

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 145524	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 06/21/2024
NAME OF PROVIDER OR SUPPLIER Accolade Hc of East Peoria		STREET ADDRESS, CITY, STATE, ZIP CODE 500 Centennial Drive East Peoria, IL 61611	

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 - Many</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** 34131</p> <p>Based on Observation, Interview and Record Review the facility failed to ensure resident rooms were clean/mopped, and failed to provide enough housekeeping staff and supplies to consistently clean the facility on a day to day basis. These failures have the potential to affect all 55 residents residing in facility.</p> <p>Findings include:</p> <p>The facility's Midnight Census Report, dated 6/20/24, documents 55 residents are currently residing in facility.</p> <p>Facility Housekeeping and Laundry Aid Job Description, undated, documents, To ensure that our facility is maintained in a clean, safe, and comfortable manner. Clean, wash, sanitize, and/or polish fixtures, ledges, room heating/cooling units, and bathroom fixtures. Clean floors daily: to include sweeping, dusting, damp/wet mopping, stripping, waxing, buffing, and disinfecting.</p> <p>Facility Daily Housekeeping Checklist documents the following: Empty waste cans; dusting; spot clean walls; bedside table tops and dressers; clean bed; wipe down furniture; vents and heat; lights, switches, and pull cord; telephone; remote; call light; door handles; floors sweep and mop; bathroom shower; shower curtain; walls, mirror; toilet paper; paper towels; soap refill; toilet inside, around, and outside; and sink.</p> <p>Facility Daily Housekeeping Checklist forms were reviewed for the month of June 2024 and the facility was missing 6/3/24 form for room cleaning of rooms 10-45; 6/7/24 doesn't have Rooms 10-16 and 22-27 marked off as cleaned; missing 6/8/24 and 6/9/24 for room cleaning of rooms 10-45; 6/13/24 doesn't have rooms 14-27 marked off as cleaned; 6/14/24 doesn't have rooms 28, 36-39, 10-13, and 23-27 marked off as cleaned; 6/15/24 doesn't have rooms 10-17 marked off as cleaned; missing 6/16 and 6/17/24 form for room cleaning of rooms 10-45; 6/18/24 doesn't have rooms 21-27 and 40-45 marked off as cleaned; 6/19/21 doesn't have rooms 10-19 and 28-45 marked off as cleaned; and 6/20/24 doesn't have rooms 16-27, 33 and 34, and 40-45 marked off as cleaned.</p> <p>On 6/20/24 at 9:50AM, V6 Certified Nurse Aid/CNA was observed sweeping the hallway with a broom and dustpan. V6 stated the brooms and dustpans were in the housekeeping closet.</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 - Many</p>	<p>On 6/20/24 at 10:20AM, V7 CNA stated brooms and dustpans were in the soiled utility room, and only one shift for housekeeping at the facility.</p> <p>On 6/20/24 at 12:45PM, R1 was in her room. A dried crusty, brown substance was on a shoe that was on a small dining table in the room. The other shoe was under the table and had a dried crusty brown substance. A crusty dried brown substance was on the floor beside R4's (R1's roommate) bed in multiple spots. V4 stated, That stool has been there for a while, at least three weeks. The floor is disgusting and dirty. They put (R1) up to the dining table with the shoe that has stool on it and leave her there. I am not sure whose shoes those are, I think they are (R4's).</p> <p>On 6/20/24 at 1:20PM, V8 Housekeeping was observed cleaning a resident room on the hallway, and stated they are short staffed because they had two housekeepers quit. Surveyor verified there were two housekeepers working today, and facility should have three housekeepers on day shift to be fully staffed. V8 stated they do not have a housekeeping shift on second shift only a person to mop/clean the main hallway floors. V16 Laundry helped for a few days, and V14 Maintenance/Laundry/Housekeeping supervisor doesn't have much time to help because he does maintenance. V8 said, When I am down a hallway, I clean the resident rooms where I dust, wipe down controls, sweep the floor, bathroom, shower room, garbage, dust and mop the room. We are to dust and mop the rooms every day, but I will be honest with you I was the only one here for a while cleaning and I did not dust and mop the rooms.</p> <p>On 6/20/24 at 2:35PM, V14 Laundry/Housekeeping/Maintenance Supervisor verified they had two housekeepers quit and been in the position for 3-4 months. Ideally, they would have three full-time housekeepers on day shift. V15 floor tech works on weekends and afternoons to clean the hallway floors. Verified V8 was the only full time housekeeper, has been currently hiring since January 31, 2024, and had V16 Laundry helping for a couple of days.</p> <p>On 6/21/24 at 7:50AM, R1 was in her room and the same brown substance was on the floor by R1 next to R4's bed. At that same time, V7 CNA was asked about the brown substance and dried spiral noodle on the floor next to R4's bed and V7 stated, I think that is food from yesterday. When V7 was asked if R4 eats in her room, V7 stated R4 does not eat in her room.</p> <p>On 6/21/24 at 8:00am, V2 Director of Nursing/DON was asked about the brown substance at R4's bedside that was dried and crusty, and the brown splatter around the end of the bed in multiple spots towards the bathroom. There was also a spiral noodle that was under R4's bed. V2 stated, I will call someone to clean that; and I would have to check when we had spiral noodles last.</p> <p>(continued on next page)</p>		

