

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 075113	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 03/24/2025
NAME OF PROVIDER OR SUPPLIER Greentree Manor Nursing and Rehabilitation Center		STREET ADDRESS, CITY, STATE, ZIP CODE 4 Greentree Drive Waterford, CT 06385	

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 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Honor the resident's right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on observations, review of facility documentation, and interviews for two (2) nursing units, the facility failed to provide a clean, comfortable, and homelike environment. The findings include:</p> <p>Observations on 3/24/25 at 9:30 AM, 11:30 AM and 2:00 PM during a tour of the facility with the Director of Maintenance identified the following:</p> <ol style="list-style-type: none"> 1. Handrails that were sticky were noted to have debris stuck on them, 2. Plastic kickboards on resident room doors on the North and South wings had noticeable streaks on the front and behind the board, 3. Shower room [ROOM NUMBER] wall tiles were missing with plastic covering the missing tiles on the walls, 4. The walls on the North and South wings had peeling wallpaper, 5. Resident door jams on Rooms #1, #3, #7, #23, #27 and #30 have a reddish-brown rust appearing substance. 6. Bed rails in Rooms #9, #27, and #31, were observed to have a reddish-brown appearing substance. <p>Interview with the Director of Maintenance on 3/24/25 at 10:10 AM he stated he recently took over the housekeeping department. The Director of Maintenance stated a quote was obtained in May 2024 to replace resident care equipment and to update/renovate resident care areas, however, renovations never occurred. The Director of Maintenance stated he is in the process of working with the Chief Operating Officer to obtain new quotes for renovating resident care areas. The Director of Maintenance stated there are daily and weekly cleaning schedules.</p> <p>Interview with the Chief Operating Officer on 3/24/25 at 11:17 AM identified he is working with the Director of Maintenance to schedule a stripping and rewaxing of the floors by contractors, there are requisitions for the replacement of shower room tiles, beds, and wallpaper to be replaced, with ongoing assessments and discussion to schedule projects for renovations.</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 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Interview and observations on 3/24/25 at 2:30 PM during a tour of the facility with the Administrator, she identified there are resident areas that require repair, and deep cleaning. The Administrator stated she is working with the Director of Maintenance, Chief Operating Officer, and the corporate office to get new quotes for renovations. Subsequent to surveyor observation and interview the Administrator stated she was adding additional housekeepers to do a terminal cleaning of resident rooms and all care areas.</p> <p>Although requested a policy for maintenance/cleaning was not provided.</p>		