

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 146161	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 09/05/2024
NAME OF PROVIDER OR SUPPLIER Southview Manor		STREET ADDRESS, CITY, STATE, ZIP CODE 3311 S. Michigan Ave. Chicago, IL 60616	

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 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards.</p> <p>47303</p> <p>Based on observation, interviews and record review, the facility failed to maintain a properly working freezer for storing resident's food. This failure has the potential to affect 139 residents who reside in the facility and depend on the facility for their nutritional needs.</p> <p>Findings include:</p> <p>On 9/3/2024 at 11:02 AM, V4 (AM Cook) and Surveyor went into the walk-in freezer and the thermometer read a temperature of 6 degrees F (Fahrenheit). There were multiple boxes of meat, which were not frozen.</p> <p>At that time V4 said, We just got a food delivery today. That's why the boxes of meat are not frozen. We keep a pad lock on the freezer door because the temperature sometimes drops from the humidity in the kitchen. The meat will freeze.</p> <p>On 9/4/2024 at 10:05 AM, Surveyor and V3 (Dietary Manager) both went to observe the walk-in freezer.</p> <p>At that time, the thermometer dial in the freezer had a temperature of 5 degrees F (Fahrenheit). Several boxes of meat were unfrozen and soft to touch.</p> <p>Surveyor noted condensation and water dripping from the ceiling of the walk-in freezer.</p> <p>Surveyor asked if the water is supposed to be dripping from the freezer ceiling.</p> <p>On 9/4/2024 at 10:05 AM, V3 said, I was told by the freezer repair company that the freezer goes into defrost mode at times. That's just the way that it works. I called them back and they are supposed to come and look at the freezer again. The temperature should be below zero degrees.</p> <p>On 9/5/2024 at 9:52 AM, V1 (Administrator) said, I was not aware that the freezer was still not working. I thought it was repaired because I spoke with the technician prior to him leaving the facility last time. I know that we need a properly working freezer in order to ensure that we are serving edible and safe foods.</p> <p>Surveyor asked about the importance of maintaining a properly working freezer.</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 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>On 9/5/2024 at 10:10 AM, V3 (Dietary Manager) said, It is extremely important that we keep a properly working freezer because we don't want the residents to get sick. We have to ensure that the food is kept at the proper temperature.</p> <p>Facility Temperature log documents the following freezer temperatures: freezer temperature for 9/3/2024 as 6 degrees F; and freezer temperature for 9/4/2024 as 5 degrees F.</p> <p>Facility document titled client list report documents 139 residents with oral diets in the facility.</p> <p>Facility document titled Invoice #13105 and dated 8/30/2024 documents, walk-in freezer needs service asap (as soon as possible). Was over temping but dropped again; Kitchen was 97 degrees Fahrenheit, 85% humidity, exhaust not working causing walk-in to work harder.</p> <p>Facility document titled Invoice #13186 and dated 9/5/2024 documents, freezer is short cycling, shorting out at the power switch; need to check this out asap.</p> <p>Facility policy titled Storage of food and supplies documents, acceptable storage area temperatures: Freezer 0 degrees or below; Refrigerators and freezers will be equipped with an internal thermometer and monitored.</p>		

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<p>F 0914</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>45196</p> <p>Provide bedrooms that don't allow residents to see each other when privacy is needed.</p> <p>Based on observation, interview, and record review the facility failed to ensure that residents had a privacy curtain which extended around the bed. This failure affected thirteen residents (R10, R11, R12, R13, R14, R15, R16, R17, R18, R19, R20, R21, and R22) of 22 residents in the total sample.</p> <p>Findings include:</p> <p>On 09/03/24 at 12:11 pm, Surveyor and V9 (Housekeeping Director) observed R10, R11, R12, R13, R14, R15, R16, R17, R18, R19, R20, R21, and R22 with missing privacy curtains. V9 stated that V9 is not able to place privacy curtains in R10, R11, R12, R13, R14, R15, R16, R17, R18, R19, R20, R21, and R22 because there are not enough curtain hooks, or the curtain tracks are broken. V9 stated that the housekeeping department removes the privacy curtains of the residents rooms who will be treated by pest control on Wednesday mornings and that the privacy curtains are wash and placed back in the residents rooms after the pest control treatment. When V9 was asked regarding the importance of residents having a privacy curtain in the residents rooms V9 stated, So that the residents have privacy.</p> <p>On 09/04/24 at 11:03 am, Surveyor and V9 (Housekeeping Director) observed R10, R11, R12, R13, R14, R15, R16, R17, R18, R19, R20, R21, and R22 remain with missing privacy curtains. V9 stated that V8 will need to order more privacy curtain hooks and repair the privacy curtain track before the housekeeping staff could hang a privacy curtain in R10, R11, R12, R13, R14, R15, R16, R17, R18, R19, R20, R21, and R22's room.