

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 165309	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 07/19/2024
NAME OF PROVIDER OR SUPPLIER Shell Rock Senior Living		STREET ADDRESS, CITY, STATE, ZIP CODE 920 North Cherry Street Shell Rock, IA 50670	

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 0550</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 dignified existence, self-determination, communication, and to exercise his or her rights.</p> <p>25854</p> <p>Based on observation, record review, staff, and resident interview the facility failed to maintain and promote resident's dignity while serving meals for 3 of 3 residents reviewed (Residents #1, #2 and #3). The facility identified a census of 33 residents.</p> <p>Findings include:</p> <p>During an interview on 7/18/24 at 1:07 PM the Dietary Manager (DM) confirmed the facility had their garbage disposal broken for 2 weeks with the parts on back order. Prior to that their dishwasher had broken down but now functional. The DM also confirmed the dietary staff served all meals with paper products because of the dishwasher not functioning and then the disposal broken, but the residents didn't like it.</p> <p>On 7/18/24 at 12:03 PM observed the dietary staff serve the meal on ceramic plates.</p> <p>During an interview on 7/18/24 at 4:30 PM the DM confirmed the staff only served the noon meal on ceramic plates because of the presence of a Surveyor.</p> <p>On 7/18/24 at 5:30 PM saw the resident's meal served on paper plates with Styrofoam glasses and plastic silverware.</p> <p>On 7/19/24 at 12:10 PM observed the resident's meal served on paper plates with Styrofoam glasses and plastic silverware.</p> <p>During an interview on 7/18/24 at 2:43 PM Resident #1 indicated a month prior to the present the dietary staff served their meals on paper plates and plastic silverware because of a broken disposable and sink. At first the reason started with a broken dishwasher and now the waste disposal. Resident #1 reported if she or the surveyor had the issue, they would have immediately solved the problem. When she questioned the staff members about the repair process, they replied they required corporate approval. Resident #1 felt they used her money she paid every month to reside at the facility but failed to fix the problems. She paid a premium price out of her own pocket while she has resided at the facility.</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 0550</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>During an interview on 7/19/24 at 11:40 AM Resident #2 indicated the dietary staff served their meals on paper plates, Styrofoam glasses, and plastic silverware for quite a few weeks because of their broken dishwasher. Resident #1 declared she didn't like it.</p> <p>During an interview on 7/19/24 at 11:43 AM Resident #3 indicated the dietary staff served their meals on paper plates, Styrofoam glasses, and plastic silverware for several weeks. She didn't feel this was handy especially with the silverware.</p> <p>During an interview on 7/19/24 at 10:50 AM Staff A, Licensed Practical Nurse (LPN), explained the dietary staff served meals on paper plates with Styrofoam glasses and sporks as silverware which the residents hated.</p> <p>During an interview on 7/19/24 at 10:54 AM Staff B, Certified Medication Aide/Certified Nursing Assistant (CMA/CNA), explained the dietary staff served meals on paper plates with Styrofoam glasses and sporks as silverware. Staff B said the residents didn't like using those items, especially the sporks.</p>		

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<p>F 0812</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</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>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 25854</p> <p>Based on observation, record review, resident interview, staff interview, facility kitchen photos, and facility policy review the facility failed to store, prepare, distribute, and serve food in accordance with professional standards for food service safety. The facility failed to ensure the kitchen had working equipment to clean the dishes, such as a dishwasher and garbage disposal. The dishwasher failed to release the required chemicals used to clean the dishes. The sink used for the garbage disposal had standing debris filled water. The tour of the kitchen revealed multiple items covered in dirt, dust, and debris. The kitchen had undated and open items. The meal planned for that evening's dinner had flies landing on the food. In addition, the kitchen had spiderwebs and mold in the kitchen. Due to the lack of working equipment used to disinfect and clean the dishes, the standing debris filled water, insects in the kitchen touching the food, the undated and opened food, this resulted in an immediate jeopardy situation that began on 6/27/24. The Department notified the facility on 7/18/24 at 4:05 PM.</p> <p>The facility removed the immediacy on 7/18/24 by completing the following:</p> <ol style="list-style-type: none"> a. The facility disposed of the prepped evening meal around 3:00 PM and procured the evening meal from an outside source. b. The facility switched to paper products for all dinnerware until the repair of the dishwasher. c. The facility contacted their food and equipment provider around 3:00 PM to schedule the repair of the chemical dispensers on the dishwasher and the 3-compartment sink. The facility put these out of service until the completion of the appropriate repairs. d. The facility disposed of all undated/unlabeled food items. e. The facility initialized cleaning of the food debris in the refrigerators, counters, and other areas. The facility will have the cleaning of the areas completed prior to beginning any food prep in those areas. f. The facility added additional fly traps in the kitchen area. g. The facility contacted the regional maintenance person regarding the garbage disposal in the dish washing area. h. The facility-initiated staff education on the following: <ol style="list-style-type: none"> i. Food Storage ii. Employee Sanitary Practices iii. Dry Storage Areas <p>(continued on next page)</p>

