

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 065188	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 12/03/2024
NAME OF PROVIDER OR SUPPLIER Prestige Care Center of Morrison		STREET ADDRESS, CITY, STATE, ZIP CODE 150 Spring St Morrison, CO 80465	

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 0921</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 43135</p> <p>Based on observations and interviews, the facility failed to provide a safe, functional, sanitary and comfortable environment for residents, staff and the public.</p> <p>Specifically, the facility failed to ensure temperatures in five of 14 resident rooms and the resident's activity room were within the safe range of 71 degrees F (Fahrenheit) to 81 degrees F.</p> <p>Findings include:</p> <p>I. Facility policy and procedure</p> <p>The Safe and Homelike Environment policy, revised April 2022 was provided by the interim nursing home administrator (INHA) on 12/3/24 at 8:13 a.m. It read in pertinent part,</p> <p>Definitions</p> <p>Comfortable and safe temperature levels means that the ambient temperature should be in a relatively narrow range that minimizes residents' susceptibility to loss of body heat and risk of hypothermia/hyperthermia and is comfortable for the residents.</p> <p>Environment refers to any environment in the facility that is frequented by residents, including (but not limited to) the residents' rooms, bathrooms, hallways, dining areas, lobby, outdoor patios, therapy areas and activity areas.</p> <p>Housekeeping and maintenance services will be provided as necessary to maintain a sanitary, orderly and comfortable environment.</p> <p>The facility will maintain comfortable and safe temperature levels.</p> <p>The facility should strive to keep the temperature in common resident areas between 71 and 81 degrees Fahrenheit.</p> <p>If and when a resident prefers his or her room temperature be kept below 71 degrees Fahrenheit, or above 81 degrees Fahrenheit, the facility will assess the safety of this practice on the resident and the resident's roommate.</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 0921</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>II. Resident interviews</p> <p>The resident who resided in room [ROOM NUMBER] was interviewed on 12/2/24 at 11:00 a.m. The resident said his room was</p> <p>always cold. He said he had told staff and the maintenance director many times that his room was too cold but nothing was ever fixed. The resident said he had to wear a jacket in his room, as well as use several extra blankets, to keep warm. He said his room was ice cold at all times. The resident said It sucks that it is so cold in here.</p> <p>The resident who resided in room [ROOM NUMBER] was interviewed on 12/2/24 at 11:30 a.m. The resident had a large white blanket rolled up in the windowsill. He said his room was always cold and extra cold at night. He said he complained to the maintenance director several times that his room was cold but nothing was ever fixed. The resident said he rolled up towels in his windowsill to help prevent cold air from coming in. He said he used to have his bed next to the window where he preferred to have it but he had to move his bed to the opposite side of the room so that he was warm. The resident said he wore his jacket in his room and requested extra blankets from the facility.</p> <p>A frequent visitor in room [ROOM NUMBER] was interviewed on 12/2/24 at 3:15 p.m. Both the frequent visitor and the resident were wearing winter coats. The frequent visitor said she hoped the heat would get fixed in her loved one's room. She said she visited almost daily and both she and the resident had to wear their jackets during their visits because the room was too cold to sit in without wearing a jacket.</p> <p>The resident who resided in room [ROOM NUMBER] was interviewed on 12/3/24 at 10:15 a.m., after the heat was fixed during the survey (see below). The resident said the heat was finally fixed in her room. She said, even with the extra heater above her door, it never worked and she was always cold. The resident said she always wore her jacket in her room and covered herself with two blankets when she sat in her recliner and when she was in her bed. She said she had not wanted to take showers because her room was so cold, but she said today (12/3/24) she would finally take a shower because she was finally warm.</p> <p>III. Observations and staff interview</p> <p>On 12/2/24 at 2:15 p.m. a tour was conducted throughout the facility in various rooms with the director of maintenance (DM). The MTD initially put the heater gun sensor light directly into a heating unit at the floor board level six times, until he was requested to put the sensor light on a wall for an accurate temperature reading. The following temperatures were observed in residents' rooms:</p> <ul style="list-style-type: none"> -room [ROOM NUMBER] was 66 degrees F; -room [ROOM NUMBER] was 66 degrees F; -room [ROOM NUMBER] was 65 degrees F; -room [ROOM NUMBER] was 69 degrees F; and, -room [ROOM NUMBER] was 68 degrees F. <p>(continued on next page)</p>