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<p>F 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>On 6/21/24 at 8:25AM, V8 Housekeeping stated, (V14 Laundry/Housekeeping/Maintenance Supervisor) is my supervisor and it has been hard getting him to order supplies, he doesn't order chemicals when I need them, and the previous workers stated they told him they needed supplies, and he did not order. I didn't finish cleaning my rooms yesterday, and I didn't clean (R1) and (R4's) room. I stopped cleaning at room [ROOM NUMBER]. I had rooms 16-27 left to clean yesterday and I just couldn't do it. I left at 5PM, and I don't have the needed supplies to clean with. I need a toilet brush, and glass cleaner. My toilet brush went missing Tuesday and we have been out of glass cleaner for a couple of months. I use the pink stuff and spray disinfectant. We haven't had paper towels for the dispensers, so I put the flat paper towels in the room for residents/staff to use. I got to work by myself all the time, the new girl did not show up today. (V14) does not help clean, I am the only housekeeper here today (observed her as the only one), I am tired, and I have to do room moves and all the cleaning myself. This has been going on since January 2024, we have had people hired in, but they quit because of how they are treated. We are to use the peroxide multi cleaner (observed in the storeroom) but no bottle to put the cleaner in to clean with, and we are to have the wood cleaner. We must have a bottle that is labeled to use the cleaner to identify it, but we don't have them so I can't use it. I have asked (V14) to order things but he doesn't. At that same time, V8's housekeeping cart had Disinfecting Acid Bathroom Cleaner; Spray Disinfectant, and Micro Kill Bleach wipes. V8's housekeeping cart did not have a toilet brush, glass cleaner, peroxide multi cleaner, or wood cleaner. Facility invoice, dated 6/20/24, documents, Toilet bowl brush quantity four ordered. All prior invoices from 3/12/24 to 6/18/24 have no documentation a toilet bowl brush was ordered.</p> <p>On 6/21/24 at 8:45AM, V14 Laundry/Housekeeping/Maintenance Supervisor and V8 Housekeeping were in the supply room and V8 asked V14 about her toilet bowl brush missing and if V14 got one. V14 stated, I am still looking; I need to talk to (V18 Housekeeping/Laundry Supervisor for assisted living). V8 asked V14 about the paper towels and the glass cleaner and V14 stated, paper towels came in yesterday and I can't get the glass cleaner (from current supplier). V8 asked V14 why he didn't get glass cleaner from the store. V8 stated, I can't get the glass cleaner at the store. Observations made of the supply room having empty bottles of micro kill and disinfectant.</p> <p>On 6/21/24 at 9:21AM, V2 DON/Director of Nursing verified the following rooms were Contact Isolation or Enhanced Barrier Precaution/EBP residents: EBP- 12, 14, 15, 16, 23, 24, 25, 31, 33, 38, 42, 44, 45; and Contact precautions- 10, 18, 37, 40. At that same time, V2 provided a list of residents hi-lighted by V2 DON on the midnight census report, dated 6/20/24, of residents on contact precautions and EBP.</p> <p>On 6/21/24 at 9:25AM, V18 Housekeeping/Laundry Supervisor for assisted living stated, They come to me to order supplies; I used to be the person but V14 is who orders the supplies now; we are switching to (new) company to use the chemicals; not ordering from (previous company) anymore because we switched to (new) company. When staff are running low on supplies (V14) is to order. We cannot get glass cleaner from the (new) company. Someone through our (new) company is to install the dispensers for the micro kill and other cleaners but I don't know who it is supposed to be. We have been switching over for a while at least May/June 2024. I had a clip board for the housekeepers to write supplies down on when they were running low (supply room observed and clipboard not in the supply room). The micro kill and disinfectant bottles are for the new company when the dispensers get installed then they can fill the bottles. I am not sure why (V8) does not have a toilet brush. A new one was bought for the housekeepers a week ago but (V8) lost hers. I am not sure why there isn't any extra here, and I don't know about getting any from the store. I ordered the toilet brush and paper towels on Tuesday this week which should be in today.</p> <p>(continued on next page)</p>		