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<p>F 0812</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Many</p>	<p>iv. Cleaning and Sanitation of Food Service Areas</p> <p>v. Dish Machine</p> <p>vi. Pest Control</p> <p>The facility planned to procure food from alternative sources until they could address all areas of concern appropriately and the necessary utilities worked.</p> <p>The scope lowered from a L to F at the time of the survey after ensuring the facility implemented education with their policy and procedures.</p> <p>The facility identified a census of 33 residents.</p> <p>Findings include:</p> <p>During the tour of the kitchen on 7/18/24, the surveyor photographed the following at:</p> <p>a. 12 PM - A fly on the cake served to the residents at the same time. A dead fly on the counter top in the food prep area located by a bag of coffee. A buildup of grease, dust, dirt, and debris on an automatic shut off valve located between the stove and oven in the same area.</p> <p>b. 12:02 PM - Dust, dirt and debris on the fan located on the ceiling in the food prep area.</p> <p>c. 12:03 PM - Food, dirt and debris on the walls in the food prep area</p> <p>d. 12:04 PM - Dirt and debris built up on silverware located in a drawer in the food prep area. A buildup of dust, dirt, and debris along the lip of the inside of the same drawer.</p> <p>e. 12:05 PM - A buildup of dust, dirt and debris along the baseboard and floor around and under the oven and on the same oven. A buildup of a black substance on the surface area of the stove. A dark dried substance and debris in a wash basin located on the clean storage rack beside the stove.</p> <p>f. 12:06 PM - Food and debris splattered on a coffee dispenser located on the clean storage rack beside a three (3) compartment sink, a buildup of dust, dirt and debris on a ceiling vent located above the 3 compartments sink and clean storage rack beside the sink, food and debris on the lid of a crock pot stored on the same rack and a buildup of dust, dirt and debris on the floor and rack that stored the above stated items.</p> <p>g. 12:06 PM - An undated opened jar of minced garlic and a squeeze bottle of ranch dressing in the kitchen refrigerator.</p> <p>h. 12:07 PM - An opened can of diced pears covered loosely with aluminum foil a pitcher that contained applesauce, an undated open bag of parmesan cheese, and a buildup of a brown substance along the inside base of the refrigerator.</p> <p>i. 12:08 PM - A bag of unlabeled, undated, opened lunch meat.</p> <p>(continued on next page)</p>