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<p>F 0921</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>The CC said all rooms would be temperature checked daily, Monday through Friday, for one month. She said after one month, all rooms would be temperature checked three times per week for one more month. The CC said after the second month of audits, each room would be temperature checked one time weekly for three months to ensure the rooms were the appropriate temperatures.</p> <p>V. Facility follow up</p> <p>On 12/3/24 at 8:01 a.m. the INHA said, via email, that the facility did not have any grievances or resident complaints from resident council meetings related to room temperatures. She said an in-house audit of temperatures had been conducted (beginning 12/2/24, during the survey). The INHA said any room that was not meeting appropriate temperatures or rooms where resident dissatisfaction with the room temperature was identified, would be monitored every two hours until substantial compliance for appropriate room temperatures was determined.</p> <p>Additionally, the INHA said all thermostats were checked, reprogrammed and batteries were replaced if necessary on 12/3/24. The INHA said the facility was in the process of purchasing 12 heaters for rooms which were not meeting the appropriate temperature range. The INHA indicated the heaters would be delivered to the facility that day (12/3/24).</p> <p>On 12/3/24 at 2:04 p.m. the INHA said, via a second email, that the temperatures in the resident rooms which had not been meeting the appropriate temperature had been rechecked and the temperatures were all now 71 degrees F or above.</p> <p>On 12/3/24 at approximately 3:00 p.m. the INHA provided documentation of the last 30 days of phone texts sent to a group management phone text which revealed the following:</p> <p>On 11/17/24 four residents reported they were all freezing. The staff gave them more blankets and made sure the windows were shut. One resident requested for the MTD to fix the heat because it was supposed to be colder that night and tomorrow (11/17/24 and 11/18/24).</p> <p>-The facility did not have documentation to indicate the resident's concern was addressed.</p> <p>On 11/29/24 a resident complained about being cold by a window and the staff said they would move the resident's bed away from the window.</p> <p>-The facility did not have documentation to indicate the resident's concern was further addressed.</p> <p>On 12/5/24 at 12:33 p.m. (after the survey exit) the INHA said, via email, that the facility had secured two outside contracts for ceramic heaters for the facility.</p>		

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<p>F 0925</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Make sure there is a pest control program to prevent/deal with mice, insects, or other pests.</p> <p>43135</p> <p>Based on observations, record review and interviews, the facility failed to maintain an effective pest control program so the facility was free from pests and rodents on two of four units.</p> <p>Specifically, the facility failed to keep the resident's rooms free from mice.</p> <p>Findings include:</p> <p>I. Facility policy and procedure</p> <p>The Pest Control policy, revised February 2023, was provided by the interim nursing home administrator (INHA) on 12/3/24 at 8:13 a.m. via email. It read in pertinent part,</p> <p>It is the policy of this facility to maintain an effective pest control program that eradicates and contains common household pests and rodents.</p> <p>Effective pest control programs are defined as measures to eradicate and contain common household pests (bed bugs, lice, roaches, ants, mosquitos, flies, mice, and rats).</p> <p>II. Observations and interviews</p> <p>Resident #4 was interviewed on 12/2/24 at 10:46 a.m. Resident #4 said he saw mice almost daily in his room. Resident #4 said last night a mouse crawled across the floor in his room. Resident #4 said he had several traps in his room and the mice often eat the bait in the traps, but the mice do not get caught. Resident #4 said I never tell the staff to reset the traps any more. Why bother? No one will listen and help me anyway. Resident #4 said no one ever came from the facility to reset his traps. Resident #4 had two mouse traps in his room, one snap trap and one box trap. Both traps in Resident #4 's room contained sprung traps and no mice were in the traps.</p> <p>Resident #2 was interviewed on 12/2/24 at 11:00 a.m. Resident #2 said he saw a mouse go under his bed at 8:00 a.m. that morning but did not know if it was caught in the mouse trap. Resident #2 had one mouse box (a small white cardboard box, with sticky paper on the bottom to catch a mouse), another mouse box behind his recliner on a wall opposite his bed, one mouse box in his bathroom and under the baseboard heater unit there was one mouse box and glue pads on either side of the box. There were no mice in any of the traps in his room. Resident #2 said he complained often about the mice but felt the staff did anything about it.</p> <p>Resident #6 was interviewed on 12/2/24 at 11:10 a.m. Resident #6 said two days ago a certified nurse aide (CNA) opened his door in the morning and screamed as she jumped in the air because she saw a mouse run across his floor. Resident #6 said he did not see the mouse but the CNA jumping and yelling made him laugh. Resident #6 said the facility had ongoing mice problems.</p> <p>Resident #7 was interviewed on 12/2/24 at 12:25 p.m. Resident #7 said he had trap boxes in his room to catch mice because the facility had mice. Resident #7 said he did not know when facility staff checked the boxes for caught mice.</p> <p>(continued on next page)</p>		