</p> <p>On 09/04/24 at 11:10 am, V8 (Maintenance Director) stated that the facility is currently being remodeled by contractor and there is plans for the contractors to repair all broken privacy curtains in the residents rooms. When V8 was asked regarding the importance of residents having a privacy curtain in the residents rooms V8 stated, So that the residents have privacy.</p> <p>The facility's document titled Director of Maintenance documents, in part: Duties and Responsibilities: Plan, develop, organize, implement, and direct the day-to-day functions of the Maintenance Department, its programs and activities . Make frequent facility rounds to evaluate the ongoing function of the facility; correct any issues immediately and discuss findings with the Administrator . Coordinate the preventative maintenance and needed maintenance with other departments.</p> <p>The facility's document dated 04/2020 and titled Residents Rights documents, in part: Guidelines: Employees shall treat all residents with kindness, respect, and dignity. Process: 1. Federal and state laws guarantee certain basic rights to all residents of the facility. These rights include the resident's right to: a dignified existence.</p> <p>The facility's document dated 03/2021 and titled Residents Rights documents, in part: Guidelines: The resident has the right to refuse treatment, to refuse to participate in experimental research, and to formulate an advance directives. Procedure: 1. The residents will be assured of the following rights: . Right to Privacy.</p>		

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<p>F 0921</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</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** 45196</p> <p>Based on observation, interview, and record review the facility failed to provide a safe functional environment for the third, fourth, fifth, and sixth floor shower rooms. This failure has the potential to affect all 139 residents that reside on all 4 floors in the facility (no residents on the first and second floors).</p> <p>Findings include:</p> <p>On 09/03/24 at 10:59 am, Surveyor and V8 (Maintenance Director) toured the facility's 3rd, 4th, 5th, and 6th floor shower rooms and observed 3rd, 4th, 5th, and 6th floor showers rooms all in need of repair. Surveyor observed the 3rd, 4th, 5th and 6th floor shower room stall areas and walls with a wet, [NAME], black substance. When surveyor questioned V8 regarding the wet, [NAME], black substance in the shower room stalls and walls V8 stated, That is rust and dirt. It needs replacing (referring to the tiles and walls in the shower room stalls and walls). Surveyor observed brown stained buckling ceiling tiles, water damage to ceiling, walls, and baseboards in the 3rd, 4th, 5th, and 6th floor shower rooms. V8 then stated, We had a flood from some toilets and sinks and all the tiles fell down from the ceiling and caused water damage in all the shower rooms. There are plans to get to it fix from the contractors. When Surveyor questioned (V8) regarding the importance to maintain the upkeep of the residents shower rooms V8 stated, For the safety of the residents.</p> <p>On 09/03/24 at 12:00 pm, Surveyor and V9 (Housekeeping Director) toured the facility's 3rd, 4th, 5th, and 6th floor shower rooms and observed 3rd, 4th, 5th, and 6th floor showers rooms stall and walls with a wet, [NAME], black substance. When surveyor questioned V9 regarding the wet, [NAME], black substance in the shower room stalls and walls V9 stated, That looks like mold. V9 then stated that the housekeeping department is responsible for cleaning the shower rooms on each floor and that the wet, [NAME], black substance observed in the 3rd, 4th, 5th, and 6th floor shower room stalls and walls was beyond V9's staff ability to clean and needed to be replaced and repaired. V9 then explained that V8 (Maintenance Director) is responsible for repairing the shower rooms on each unit. When V8 was asked regarding the importance of keeping the residents shower rooms clean on each unit, V8 stated, For the safety and infection control for the residents.</p> <p>The facility's job description titled Director of Housekeeping/Guest Services Director documents, in part: General Job Description: the primary purpose of the job is to supervise and manage housekeeping and laundry personnel so that a clean orderly and homelike environment is maintained in accordance with current federal, state, and local regulations. Duties and responsibilities make frequent rounds at the facility to monitor the cleanliness and orderliness, correct any issues immediately and discuss issues with administrator.</p> <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 - Many</p>	<p>The facility's document titled Director of Maintenance documents, in part: General Job Description: the primary purpose of the job position is to plan, organize, develop, and direct the overall operation of the maintenance department in accordance with current federal, state, and local standards, guidelines, and regulations. Duties and Responsibilities: Plan, develop, organize, implement, and direct the day-to-day functions of the Maintenance Department, its programs, and activities . Make frequent facility rounds to evaluate the ongoing function of the facility; correct any issues immediately and discuss findings with the Administrator . Coordinate the preventative maintenance and needed maintenance with other departments.</p>		

