

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 056451	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 10/16/2024
NAME OF PROVIDER OR SUPPLIER Windsor Care Center of Cheviot Hills		STREET ADDRESS, CITY, STATE, ZIP CODE 3533 Motor Avenue Los Angeles, CA 90034	

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 0552</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Ensure that residents are fully informed and understand their health status, care and treatments.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 48026</p> <p>Based on observation, interview, and record review, the facility failed to ensure Certified Nursing Assistant 2 (CNA 2) did not assist CNA 1 with the care for one of four residents (Resident 1) after Resident 1 refused for CNA 2 to provide/assist with Resident 1's care.</p> <p>This deficient practice violated Resident 1's right to make an informed decision regarding who will provide nursing care to Resident 1 prior to performing nursing care.</p> <p>Findings:</p> <p>During a review of Resident 1's face sheet (front page of the chart that contains a summary of basic information about the resident), indicated Resident 1 was admitted to the facility on [DATE] and was readmitted on [DATE] with diagnoses including encephalopathy (brain dysfunction that can appear as confusion, memory loss, personality changes and/or coma in the most severe form), pressure ulcer of the sacral region, Stage 4 (skin damage spreads to the muscle, bone, or joints), contracture of the right and left ankles and multiple muscle sites (a stiffening/shortening at any joint, that reduces the joint's range of motion), and depression (a common but serious mood disorder that causes a persistent feeling of sadness and loss of interest).</p> <p>During a review of Resident 1's care plan on potential to demonstrate behaviors related to requesting to be pulled up and repositioned frequently, dated 6/13/2024 and revised on 6/18/2024, the care plan interventions included providing consistent, trusted caregiver and structured daily routine when possible, seeking input from Resident 1 on what would help to make the resident's stay in the facility meaningful.</p> <p>During a review of Resident 1's history and physical (H&P - a physician's complete patient examination) dated 7/21/2024, the H&P indicated Resident 1 had the capacity to make medical decision.</p> <p>During a review of Resident 1's Minimum Data Sheet (MDS - a federally mandated resident assessment tool) dated 8/30/2024, indicated, Resident 1 had intact cognitive (mental ability to make decisions of daily living) skills and the ability to make decisions on activities of daily living.</p> <p>During a review of the facility's Interdisciplinary Team (IDT - a group of different healthcare professionals working together towards a common goal for a resident) Progress Notes dated 10/03/2024, indicated, Resident 1 requested the CNA involved not be assigned to her anymore.</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
FORM CMS-2567 (02/99) Previous Versions Obsolete	Event ID:	Facility ID: 056451
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<p>F 0552</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>During a review of Resident 1's Psychologist Progress Note dated 10/04/2024, indicated, Resident 1 has sufficient cognitive capacity (mental ability to make decisions).</p> <p>During an interview on 10/16/2024 at 12:14 PM with Resident 1, Resident 1 stated CNA 2 was not supposed to be in Resident 1's room when CNA 1 brought CNA 2 to Resident 1's room to assist with hygiene care on Resident 1. Resident 1 stated that CNA 2 was very rude to Resident 1 and that CNA 2 does everything to irritate the resident. Resident 1 stated that on 9/ 2024 (unable to recall the date). CNA 1 brought CNA 2 to help change the resident. Resident 1 stated CNA 1 knew CNA 2 was not supposed to be in this room with me. Resident 1 stated CNA 1 told Resident 1 that CNA 1 needed help with Resident 1 and that CNA 1 did not have nobody else to help her. Resident 1 stated, I told her [CNA 2] to get out of my face.</p> <p>During a phone interview on 10/16/2024 at 1:09 PM with CNA 2, CNA 2 stated CNA 2 went to Resident 1's room to assist CNA 1 to assist with Resident 1's hygiene care. CNA 2 stated Resident 1 told CNA 2 don't touch me . CNA 2 stated, I just helped [CNA 1] pull [Resident 1] up in bed, that's all I did.</p> <p>During an interview on 10/16/2024 at 1:57 PM with the Director of Nursing (DON), the DON stated '[Resident 1] gets upset when assigned to a CNA that [Resident 1] does not like or want.</p> <p>During a review of the facility's policy and procedures (P&P - policy explains the rules and presents them in a logical framework while procedures outline the step-by-step implementation of various tasks) titled Care Plan Comprehensive dated 8/25/2021, indicated, each resident's comprehensive care plan is designed to build on the resident's individualized needs, strengths, and preferences.</p> <p>During a review of the facility's P&P titled Resident Rights dated 12/2021, indicated, Residents have the right to be informed of, and participate in, residents' care planning and treatment.</p>		