

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 055855	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 06/11/2024
NAME OF PROVIDER OR SUPPLIER Arden Park Post Acute		STREET ADDRESS, CITY, STATE, ZIP CODE 3400 Alta Arden Expressway Sacramento, CA 95825	

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 - Few</p>	<p>Ensure residents have reasonable access to and privacy in their use of communication methods.</p> <p>46242</p> <p>Based on observation, interview and record review, the facility failed to ensure reasonable access to a telephone for one resident (Resident 1).</p> <p>This failure prevented Resident 1 from calling her significant other and from being contacted by the State Agency.</p> <p>Findings:</p> <p>A review of Resident 1's admission record indicated, Resident 1 was admitted in the summer of 2023 with diagnoses that included multiple sclerosis (a degenerative disease affecting the nervous system), paraplegia (inability to move the lower part of the body), and major depressive disorder (a mood disorder that causes a persistent feeling of sadness).</p> <p>During a concurrent observation and interview on 6/11/24 at 12:43 p.m. with Resident 1 in the resident's room, Resident 1 was observed without the facility's phone in the room and without a personal phone. Resident 1 confirmed not having a phone, and she expressed desire to call her significant other. Resident 1 agreed for the surveyor to place a test call to the facility and use the facility's cordless phone for her personal needs after it will be brought to her by staff.</p> <p>During an observation on 6/11/24 at 12:48 p.m. in the hallway near Resident 1's room, initial test call was placed by surveyor to the facility and receptionist answered the call and placed it on hold. An overhead announcement informing floor staff about a call hold for Resident 1's room was made a few times. Three staff members were observed working in the hallway near Resident 1's room, and nobody walked to the nurse's station to pick up the phone. The call was dropped by the facility at 12:50 p.m.</p> <p>In an interview on 6/11/24 at 12:52 p.m. with Resident 1 in her room, Resident 1 confirmed the facility phone was not brought to her.</p> <p>During an observation on 6/11/24 at 12:53 p.m. near the facility's lobby, the surveyor called the facility's main line and asked to be connected to Resident 1. The receptionist placed the call on hold and an overhead announcement was made about a call holding for Resident 1's room. Shortly, the receptionist removed the call hold and stated staff were busy asked for the caller's [Surveyor's] number and name. The receptionist stated the call would be returned in about an hour when staff availability improved. The surveyor did not receive a return call from the facility on 6/11/24.</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 - Few</p>	<p>The surveyor made the following additional attempts to reach Resident 1 by placing calls to the facility:</p> <ol style="list-style-type: none"> On 6/11/24 at 3:50 p.m. after a brief hold, the receptionist stated they could not reach the nurses and suggested to call back later. On 6/11/24 at 5:19 p.m. the phone was picked up after three attempts. The staff stated they could not locate the cordless phone for the resident to use. The staff informed the surveyor they would pass the caller information to the resident and keep looking for the cordless phone. On 6/12/24 at 7:50 a.m. three attempts were made to call the facility and the call was not answered at all. On 6/12/24 at 8:26 a.m., the receptionist answered the surveyor's call and stated the call would be routed to the nursing station and placed the call on hold. The surveyor dropped the call after 35 minutes of waiting on hold. <p>In a phone interview on 6/12/24 at 2:22 p.m. Receptionist 1 stated the facility had four total cordless phones: one phone at the reception desk and three phones at the nurses stations (one phone per station for three stations). He confirmed there was no shortage of phones and most incoming caller complaints stemmed from the fact nurses did not pick up the phones at the stations. The surveyor informed Receptionist 1 they represented a State Agency and previously made several unsuccessful attempts to contact Resident 1. The surveyor asked to be connected with Resident 1. The Receptionist 1 requested for the surveyor's name and call back number and stated the information would be routed to the nurse's station. The Receptionist 1 placed the call on hold/transfer; the facility dropped the call at 2:45 p.m.</p> <p>In a phone interview on 6/12/24 at 4:20 p.m. Administrator (Admin) confirmed he expected outside callers to be connected to the residents if not right away, then within an hour of the initial call.</p> <p>In a phone interview on 6/12/24 commencing at 4:54 p.m. with Resident 1 (the call was placed by the Admin, had poor call quality, and static), Resident 1 stated when she requested the facility phone, she either would not get it, or she would have to wait for it for 30 minutes for the phone to be brought to her. Resident 1 added the inability to access the phone made her feel, bad.</p> <p>A review of the facility's Policy and Procedure (P&P) titled Telephones, Resident Use of, revised October 2023, indicated, Residents are provided with access to telephones. Residents who need and/or request help in getting to or using telephones are provided with assistance</p>		