

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  056186	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  12/12/2024
NAME OF PROVIDER OR SUPPLIER  Centinela Grand Inc		STREET ADDRESS, CITY, STATE, ZIP CODE  2225 North Perris Boulevard Perris, CA 92571	

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 0685</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Assist a resident in gaining access to vision and hearing services.</p> <p>45645</p> <p>Based on observation, interview, record review, and facility policy review, the facility failed to ensure 1 (Resident #24) of 1 sampled resident reviewed for vision/hearing was provided their hearing aid when they were received in the facility.</p> <p>Findings included:</p> <p>An undated facility policy titled, Hearing and Vision Services, indicated, 3. The social worker/social service designee is responsible for assisting residents, and their families, in locating and utilizing any available resources, for the provision of the vision and hearing services the resident needs.</p> <p>An Admission Record revealed the facility admitted Resident #24 on 02/21/200605/13/2024. According to the Admission Record, the resident had a medical history that included a diagnosis of chronic obstructive pulmonary disease with acute exacerbation.</p> <p>An annual Minimum Data Set (MDS), with an Assessment Reference Date (ARD) of 10/02/2024, revealed Resident #24 had a Brief Interview for Mental Status (BIMS) score of 3, which indicated the resident had severe cognitive impairment. According to the MDS, Resident #24 had minimal difficulty with hearing and a hearing aid or other hearing appliance was not used.</p> <p>Resident #24's Order Summary Report which contained active orders as of 12/11/2024, revealed an order dated 05/13/2024, for an audiology consultation and follow-up treatment annually and as needed.</p> <p>Resident #24's audiogram (a graph that visually represented the results of a hearing test) dated 06/11/2024, revealed the resident had hearing loss significant enough to qualify for hearing aids and the provider would start the process of obtaining the resident's hearing aids.</p> <p>Resident #24's consultation report dated 08/20/2024, indicated the resident was seen for diminished hearing, stuffy ears, nasal congestion, throat congestion/clearing. The consultation report revealed, the resident needed hearing aids and had not received them.</p> <p>A Hearing Aid Delivery Report dated 10/08/2024, revealed Resident #24's hearing aid was delivered to the facility and the Social Services Designee (SSD) signed the form to acknowledge receipt of the resident's hearing aids.</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 0685</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>During a concurrent observation and interview on 12/09/2024 at 9:45 AM, Resident #24 was in a wheelchair, and the resident did not have hearing aids in their ear. Resident #24 stated they did not get their hearing aids. A sign posted at the bedside of the resident directed staff to please charge the resident's hearing aids overnight.</p> <p>During a concurrent observation and interview on 12/09/2024 at 1:35 PM, the surveyor noted Resident #24 was without their hearing aids. Resident #24 stated they still did not have their hearing aids and that maybe she (the SSD) forgot.</p> <p>During an observation on 12/10/2024 at 11:08 AM and 1:23 PM, Resident #24 was not wearing hearing aids.</p> <p>On 12/11/2024 at 1:41 PM, Certified Nursing Assistant (CNA) #2 stated Resident #24 was hard of hearing, but did not wear hearing aids.</p> <p>On 12/11/2024 at 1:44 PM, CNA #3 stated Resident #24 had hearing impairment and did not have hearing aids.</p> <p>On 12/11/2024 at 1:28 PM, Licensed Vocational Nurse (LVN) #1 stated Resident #24 did not wear hearing aids. When asked about the posting at the bedside of the resident related to charging the resident's hearing aids, LVN #1 stated the hearing aids may be at the nursing station and asked for more time to investigate.</p> <p>On 12/11/2024 at 1:34 PM, LVN #1 brought a pair of new hearing aids labeled with Resident #24's name and room number to the surveyor. LVN #1 stated he found the resident's hearing aids, but did not know how long they had been in the facility.</p> <p>On 12/11/2024 at 2:11 PM, the SSD stated they oversaw residents' hearing services. The SSD acknowledged signing for Resident #24's hearing aids on 10/08/2024. Per the SSD, she failed to alert the nursing department the resident's hearing aids had arrived and that was an error on her part.</p> <p>On 12/11/2024 at 2:32 PM, the Director of Nurses (DON) stated the SSD did not communicate receipt of Resident #24's hearing aids to the facility to ensure the Medical Director and the resident's responsible party were notified, and to ensure that nursing staff were educated on assisting the resident with their hearing aids and caring for the hearing aids. The DON stated the expectation was for the SSD to make the interdisciplinary team (IDT) aware of ancillary services, such as hearing aids, to ensure the residents wore them to improve their quality of life.</p>