STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	056363	A. Building B. Wing	09/10/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
Grand Valley Health Care Center	13524 Sherman Way Van Nuys, CA 91405

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)
F 0600 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few	Protect each resident from all types of abuse such as physical, mental, sexual abuse, physical punishment, and neglect by anybody. 50033 Based on interview and record review, the facility failed to protect the resident's right to be free from verbal abuse (harsh and insulting language directed at a person) by Certified Nursing Assistant 1 (CNA 1) towards one of five sampled residents (Resident 1). On 9/7/2024, CNA 1 hurled (to utter) an obscene word (a curse word that is a socially offensive use of language) at Resident 1. This deficient practice resulted in Resident 1 being subjected to verbal abuse while under the care of the facility and had the potential to cause emotional harm which could result to a feeling of low self-esteem and self-worth. Findings: During a review of Resident 1's Admission Record indicated that the facility admitted the resident on 7/20/2024 with diagnoses including, but not limited to, osteomyelitis (bone infection) of the ankle and foot and type two diabetes mellitus (a condition that happens because of a problem in the way the body regulates and uses sugar as a fuel) with foot ulcer (an open wound or sore that can be difficult to heal). During a review of Resident 1's History and Physical (H&P), dated 7/20/2024, indicated that Resident 1 had the capacity to understand and make decisions. During a review of Resident 1's Minimum Data Set (MDS, a standardized assessment and care screening tool), dated 7/26/2024, indicated Resident 1 was cognitively (can remember, learn new things, concentrate, and make decisions that affect their everyday life) intact. The MDS indicated Resident 1 needed supervision with personal hygiene and moderate assistance with toileting hygiene, shower/bathing, and lower body dressing. The MDS further indicated Resident 1 can walk ten feet with moderate assistance. The MDS indicated walking 50 or more feet was not attempted due to Resident 1's medical condition or safety concerns. During a review of Resident 1's Situation-Background-Assessment-Recommendation (SBAR- a form used to facilitate prompt and appropriate communication regarding the condition of a resident or issues that needs to be addressed) Communication Form dated 9/7/2024 at 6:20 p.m., indicated Resident 1 was in a verbal altercation with CNA 1 where they (Resident 1 and CNA 1) stood along the hallway, face to face and exchanged heated words in a loud manner. (continued on next page)

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:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	056363	A. Building B. Wing	09/10/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
Grand Valley Health Care Center	13524 Sherman Way Van Nuys, CA 91405

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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)
F 0600 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few	During an interview on 9/10/2024 at 11:03 a.m. with Resident 1, Resident 1 stated that he (Resident 1) became upset after he asked CNA 1 for a cup of coffee. Resident 1 stated that CNA 1 would not bring a cup of coffee to him. Resident 1 stated that he then stood up and CNA 1 stated, look, you can walk! in a condescending (showing or characterized by a patronizing or superior attitude toward others) way and started giving Resident 1 directions to the kitchen. Resident 1 stated he became upset, and he and CNA 1 both started arguing. Resident 1 stated he could see that CNA 1 was talking back to him, but he could not hear what CNA 1 was saying because he was yelling. During an interview on 9/10/2024 at 12:07 p.m. with Licensed Vocational Nurse (LVN) 1, LVN 1 stated that he heard Resident 1 and CNA 1 yelling at each other. LVN 1 stated he heard Resident 1 say, fuck you, to which CNA 1 replied, fuck you, too. LVN 1 stated he immediately separated Resident 1 and CNA 1 and reported the incident to Registered Nurse (RN) 1. During an interview on 9/10/2024 at 2:27 p.m. with the Administrator (ADM) and Director of Nursing (DON), the ADM stated that CNA 1 was out of line and that the language used by CNA 1 to Resident 1 was verbal abuse, but it wasn't abusive. ADM stated Resident 1 threatened the CNA, and CNA 1 couldn't handle it. The ADM stated CNA 1 should have walked away, and DON stated CNA 1 was disrespectful. During a review of the facility's policy and procedure (P&P) titled, Abuse Reporting and Prevention, last reviewed April 2024, the P&P indicated verbal abuse is defined as the use of written, oral, or gestured language that willfully used derogatory or disparaging terms regardless of their age, ability to comprehend, or disability. The P&P further indicated alleged violations are to be investigated and reported to ensure resident rights are protected.