

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 055268	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 01/30/2025
NAME OF PROVIDER OR SUPPLIER Sonoma Post Acute		STREET ADDRESS, CITY, STATE, ZIP CODE 678 2nd Street West Sonoma, CA 95476	

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 0576</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Ensure residents have reasonable access to and privacy in their use of communication methods.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 39621</p> <p>Based on observation, interview and record review, the facility did not ensure two residents (Resident 1 and Resident 2) of three sampled residents had access to a telephone, to make private calls with friends and family. The facility only had one working wireless telephone for resident use, and this phone could not be located during an onsite visit on 1/30/25. This failure decreased the facility's potential to ensure residents, including those who were bedbound, were to free to speak to family members or acquaintances in private.</p> <p>Findings:</p> <p>Record review of Resident 1's Face Sheet (Facility demographic) indicated he was admitted to the facility on [DATE] with medical diagnoses including Fracture of Right Femur (Broken thigh bone, right leg) and Chronic Obstructive Pulmonary Disease (A chronic lung disease that causes ongoing inflammation and narrowing of the airways, leading to difficulty breathing).</p> <p>During an observation on 1/29/25 at 6:15 p.m., the Surveyor attempted to reach Resident 1 by phone, at the facility ' s official phone number. The phone was never answered, therefore Resident 1 could not be reached.</p> <p>During an interview on 1/30/25 at 8 a.m., Family Member X stated she was unable to get through to Resident 1 by phone. Family Member X stated she had attempted multiple times but either facility staff did not pick up the phone; staff left her on hold indefinitely; or she was notified by staff she could not be transferred to Resident 1 because the resident phone could not be located. Family Member X stated she did not live in the area and could not visit the resident in person and was concerned about this situation.</p> <p>During three observations on 1/29/25 at 8:18 a.m., 8:22 a.m. and 8:25 a.m., the Surveyor attempted to reach Resident 1 by phone at the facility ' s official phone number, but the phone was never answered.</p> <p>During a concurrent interview and record review on 1/30/25 at 10:08 a.m., the Director of Nursing (DON) stated the facility two of the three phones used for residents to receive and make calls were no longer working. The DON could not locate the only active phone for resident use. The charging base was in the nursing station, but the phone was not there.</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 0576</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>During an interview on 1/30/25 at 10:30 a.m., with the DON present, Unlicensed Staff A stated the wireless resident phone was not charging and could not be located since the beginning of her shift that day which started at around 8:30 a.m. Unlicensed Staff A stated on most days, the wireless resident phone was not charging when she arrived at work.</p> <p>Unlicensed Staff A stated she located the phone by dialing the phone number, to see if somebody answered it, or physically looked for it around the facility. Unlicensed Staff A stated if a family member were to call at this time to speak to a bedbound resident, she would not be able to transfer the call and would have to explain the situation with the phones to the calling family member.</p> <p>During an interview with Unlicensed Staff B on 1/30/25 at 12:08 p.m., he stated residents had complained about not being able to use a phone to make calls. Unlicensed Staff B stated he believed the facility had two wireless resident phones, but they frequently got lost and staff had to look for them room to room. Unlicensed Staff B stated he believed the facility needed more resident phones.</p> <p>During an interview with Resident 1 on 1/30/25 at 12:45 p.m , he confirmed being unable to use the wireless resident phone to make or receive personal phone calls and added facility staff did not notify him when he received outside calls. Resident 1 stated if he wanted to make a call, he either had to use the land phones in the nursing station, which did not provide him with privacy, or borrow another resident ' s cell phone. Resident 1 stated outside phone calls were not transferred to him.</p> <p>During an interview with Resident 2 on 1/30/25 at 1 p.m., he stated the wireless phone for resident use was never available, and the only way for him to make calls was using the land phones in the nursing station. Resident 2 stated calls made at the nursing station were not private as everybody in the nursing station could hear his conversations.</p> <p>Record review of the facility policy titled, Resident Rights, last revised in August of 2009 indicated, Federal and state laws guarantee certain basic rights to all residents of this facility. These rights include the resident ' s right to .Use a telephone in privacy.</p>		