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<p>F 0812</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Many</p>	<p>j. 12:09 PM - A small container of pink ice cream/sorbet position on its side, opened, spilled, and dripped down on a bag of tortilla shells in the freezer located beside the refrigerator. A buildup of dried food and food particles in the oven.</p> <p>k. 12:14 PM - The dishwasher's base/holding area contained tan colored water with food particles, a disposal sink full of tan, thick water with food items, a buildup of food particles along the parameter of the clean side of the dishwasher counter area located on the clean side of the machine, a buildup of dust, dirt and debris on top of the dishwasher.</p> <p>l. 12:18 PM - A wash basin which contained , steel wool devices and a soiled towel located on the bottom shelf of a 4 wheeled cart in the food prep area beside a [NAME]oven cooking appliance.</p> <p>m. 12:24 PM - An open bag of spaghetti noodles located in an open box with food debris not dated in the dry storage area.</p> <p>n. 12:28 PM - Food and debris on clean dishes located on a storage rack positioned beside the serving table in the kitchen prep area.</p> <p>o. 12:31 PM - A garbage can positioned right beside the clean dishes used to serve the lunch meal.</p> <p>b. 12:33 PM - flies remained on various pieces of unserved cake.</p> <p>p. 12:38 PM - Dish cleaning racks used to run dishes through the dishwasher appeared gray in color, soiled with a black substance throughout the entire racks.</p> <p>q. 1:19 PM - observed an unknown staff member rinse the dishes in the disposal sink water, as described above, then position the dishes in the gray/black racks and run them through the dishwasher with the same water located in the base/holding area.</p> <p>r. 1:24 PM - witnessed an unknown staff member remove the dishes from the clean side of the dishwasher area and proceed to store them on the storage shelves.</p> <p>s. 2:04 PM - Spider webs and debris located on the racks that contained various food items and a plastic storage bin containing popcorn dated 5.1.23 located on the same rack in the dry storage area.</p> <p>t. 2:16 PM - A large, metal cooking pan with a debris filled lid, an undated and unlabeled dried food and a large bowl of strawberries and bananas in the refrigerator in the dining room.</p> <p>u. 2:17 PM - A pitcher containing applesauce with dried applesauce along the upper inside, spout and lid of the pitcher.</p> <p>v. 2:38 PM - A buildup of spiderwebs, dust, dirt and debris on the pipes beside the 3 compartment sink and storage rack which contained cleaned dishes, pans, and a buildup of mold on the floor in the same area located under the pipes as described above.</p> <p>On 7/18/24 at 12:50 PM observed the Dietary Manager (DM) tested the sanitization element of the cleansing red bucket Staff C, Environmental Aide, utilized to clean the dining room tables. The DM indicated the sanitizing agent tested at 25, she confirmed the test should have been 50.</p> <p>(continued on next page)</p>		

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<p>F 0812</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Many</p>	<p>On 7/18/24 at 12:54 PM witnessed Staff C return to the kitchen area, empty the sanitizing bucket, and refill the bucket with the facility's sanitizing agent. The DM tested the sanitizing agent in the bucket which registered 0. The DM confirmed the observation.</p> <p>On 7/18/24 at 12:56 PM witnessed the DM test the sanitizing agent in the bucket Staff D, Cook, used to clean the dining room tables receive a 0 result. During an interview at the same time the DM confirmed the observation. Staff C proceeded to the dining area and wiped down more dining room tables.</p> <p>On 7/18/24 at 1:10 PM the DM checked the dishwasher sanitizing agent reveal a test result of 0, however the temperature reached 124 degrees F during the rinse cycle which registered within normal limits (WNL).</p> <p>On 7/18/24 at 1:19 PM observed Staff D rinse the dishes in the dirty, disposal water which contained disposed food and a variety of liquids. Staff D placed the dishes in the dishwasher, that didn't have a sanitizing agent, while Staff E, Dietary Aide, removed the items and stacked them on the storage racks in the kitchen.</p> <p>During an interview on 7/18/24 at 1:58 PM Staff D described the kitchen as dirty, but felt it is a work in progress. Staff D verified he observed a few flies in the kitchen area, the facility's dishwasher broke down 2 weeks prior to the disposal, and he knew food should have a label once opened and placed in the refrigerator or freezer.</p> <p>During an interview on 7/18/24 at 2:06 PM Staff F, Cook, confirmed the facility had a dirty kitchen. The disposal sink broke a couple weeks before, so it took longer to wash the dishes. The staff member verified the flies in the kitchen, he failed to test sanitizing agents, he knew food should have dates and labels when opened and stored in the freezer and refrigerator.</p> <p>During an interview on 7/18/24 at 2:12 PM Staff E confirmed she observed flies in the kitchen but felt they weren't too bad.</p> <p>During an interview on 7/18/24 at 4:30 PM the DM confirmed they cooked and served the fried potatoes without a label or date in the refrigerator in the dining area assessable to the residents on 7/5/24. In addition, they served the unlabeled and undated strawberries stored in the same refrigerator, on 7/16/24.</p> <p>A Dry Storage Areas policy and procedure dated 2021 directed the facility staff to maintain the dry storage areas to keep food safe and free of infestation or contamination. The procedures instructed to keep the floors, walls, shelves and other storage areas clean. The procedure directed canned and dry foods should have a label and a date of receipt so they use it within six (6) months of delivery.</p> <p>A Food Storage policy and procedure form dated 2021 defined the Policy as the facility provided sufficient storage facilities as a means to keep foods safe, wholesome, and appetizing. Store the food in an area clean, dry and free from contaminants. The Procedure instructed the following:</p> <p>a. Storage areas would have been free from rodent and insect infestation.</p> <p>(continued on next page)</p>		

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