were bright red on Resident 2's arms, legs, chest and top of head. Resident 2 had visible signs of healed and scarred scratches on the chest, on the top of the head, and on the legs. Resident 2 stated, It does bother me but yeah, as you can see, I itch a lot, all the time. During a concurrent interview and record review on 10/15/2025 at 2:34 pm, Licensed Vocational Nurse (LVN) 3 reviewed Resident 2's skin assessments. LVN 3 stated Resident 2 had not had a skin assessment completed since September 2025. LVN 3 stated, I've been [working] here for three weeks and [Resident 2's] skin has been the same. During a concurrent observation and interview on 10/15/2025 at 2:49 pm, inside Resident 2's room, LVN 3 observed Resident 2's skin. Resident 2 was scratching Resident 2's back and buttocks. LVN 3 stated all the red scratches on Resident 2's body were new opened wounds. LVN 3 stated, [Resident 2] has too many new open skin scratches on [Resident 2's] body to count. LVN 3 stated, They (the wounds) are everywhere; from the top of [Resident 2's] head to [Resident 2's] feet. LVN 3 stated Resident 2 had brown discoloration on Resident 2's back that extended from Resident 2's sacrum (between the lower back and the tailbone) to the mid-back. LVN 3 stated Resident 2 had two, one-half inch by one-fourth inch wounds on Resident 2's buttocks. LVN 3 stated the wounds were excoriations (scrapes or scratches to the skin) from scratching. LVN 3 stated LVN 3 thought a wound consultant (specialist who manages the care and treatment of wounds) looked at Resident 2's excoriations but was not sure when and was not sure what the recommendations for treatment were. LVN 3 stated, All the red open marks you see on [Resident 2's] body are skin excoriation from scratching. LVN 3 stated the dark marks on Resident 2's body, from head-to-toe were healed/healing scratch marks and the red ones were new open scratches. LVN 3 stated, We don't know why [Resident 2] is</p>		