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<p>F 0925</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Make sure there is a pest control program to prevent/deal with mice, insects, or other pests.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 45196</p> <p>Based on interview and record review, the facility failed to maintain an effective pest control program to ensure that the facility is free of bed bugs. This failure affected R9 and has the potential to affect all 139 residents in the facility.</p> <p>Findings include:</p> <p>On 09/03/24 at 11:17 am, Surveyor questioned V8 (Maintenance Director) regarding bed bug pest control in the facility and V8 denied any knowledge of the facility currently having bed bugs. V8 stated that pest control company visits the facility every Wednesday for pest control and that there has not been a sighting of bed bugs at the facility for at least two months. V8 stated that V8 does not receive the pest control inspection reports and that V1 (Administrator) receives and monitors the pest control with the pest control company at the facility. When V8 was asked regarding how V8 obtains knowledge of the pest control activity and treatments, V8 stated, The staff (referring to the staff on the units) tells me (V8) and I (V8) then make V1 (Administrator) aware. V1 then calls pest control to the facility for a visit and receive the pest control report.</p> <p>On 09/03/24 at 12:00 pm, V9 (Housekeeping Director) denied any knowledge of the facility currently having treatment or concerns for bed bugs. V9 explained that the facility last had a report of bed bugs 2 months ago that is has been resolved. V9 stated that V9 rounds with the outsourced pest control company every Wednesday for pest control at the facility. V9 stated that V9 is not involved with pest control visits at the facility and that V8 is not made aware of what the pest control company treats at the facility. V9 stated that the housekeeping staff only prepares the residents rooms for the pest control company by removing and cleaning the residents privacy curtains. When V9 was asked regarding preparing the residents rooms for the pest control company by removing the residents privacy curtains, V9 then stated, The privacy curtains are taken down and washed before the pest control treat the residents rooms for bed bugs.</p> <p>On 09/04/24 at 10:41 am, V15 (Pest Control) stated that V15 visits the facility every Wednesday. V15 stated that V15 has been treating the facility for the past eight months for bed bugs and other insects and rodents. V15 stated there is current activity of bed bugs in the facility and that V15 treated R9's room for active baby bed bugs on 08/14/24 and 09/04/24.</p> <p>On 09/04/24 at 10:51 am, V1 (Administrator) stated that the pest control company comes to the facility every week on Wednesdays. When V1 was asked regarding if the pest control treats bed bugs activity at the facility V1 stated that V1 has worked at the facility since February 2024 and that the pest control company has been treating the facility for bed bugs since February 2024 when V1 began working at the facility. V1 also stated that although the current pest control company is treating less areas in the facility for bed bugs since February 2024, V1 does not feel that the current pest control company being utilized at the facility, has an effective pest control plan for the facility because the bed bugs are still not eradicated. V1 stated that V1's plan is to obtain another pest control company to be utilized at the facility to eradicate the facility's bed bug infestation.</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 - Many</p>	<p>On 09/04/24 at 11:18 am, R9 stated, I (R9) have bed bugs in my room. I (R9) see them underneath my pillow in my room when I (R9) go to bed. I (R9) have been seeing them for a while. When R9 was asked regarding if R9 has bed bugs on R9's skin or clothing R9 stated, I (R9) have not seen any on me (R9). R9 also denied having any bite marks on R9's skin. When R9 was asked regarding who R9 reported the bed bug sightings in R9's room to, R9 stated, The nurse.