

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 055329	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 05/06/2024
NAME OF PROVIDER OR SUPPLIER Villa Serena Healthcare Center		STREET ADDRESS, CITY, STATE, ZIP CODE 723 E 9th Street Long Beach, CA 90813	

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 0880</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Provide and implement an infection prevention and control program.</p> <p>45777</p> <p>Based on observation, interview, and record review, the facility failed to ensure there were enough bath and shower towels for 50 out of 50 sampled residents .</p> <p>This deficient practice places the residents at risk for infection, decrease in hygiene and comfort.</p> <p>Findings:</p> <p>During an interview on 5/6/2024 at 09:23 a.m., Resident 2 stated the facility run out of things like towels, Resident 2 stated she has to wait until the next day before we get towels to bathe. Resident 2 stated there is a towel shortage.</p> <p>During a concurrent observation and interview on 5/6/2024 at 10:30 a.m., with Central Supply (CS), CS stated that there were no towels and stated sometimes it takes more than one day before there are towels available to the facility.</p> <p>During a concurrent observation at the linen room and interview on 5/6/2024 at 10:34 a.m., with laundry assistant (LA), LA stated clean towels are delivered by a company called Medical every Tuesday and Friday , she stated the last delivery was on 5/3/2024 and the next one will be delivered on 5/7/2024 LA walked to cart 1, cart 2, Cart 3, cart 4 also the linen room and stated there were no towels in the facility for the residents. LA stated that is not good because the Residents cannot be cleaned up properly.</p> <p>During a concurrent observation and interview on 5/6/2024 at 10:52 a.m., with Certified Nursing Assistant (CNA 1), CNA 1 was observed with linen cart 1, cart 2, cart 3 and cart 4 with no wash towels or bath towels on any of the carts. CNA1 stated there are some instances where she had to use Fit Rite Aloe (personal cleansing wipes) due to no wash towels or bath towels available for cleaning Residents for as long as two days when she has worked.</p> <p>During a concurrent observation and interview on 5/6/2024 at 11:00 a.m., with CNA 2, CNA 2 stated she has four Residents who need personal hygiene multiple times a day and stated it makes the job more difficult when there are no towels available. CNA 2 stated sometimes she use residents' gown or sheets to wipe a resident when giving a shower.</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 0880</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>During an observation and interview on 5/6/2024 at 11:48 p.m., with the Director of Nursing (DON) , the DON verified there were no face or wash towels on the four linen carts and in the linen room . The DON stated not having hand towels and bath towels the nurses are not able to care for the residents and this is an infection issue providing hygiene prevents infection.</p> <p>During an interview on 5/6/2024 at 12:05 p.m., with the Administrator (ADM) the ADM stated the company named, Medical delivers the towels every Tuesday and Friday . The ADM stated she looked around the facility and there were no towels available. ADM stated it is her responsibility to make sure there are enough towels for the facility and moving forward she will order more.</p> <p>During a review of the facility's P&P titled, Infection Prevention and Control Program ,dated February 9,2024, the P&P indicated the facility's infection control; policies and procedures are intended to facilitate maintaining a safe, sanitary, and comfortable environment and to help prevent and manage transmission of diseases and infections.</p> <p>1. Establish guidelines for the availability and accessibility of supplies and equipment necessary for standard precautions.</p> <p>During a review of the facilities P&P titled Laundry Services, dated February 9, 2024 , the P&P indicated the facility works to maintain its own or contract laundry service for residents. To do so, the facility adheres to the following:</p> <p>1. The facility employs adequate staff to ensure the linen is kept clean, in good repair, and in sufficient quantities to meet the needs of our patients.</p> <p>Based on observation, interview, and record review, the facility failed to ensure there were enough bath and shower towels for 50 out of 50 sampled residents .</p> <p>This deficient practice places the residents at risk for infection, decrease in hygiene and comfort.</p> <p>Findings:</p> <p>During an interview on 5/6/2024 at 09:23 a.m., Resident 2 stated the facility run out of things like towels, Resident 2 stated she has to wait until the next day before we get towels to bathe. Resident 2 stated there is a towel shortage.</p> <p>During a concurrent observation and interview on 5/6/2024 at 10:30 a.m., with Central Supply (CS), CS stated that there were no towels and stated sometimes it takes more than one day before there are towels available to the facility.</p> <p>During a concurrent observation at the linen room and interview on 5/6/2024 at 10:34 a.m., with laundry assistant (LA), LA stated clean towels are delivered by a company called Medical every Tuesday and Friday , she stated the last delivery was on 5/3/2024 and the next one will be delivered on 5/7/2024 LA walked to cart 1, cart 2, Cart 3, cart 4 also the linen room and stated there were no towels in the facility for the residents. LA stated that is not good because the Residents cannot be cleaned up properly.</p> <p>(continued on next page)</p>		

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