

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 145795	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 07/18/2024
NAME OF PROVIDER OR SUPPLIER Tower Hill Healthcare Center		STREET ADDRESS, CITY, STATE, ZIP CODE 759 Kane Street South Elgin, IL 60177	

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 - Few</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** 34410</p> <p>Based on observation, interview, and record review, the facility failed to provide residents with a clean, comfortable, home-like interior.</p> <p>This applies to 2 of 6 residents (R1 and R2) reviewed for the sanitary, comfortable, home-like environment.</p> <p>The findings include:</p> <p>R1 is a [AGE] year-old male admitted on [DATE] with mild cognitive impairment as per the Minimum Data Set, dated dated dated [DATE].</p> <p>On 7/16/24 at 11:00 AM, R1 was observed in his clean room with a bed sheet with holes, window curtains with mold buildup on the bottom of the right curtain panel, and a bathroom plumbing leak, causing stains on the floor underneath the toilet and the wall behind the toilet.</p> <p>On 7/16/24 at 11:00 AM, R1 stated, They are cleaning my room daily, but not thoroughly. There is a stain on the toilet floor, and the window curtains have mold. I repeatedly mentioned it to nurses and nursing assistants, and nobody wanted to do anything.</p> <p>R2 is a [AGE] year-old male admitted on [DATE] with mild cognitive impairment as per the MDS dated [DATE].</p> <p>On 7/16/24 at 11:10 AM, R2 (R1's roommate) was in bed with a clean fitted sheet with holes in the middle and mold, along with window curtains.</p> <p>On 7/16/24 at 11:50 AM, V7 (Housekeeping supervisor) stated, I have three housekeeping, one laundry, and one bedmaker on both floors. The bedmaker strips the bed, disinfects it, and makes it every day. They are not supposed to use linen with holes or stains.</p> <p>On 7/16/24 at 2:30 PM, V9 (Maintenance Director) stated, I check rooms monthly and address the issues immediately. Sometimes, I get a verbal report and fix it immediately, depending on the severity. The condensation of the air conditioner is causing mold on the window curtains. The housekeeping staff cleans residents' rooms every day. Anyone can report any maintenance issues or write them on the maintenance board, and I could address those issues the same day. It was not noticed previously.</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 - Few</p>	<p>On 7/16/24 at 2:30 PM, V9 continued, Previously, I fixed the leak underneath R1's toilet seal. The recent issues with (stain from old wax) wall connector, I just fixed/tightened it. Nobody reported it earlier.</p> <p>The facility presented an undated Housekeeping Department Policies document:</p> <p>Housekeeping Standards: The facility provides a clean, safe, orderly, comfortable, and attractive environment.</p> <p>A review of the facility presented Housekeeping Policies document:</p> <p>II .The surroundings should be attractive to look upon and pleasing to touch.</p>		

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<p>F 0804</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Ensure food and drink is palatable, attractive, and at a safe and appetizing temperature.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 34410</p> <p>Based on observation, interview, and record review, the facility failed to serve lunch palatable and at a safe and appetizing temperature.</p> <p>This applies to all 154 residents consuming food from the kitchen.</p> <p>The findings include:</p> <p>1. R1 is a [AGE] year-old male admitted on [DATE] with mild cognitive impairment as per the Minimum Data Set, dated dated dated [DATE].</p> <p>On 7/16/24 at 11:00 AM, R1 stated, The food is not edible. Even the family dog won't even eat it.</p> <p>2. R3 is a [AGE] year-old female admitted on [DATE] with mild cognitive impairment as per the MDS dated [DATE].</p> <p>On 7/16/24 at 10:15 AM, R3 stated, Majority of part, food is OK. I am not saying food is perfect. There are some issues like cold food and not appetizing.</p> <p>3. R4 is a [AGE] year-old female admitted on [DATE] with moderate cognitive impairment as per the MDS dated [DATE].</p> <p>On 7/1/24 at 10:45, R4 stated, Food is the same, not that warm, and is kind of cold.</p> <p>On 7/16/24 at 11:25 AM, the kitchen tray service was observed. The savory pork roast was observed to be watery and not appetizing.</p> <p>Record review on the food temperature (temp) log indicates that no temp was checked on food items prior to lunch service.</p> <p>On 7/16/24 at 11:25 AM, V8 (Cook/Acting Dietary Manager) stated, It looks like we didn't check the temp before lunch began to serve. The temp should have been checked before started serving.</p> <p>On 7/16/24 at 12:40 PM, V8 sent a test tray to the first floor as per the surveyor's request. V8 took the temp on the test tray and was 125F with mixed vegetables, 127F with pureed meat (pork), 123F with mashed potatoes, 127.7F with pureed vegetables, and 78.8F with cake.</p> <p>On 7/16/24 at 12:45 PM, V8 stated, As per the guidelines, the hot foods should be served at a minimum 135F and cold foods should be less than 41F.</p> <p>The facility presented Food Holding and Service Policy revised in 2017 document: Food is held and served using safe food handling methods which protect the food from contamination, prevent food-borne illness and preserve the nutritive value of the food.</p> <p>Holding:</p> <p>(continued on next page)</p>		

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<p>F 0804</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Hot food is held at a minimum temp of 135 F</p> <p>Time/Temperature Controlled for Safety (TCS) cold foods are held at 41F or below.</p> <p>On 7/18/23 at 9:42 AM, V2 (Director of Nursing) stated in an email communication that they have 154 residents eating from the Kitchen.</p>		