</p> <p>On 09/04/24 at 11:28 am, V16 (Licensed Practical Nurse, LPN) stated that V16 is R9's nurse. When V16 was asked regarding any residents complaining of bed bugs in the facility V16 stated, No. We have not had anyone complain of bed bugs in the facility a while. When V16 was asked to describe a while V16 stated, Not recently. A few months ago. V16 explained that V16 is not aware of any current bed bugs activity in the facility. V16 also explained that when the pest control company comes to visit the facility, V16 is not informed by the pest control company or anyone management at the facility when the pest control company finds activity of bed bugs. V16 then explained that V16 informs V8 (Maintenance Director) and V2 (Director of Nursing, DON) when V16 has a sighting of bed bugs to report however, no reports of activity or sightings are relayed to V16 of what the pest control company sights or treats the facility. When V16 was asked regarding being aware of R9 with reports of bed bugs in R9's room, V16 stated, No. No one told me that. We tell them (referring to V8 and V2) when we see bed bugs they (referring to V8 and V2) don't inform of us (referring to staff) what the pest control company sees or treats.</p> <p>On 09/04/24 at 11:59 am, V2 (Director of Nursing, DON) stated that V1 and V8 monitors the pest control in the facility. When V2 was asked regarding bed bugs in the facility, V2 stated that V2 only address bed bugs if there is a report of bed bugs on a resident. V2 then explained that V2 instructs staff to complete a skin assessment and to give the resident a shower and reports to housekeeping to clean the resident room and clothing and V8 (Maintenance Director) performs a 24-hour heat treatment in the residents room. V2 further explained that the resident physician is only notified for treatment if there is bites seen on the residents body. V2 stated that there must be bites seen on the resident before there is a physician call for treatment and if the resident does not have any bite marks seen, the resident is not given any further treatments beyond a shower and the resident is returned back to the residents room within 24 hours. V2 also stated that after the resident has been shower, the residents clothing has been washed, the residents room is treated with a heat treatment by V8 and there is still sightings of bed bugs with the resident or residents room then the residents room is added to the list for the pest control company to treat the residents room.</p> <p>R9's Brief Interview for Mental Status (BIMS) dated 06/26/24 shows that R9 has a BIMS score of 15 which indicates that R9 is cognitively intact.</p> <p>R9 has a diagnosis which includes but not limited to hemiplegia, epilepsy, insomnia, and hypertensive heart disease.</p> <p>The facility's pest control document dated 08/14/24 documents, in part: Report Description: Bed bug initial service corrective . Treatment notes: Treated room [ROOM NUMBER] for bed bugs. Heavy activity in the curtains. Recommend laundering them.</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 - Many</p>	<p>The facility's pest control document dated 08/14/24 documents, in part: Report Description: Bed bug defense 2nd SVC (service corrective) maintenance . Treatment notes: applied approved insecticides to 402, 508, 509 528, 633 area where bed bugs are present, such as baseboards, mattress scenes, and furniture joints. Monitor the rooms regularly for any signs of bed bug activity, and treatments will be repeated as necessary to ensure clearance of activity.</p> <p>The facility's pest control document dated 08/14/24 documents, in part: Report Description: Bed bug conventional TRMT (treatment) corrective . Treated room [ROOM NUMBER] and 305 for bedbugs. Light activity.</p> <p>The facility's pest control document dated 08/14/24 documents, in part: Report Description: Bed bug initial service - corrective . Treated 532 for bedbugs. All activity is on the curtains that haven't been laundered in a while.</p> <p>The facility's pest control document dated 08/21/24 documents, in part: Report Description: Bed bug initial service corrective . Treatment notes: applied approved insecticides to 406, 607 area where bed bugs are present, such as baseboards, mattress scenes, and furniture joints. Monitor the rooms regularly for any signs of bed bug activity, and treatments will be repeated as necessary to ensure clearance of activity.</p> <p>The facility's document dated 04/2020 and titled Pest Control) documents, in part: Guideline: The facility shall maintain an effective pest control program. Process: 1. The facility maintains an ongoing pest control program to ensure that the building is kept free of insects and rodents.</p> <p>The facility's job description titled Director of Housekeeping/Guest Services Director documents, in part: General Job Description: the primary purpose of the job is to supervise and manage housekeeping and laundry personnel so that a clean orderly and homelike environment is maintained in accordance with current federal, state, and local regulations. Duties and responsibilities make frequent rounds at the facility to monitor the cleanliness and orderliness, correct any issues immediately and discuss issues with administrator. Maintain the pest control program.</p> <p>The facility's document titled Director of Maintenance documents, in part: Duties and Responsibilities: Plan, develop, organize, implement, and direct the day-to-day functions of the Maintenance Department, its programs and activities . Make frequent facility rounds to evaluate the ongoing function of the facility; correct any issues immediately and discuss findings with the Administrator . Coordinate the preventative maintenance and needed maintenance with other departments.</p>		