

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 056139	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 07/11/2024
NAME OF PROVIDER OR SUPPLIER Roseville Point Health & Wellness Center		STREET ADDRESS, CITY, STATE, ZIP CODE 600 Sunrise Avenue Roseville, CA 95661	

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 0550</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Honor the resident's right to a dignified existence, self-determination, communication, and to exercise his or her rights.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 50368</p> <p>Based on interview and record review, the facility failed to ensure four of seven sampled residents (Resident 1, Resident 2, Resident 3 and Resident 4) were treated with dignity and respect when staff were overheard speaking in a foreign language throughout the facility.</p> <p>This failure resulted in residents feeling insecure and wondering if they were being talked about by staff.</p> <p>Findings:</p> <p>A review of Resident 1's admission record indicated she was last admitted in 4/24 with diagnoses including hemiplegia and hemiparesis (weakness and paralysis on one side of the body) following cerebral infarction (stroke) affecting the left non-dominant side.</p> <p>A Minimum Data Set (MDS, an assessment tool), dated 5/13/24, indicated she had no memory impairment.</p> <p>A review of Resident 2's admission record indicated he was last admitted in 11/23 with diagnoses including congestive heart failure (inability of the heart to pump blood adequately throughout the body).</p> <p>A MDS, dated [DATE], indicated he had no memory impairment.</p> <p>A review of Resident 3's admission record indicated he was last admitted in 10/23 with diagnoses including acute respiratory failure with hypoxia (low oxygen levels).</p> <p>A MDS, dated [DATE], indicated he had no memory impairment.</p> <p>A review of Resident 4's admission record indicated she was last admitted in 7/23 with diagnoses including quadriplegia (paralysis of all four limbs).</p> <p>A MDS, dated [DATE], indicated she had no memory impairment.</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 0550</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>In an interview, on 7/11/24 at 11:18 a.m., the Respiratory Therapist (RT) stated she heard staff speaking in the hallways, at the nurses' station and, Everywhere, loudly in another language. The RT stated this was done in front of residents.</p> <p>In an interview, on 7/11/24 at 11:29 a.m., the Housekeeper (HSK) stated she heard staff frequently speaking to each other in a foreign language and she did not think it was appropriate during work hours or in front of the residents.</p> <p>In an interview, on 7/11/24 at 11:44 a.m., Certified Nursing Assistant 1 (CNA 1) stated she heard staff speak in a foreign language all the time and had heard them shouting down the hallways and talking at the nurses' station.</p> <p>In an interview, on 7/11/24 at 11:57 a.m., CNA 2 stated he frequently heard staff speaking in the hallways, at the nurses' station and around the residents in a foreign language.</p> <p>In an interview, on 7/11/24 at 12:05 p.m., Licensed Nurse 1 (LN 1) stated she frequently heard staff speaking in a foreign language in the hallways, the nurses' station and around residents. LN 1 stated, This is a big problem, we've had meetings about this and in-services, but nothing ever changes. I know it bothers some of our residents.</p> <p>In an interview, on 7/11/24 at 12:27 p.m., Resident 1 stated she heard staff speaking in a foreign language in the hallways throughout the day. Resident 1 stated it had been brought up in Resident Council meetings and that it made her feel uncomfortable because she did not know if they were talking about her.</p> <p>In an interview, on 7/11/24 at 12:38 p.m., Resident 2 stated he heard staff speaking all the time in a foreign language in the hallways. Resident 2 stated it made him feel insecure that staff were talking about him.</p> <p>In an interview, on 7/11/24 at 1:13 p.m., Resident 3 stated staff spoke in a foreign language, Non-stop, in the hallways and nurses' station. Resident 3 stated he was on the Resident Council, and they talked about it all the time, but administration had not addressed it. Resident 3 stated it made him, Feel like an outsider, and he did not know if staff were talking about him.</p> <p>In an interview, on 7/11/24 at 1:29 p.m., Resident 4 stated she heard staff constantly talking loudly in the hallways and nursing station in a foreign language. Resident 4 stated it had been talked about, Extensively, in Resident Council meetings a number of times and nothing had been done about it. Resident 4 stated this was, Insulting, and made her feel like secrets were being shared among the staff.</p> <p>In an interview, on 7/11/24 at 1:54 p.m., the Activities Director (AD) stated she attended Resident Council meetings and took notes for the residents. The AD confirmed that staff speaking in a foreign language had been a resident concern raised at meetings for several months. The AD stated she had also heard staff speaking loudly in the hallways in a foreign language.</p> <p>(continued on next page)</p>		

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<p>F 0550</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>In an interview, on 7/11/24 at 2:37 p.m., the Infection Preventionist (IP) stated she was aware of the issue of staff speaking in a foreign language around residents because it had been raised by the Resident Council. The IP stated the expectation was that English was spoken by staff in all work areas. The IP stated residents might think staff were talking about them or saying something bad about them because they did not understand the language. The IP agreed it was a resident rights issue and could negatively affect their psychosocial wellbeing.</p> <p>In an interview, on 7/11/24 at 2:47 p.m., the Administrator (ADM) stated staff were not to be speaking loudly in a foreign language in the hallways. The ADM agreed the facility was the residents' home and staff should not have been speaking in a foreign language around them.</p> <p>A review of the facility's policy titled, Resident Rights, revised 1/1/12, stipulated, Employees are to treat all residents with kindness, respect and dignity .</p>