

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 155196	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 04/01/2024
NAME OF PROVIDER OR SUPPLIER Altenheim Health & Living Community		STREET ADDRESS, CITY, STATE, ZIP CODE 3525 E Hanna Ave Indianapolis, IN 46237	

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 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>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 38466</p> <p>Based on observation, interview, and record review, the facility failed to ensure an effective pest control program was maintained and the facility was free of rodents affecting 5 of 8 residents reviewed. (Resident D, Resident E, Resident J, Resident K, Resident M)</p> <p>Findings include:</p> <p>During the initial tour, on 4/1/24 from 9:26 a.m. to 9:50 a.m., Housekeeping (HSK) 2 indicated there were issues with mice in several resident rooms. The Maintenance Department Director was notified of the mice. The following was observed during the facility tour:</p> <p>1. room [ROOM NUMBER] was observed to have one resident who resided in the room. The following was observed:</p> <ul style="list-style-type: none"> - Resident J had a dresser with multiple drawers near the entry door and approximately 6 feet from the resident's bed. Inside the bottom drawer were multiple folded towels and wash cloths. Visible on the towels and wash cloths were multiple small black rice-like substances. <p>2. room [ROOM NUMBER] was observed to have two residents who resided in the room. The following was observed:</p> <ul style="list-style-type: none"> - On the floor inside Resident K's closet, located near the entry door, was a 6 inch bait trap (mouse trap) partially covered by a dark colored piece of clothing. On the dresser stand, approximately 5 feet from the resident's bed, was a mini-refrigerator unit. Near and on top of the mini-refrigerator unit were multiple small black rice-like substances. <p>During an interview at that time, Resident K indicated about a week or so ago there was a live mouse near the refrigerator unit and walking around on the floor in his room.</p> <ul style="list-style-type: none"> - Visible on the windowsill, located next to Resident M's bed were multiple small black rice-like substances. On the other side of Resident M's bed was a three-drawer bedside table. Inside the second drawer were multiple small black rice-like substances. <p>During an interview at that time, Resident M indicated several days ago, he saw multiple mice on the windowsill and on the floor between the two resident's beds.</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 0925</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>3. room [ROOM NUMBER] was observed to have two residents who resided in the room. The following was observed:</p> <ul style="list-style-type: none"> - Resident D had an over-the bed table next to bed. On top of the over-the bed table was a medium-sized uncovered plastic tub. Inside the tub was an unopened plastic wrapped sleeve that held chocolate stuffed cookies. At the top of the sleeve of cookies was a dime-sized hole in the plastic wrap and the top part of a cookie had been chewed. At the bottom of the tub were multiple small black rice-like substances. <p>During an interview at that time, Resident D indicated there had been mice in his room over the past several months. About 2-3 weeks ago there was a live mouse under his pillow while he was resting in bed. Resident D indicated he was unable to catch it.</p> <ul style="list-style-type: none"> - Resident E's nightstand was located next to the bed. The third drawer of the nightstand had multiple small black rice-like substances. <p>During an interview at that time, Resident E indicated there were problems with mice.</p> <p>During an interview on 4/1/24 at 9:55 a.m., LPN (Licensed Practice Nurse) 3 indicated in the recent past there were several resident rooms where mice droppings were observed. The Maintenance Director was notified of the mice droppings.</p> <p>During an interview and facility tour on 4/1/24 at 12:30 p.m., the Director of Nursing Services (DNS) indicated the rodent/pest control provider had been treating the mice infestation for several months. The provider had treated the building twice weekly from early December to mid-February. Since that time, the provider had not seen any evidence of new mice in the building and so the scheduled treatment was changed to monthly. During a facility tour at that time, the DNS indicated she was unaware of additional mice issues again.</p> <p>During an interview on 4/1/24 at 1:07 p.m., the Maintenance Director indicated there was a mice infestation that started several months ago. The pest/rodent provider has been conducting the mice eradication since December 2023. They were coming to the building twice weekly. Since mid-February, the infestation had decreased and so the provider conducts the inspections monthly. The Maintenance Director indicated over the past couple of months, he had caught 157 mice. The mice infestation was on the A and B halls.</p> <p>On 4/1/24 at 1:20 p.m., the DNS provided a copy of the [Provider] Pest Sighting/Evidence Log. A review of the log indicated the following:</p> <p>Date Pest/issue Exact location</p> <p>12/26/23 mice Resident rooms - 1119, 1098, 1099, 1093</p> <p>12/27/23 mice Resident room - 2120</p> <p>12/27/23 mice Resident room - 1122</p> <p>1/8/24 mice Resident room [ROOM NUMBER]</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>1/9/24 mice Resident rooms 1116, 1117, 1127, 1115, 1122, 1124</p> <p>1/15/24 mice Resident rooms 1082, 2115</p> <p>1/16/24 mice Resident room [ROOM NUMBER]</p> <p>1/24/24 mice Resident room [ROOM NUMBER]</p> <p>1/25/24 mice Resident room [ROOM NUMBER]</p> <p>2/2/24 mice Resident rooms 1077, 1075</p> <p>On 4/1/24 at 1:40 p.m., the DNS provided a copy of the Customer Service Report. A review of the report indicated the provider implemented or continued the rodent program on the following dates: 1/2/24; 1/5/24; 1/10/24; 1/16/24; and 1/30/24. The provider indicated no sightings of rodent activity were visible on the following dates: 1/12/24; 1/19/24; 1/23/24; 2/2/24; 2/6/24; 2/9/24; 2/13/24; 2/14/24; 2/23/24; 3/13/24; and 3/15/24.</p> <p>On 4/1/24 at 2:15 p.m., the DNS provided an undated statement, titled Mouse Identification, and indicated it was a summary of the facility's process for eradicating the mice infestation. A review of the document indicated, December 5, 2023 - [provider] commenced treatments for activity [evidence of mice in the facility] two times per week. Per verbal agreement, [provider] would continue treating two times per week unless no activity was noted for 3 weeks. On 2/13/24, there was no noted activity for 4 weeks. The treatment was changed back to the regular once per month schedule. [Provider] treated the facility on 2/14/24; 2/23/24; 3/13/24; and 3/15/24 with no findings. During an interview at that time, the DNS indicated she was unaware of additional mice issues since mid March. Staff were to report all mice issues so that it could be addressed.</p> <p>On 4/1/24 at 11:33 a.m., the Administrator provided an undated copy of the [Provider] Pest Elimination Scope of Service policy and indicated it was the current policy in use by the facility. A review of the policy indicated, [Provider] will proactively eliminate the pests you are concerned about .the facility will be serviced monthly .Rodent program is an integrated system that combines patented rodent station technology with discreet devices, regular service visits and detailed inspections .conduct a thorough inspection .to identify rodent breeding areas and facility access points .inspect interior .to identify current rodent issues as well as structural and sanitation issues .</p> <p>This citation relates to Compliant IN00429968.</p> <p>3.1-19(f)(4)</p>