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<p>F 0925</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Resident #4 was interviewed again on 12/3/24 at 10:00 a.m. Resident #4 and said last night he set the traps himself and caught two mice. (see observations below).</p> <p>Resident #12 was interviewed on 12/3/24 at 10:15 a.m. She said she saw a mouse in her room that morning and it had crawled behind the recliner she was in. She said it was caught in the mouse trap box. She said housekeeper (HSK) #1 took it out of her room. HSK #1 was standing in the doorway and showed the mouse she had just placed in her housekeeping cart's trashcan.</p> <p>The pest control specialist (PCS) from a pest exterminator company was observed doing rounds for mice through the facility and was interviewed on 12/3/24 at 9:30 a.m. The PCS said he came into the building weekly on Tuesdays and Thursdays to make rounds inside and outside the building to look for mice or for ways the mice might enter the building. He said someone in the front office would hand him a list of people in the facility with mice that were trapped in boxes or with any mice concerns. He said if a resident was not on the list he would not go in their rooms. He said last week he was on vacation and the exterminator company only sent someone on Tuesday. The PCS said he was unaware that Resident #4 and Resident #12 had mice sightings and would not have gone in their rooms today.</p> <p>The following observations and interviews made with the PCS included:</p> <p>Resident #13 was interviewed on 12/3/24 at 9:37 a.m. Resident #13 said she saw two mice over the weekend, a black one and a grey one. The mouse trap box under her bed at the headboard area had a grey mouse dead inside it which the PCS took out and he reset the trap. There was a white mouse trap box under Resident 13's sink and it was placed on top of wheelchair parts. The PC said he set the mouse trap on the floor and someone put it on top of items where mice would not crawl up to and get caught. Resident #13 asked why her room seemed to have more mice than other rooms. Resident #13 said the facility needed to bring in several cats and that would fix the ongoing problem.</p> <p>Resident #4 was interviewed on 12/3/24 at 10:30 a.m. Resident #4 showed the PCS the mouse traps that he set last night. The PCS opened the large trap box and there were two dead mice inside. The PCS told Resident #4 that he would take the mice away and reset the traps.</p> <p>The PCS said, although he came twice per week, there was still a mouse problem because of problems in the building that he had pointed out to the maintenance staff. The PCS said even though he pointed out his concerns, his concerns were not always fixed therefore the mice would continue to be in the building. The PCS said his extermination company should be able to do their visit in about one hour but because of the many mice sightings it took the extermination company around two and a half hours each visit. The PCS said if no one told him to go into a room he probably would not. The PCS said it was not his job to check all of the traps in the facility at each visit on Tuesday and Thursday. The PCS said mice were smart and they could get the bait, set off the trap without being caught and the trap would need to be reset.</p> <p>The PCS said the outside of the building between the dirt and the building itself had many holes filled in to prevent the mice from coming inside a few months prior. The PCS said filling in the holes should be an ongoing project. The PCS showed the outside porch by the dining room which revealed a large black mouse trap next to a very large hole that the PCS said was probably dug by the mice to get back into the building.</p> <p>(continued on next page)</p>		

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<p>F 0925</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>The PCS said some of the heater units in the resident's rooms had holes in the wall next to the units where mice entered. The PCS said he told the maintenance department that the holes needed to be filled in to stop mice from coming in from these locations. The PCS said the holes were high traffic areas for the mice to enter rooms.</p> <p>The facility basement was observed to have two large rooms (the size of indoor basketball courts) with a dirt and mud floor. The rooms had extra medical equipment stored in them such as wheelchairs and maintenance equipment. One of the mud rooms had a hole where water from outside flowed continuously into. The other mud room had a fast food drink and empty fast food wrapper on top of a paint drum. The PCS said the two mud rooms were a big cause of mice getting in the building and until the mud rooms were fixed the mice problem would never go away. The PCS said he had made this known to the former nursing home administrator (NHA) and several maintenance personnel since he began coming into the building in April 2024. The PCS said a report was sent to the NHA with information about what he did on Tuesdays and Thursdays. The PCS said the report included where in the facility mice were exterminated, traps were set and where apparent places were that mice might enter the facility either inside or outside.</p> <p>III. Staff interviews</p> <p>The social service assistant (SSA) was interviewed on 12/3/24 at 1:00 p.m. The SSA said Resident #2 complained about the mice. The SSA said there were no written grievances or complaints about mice in the building from Resident #2 or any of the other residents in the facility.</p> <p>The corporate consultant (CC) and the maintenance director (MTD) were interviewed together on 12/3/24 at 2:50 p.m. The MTD said he had only been an employee for a few months. The MTD said he did not reset mice traps. The MTD said he did not know about the hole outside by the dining room.</p> <p>The CC said from now on each nurse's station would have a sheet of paper for staff to write down room numbers where either mice were seen, or traps needed to be reset. The CC and the MTD said they were not aware the exterminator company only came in the building one time the prior week due to a holiday and did not add in another day to come in that same week. The MTD said it was the job of the exterminator company to inform him of any holes on the outside of the building where mice might enter.</p> <p>The INHA and the CC were interviewed together on 12/3/24 at 3:20 p.m. The INHA and the CC said a new company was going to buy the building in the next few weeks. They said they hoped the new company would empty the basement's two mud rooms and pour concrete on the floors to fix the basement problem where mice came in.</p> <p>They said the holes in the room walls by the heaters would be filled in and fixed. They said the outside porch area where the big hole was would also get filled in. The INHA said there were no grievances about the mice from any residents.</p>		