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<p>F 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>On 6/21/24 at 11:35AM, V14 Laundry/Housekeeping/Maintenance Supervisor verified the Daily Housekeeping Checklist forms were missing, and if they weren't filled out then they weren't done. At that same time, V14 verified there was only one housekeeper working in the facility. V14 stated, I always order supplies and have on hand, I order or (V18 Housekeeping/Laundry Supervisor) for assisted living orders. We are waiting for the new paper towel dispensers, and soap dispensers/chemical dispensers to be installed in July 2024. The empty bottles back in supply room are where I bought the bottles to have on hand for when the chemical dispensers are here, they can fill when they are changed over. I had a clipboard for low supplies, but that is missing. Now they tell me verbally what they need or are low on. The paper towels for resident rooms were delivered yesterday. They have air disinfectant, urine eliminator, supposed to be using peroxide cleaner for the general cleaning surfaces, bathroom cleaner, and wood cleaner for the rooms. I did not know (V8) needed a bottle for her peroxide cleaner and did not have wood cleaner on her cart. She uses glass cleaner to clean everything, and she was told not to use the glass cleaner on certain surfaces because it can interact with certain chemicals and surfaces. I can get a clear bottle and label it, but I did not know (V8) needed it. (V8) needs to be using the peroxide cleaner in the rooms for general cleaning, and the wood cleaner for the hallways and rails.</p>		

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<p>F 0604</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Ensure that each resident is free from the use of physical restraints, unless needed for medical treatment.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 34131</p> <p>Based on observation, interview, and record review, the facility failed to ensure a resident was free from a physical restraint for one (R1) of three residents reviewed for restraints in a sample of four.</p> <p>Findings include:</p> <p>Facility policy Restraint Free Environment, undated, documents, It is the goal of this facility to obtain a restraint free environment for our residents. Restraints will never be applied for staff convenience. Examples of types of restraints: Detention (locking a person in a room), Seclusion (locking a person alone in a room for a limited period of time).</p> <p>Facility policy Physical Restraint Policy, dated 8/2017, documents Physical restraints shall be considered only after all alternatives to physical restraint usage has been documented as being ineffective in accomplishing a resident's care goals.</p> <p>Physical restraints shall be used only when it has been determined by the care plan team to treat a resident's medical symptom or as a therapeutic intervention, ordered by a physician, physical restraint assessment, and the care planning process has been completed. The facility shall only apply a physical restraint after obtaining the informed consent of the resident, the resident's guardian, or other authorized representative.</p> <p>R1's medical record has nothing on her care plan regarding restraint use, no consent from V4 (R1's POA/Power of Attorney), no physician order, and no physical restraint assessment in R1's medical record.</p> <p>R4's current care plan documents, R4 is mostly dependent on staff for meeting emotional, physical and social needs related to cognitive deficits.</p> <p>R4's MDS/Minimum Data Set, dated [DATE], documents R1 is rarely understood, and dependent on staff for meeting her daily needs.</p> <p>On 6/20/24 at 10:25AM, R1 was in the hallway at the nurses' desk, clean, dressed, confused, and in a positioning wheelchair.</p> <p>On 6/20/24 at 12:45PM, R1 was in her room with V4 (R1's POA). V4 stated, They put (R1) up to the table and leave her there, and they lock her wheelchair at the table and that is not ok. They lock her wheelchair wheels up to the table.</p> <p>(continued on next page)</p>

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<p>F 0604</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>On 6/21/24 at 7:50AM, R1 was in her room and positioned in front of a small dining room table with both wheels locked on her positioning wheelchair. R1 was in her room by herself, no music or television on, and talking nonsensical to herself. V14 CNA/Certified Nurse Aid verified R1's wheels were locked at the dining room table, and they did that because of her falls, and she was care planned that way. V7 CNA stated she was taking care of R1 today, put R1 in her room after breakfast and locked her wheels because they were doing cares/rounds with other residents, and verified R1 was locked at the dining table in her room by herself with no other stimulation. V7 CNA unlocked both wheels of R1's positioning wheelchair, and R1 immediately pushed back with her feet, and started propelling the chair forward and back talking nonsensical. At no point in time did R1 try to get out of her chair or stand up. V7 CNA stated, I was told by the nurse to lock her chair wheels at the table, she used to fall a lot, she doesn't try to get out of the building, and doesn't stand much anymore.</p> <p>On 6/21/24 at 8:00am, V2 DON/Director of Nursing stated, I don't like (R1) to sit at the table alone in her room, she used to fall a lot, and I need to review her care plan because she should not have her wheels locked at her table.</p>		