

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 056153	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 07/17/2024
NAME OF PROVIDER OR SUPPLIER Napa Post Acute		STREET ADDRESS, CITY, STATE, ZIP CODE 705 Trancas St. Napa, CA 94558	

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 failed to ensure one of three sampled residents (Resident 1) was able to receive private telephone calls during her stay at the facility. This triggered a family member (Family Member AA) to call the police to perform a wellness check on Resident 1 since she was unable to contact Resident 1 by phone after multiple attempts. This failure had the potential to result in inability for Resident 1 and other residents of the facility to socialize and interact with the outside world, which could affect their emotional and mental health. This finding also had the potential to result in inability for friends and family members to advocate for the residents' health, request updates on their medical status, and ensure they were safe and comfortable at the facility.</p> <p>Findings:</p> <p>Record review of Resident 1's Face Sheet (Facility demographic) indicated Resident 1 was admitted to the facility on [DATE] with medical diagnoses including Fracture of One Rib.</p> <p>During a phone interview with Family Member AA on 6/06/24 at 11:00 a.m., she stated being unable to reach Resident 1 by phone, especially on the weekends, which prompted her to call the police to do a wellness on Resident 1, at the facility a few days prior. Family Member AA explained that she lived out of state and could not visit Resident 1 in person but every time she would call, nobody would pick-up, and voicemails left were not responded to.</p> <p>During a phone interview with Anonymous Staff BB from the Long-Term-Care Ombudsman's Office (An organization that offers advocacy services for nursing home residents) on 6/06/24 at 11:15 a.m., she stated the phone system at the facility, Was a problem, and explained staff often did not pick-up.</p> <p>During an interview with Resident 1 on 6/06/24 at 1:30 a.m., she stated the phones at the facility did not work properly, and in addition, staff did not answer phone calls. Resident 1 stated that a week prior, she was expecting a visitor, who was coming from out of town, on a Monday. Resident 1 stated she waited and waited, and the visitor never came to the facility. Resident 1 stated she later found out; the visitor called her about nine times to notify her he would not be coming that Monday, but was unable to reach her.</p> <p>During multiple observations on the following days, the Surveyor attempted to call the facility and the phone was not picked up:</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
---	-------	-----------

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 056153	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 07/17/2024
NAME OF PROVIDER OR SUPPLIER Napa Post Acute		STREET ADDRESS, CITY, STATE, ZIP CODE 705 Trancas St. Napa, CA 94558	
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>a) 7/04/24 5:30 p.m.</p> <p>b) 7/04/24 7:21 p.m.</p> <p>c) 7/16/24 7:46 p.m.</p> <p>d) 7/16/24 8:22 p.m.</p> <p>During an interview on 7/17/24 at 9:45 a.m., Anonymous Staff CC stated being aware the facility had issues with the phone system. Anonymous Staff CC stated that on the weekends, after 4:30 p.m., there was no receptionist to answer the phones, and although Licensed Nurses were made aware it was their responsibility to answer the phones after that time, they did not always answer it. Anonymous Staff CC also stated that most of the phones inside the residents' rooms were not working, the overhead pager of the facility to call staff, was not working either, or the wireless phones for resident use. Anonymous Staff CC stated visitors complained about the phone system all the time. Anonymous Staff CC stated the Administrator was aware of the issue.</p> <p>Record review of an article titled, Your Rights and Protections as a Nursing Home Resident, published by CMS (Centers for Medical and Medicaid Services, a federal agency that administers the nation's major healthcare programs- https://www.cms.gov/about-cms/what-we-do/nursing-homes/patients-caregivers/rights-quality-care) on 9/06/23, indicated, As a nursing home resident, you have certain rights and protections under Federal and state law that help ensure you get the care and services you need . You have the following rights: To make and get private phone calls.</p>		