

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 195297	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 11/13/2024
NAME OF PROVIDER OR SUPPLIER Pontchartrain Health Care Center		STREET ADDRESS, CITY, STATE, ZIP CODE 1401 Highway 190 Mandeville, LA 70448	

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 - Some</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>48872</p> <p>Based on observations and interviews, the facility failed to ensure housekeeping and maintenance services were provided and maintained a safe, clean, comfortable, and homelike environment for the residents for 3 of 3 (Hall A, Hall B, Hall C) areas observed for environmental concerns.</p> <p>This deficient practice had the potential to affect a census of 110 residents currently residing in the facility.</p> <p>Findings:</p> <p>Hall A</p> <p>An observation was conducted on 11/12/2024 at 9:00 a.m. of Hall A. Observations were conducted on Hall A near the double doors of two busted and cracked floor tiles with exposed concrete subflooring. Further observations were conducted across from the shower room and revealed a busted and cracked floor tile with exposed concrete subflooring.</p> <p>Hall B</p> <p>An observation was conducted on 11/12/2024 at 9:00 a.m. of Hall B. Observations were conducted at the beginning of Hall B of a cracked and uneven tile. Further observations were conducted on Hall B and revealed two more cracked tiles with missing parts.</p> <p>Hall C</p> <p>An observation was conducted on 11/12/2024 at 9:00 a.m. of Hall C. Observations were conducted of the middle of Hall C of a cracked tile with missing parts. Further observations were conducted and revealed a dried blue substance located on two separate walls, one brown stain on a wall, and multiple black scuffs on the bottom of the walls below the handrails throughout Hall C.</p> <p>A facility tour and interview was conducted on 11/13/2024 at 4:45 p.m. with S1ADM. S1ADM confirmed the aforementioned areas of concern for Hall A, Hall B and Hall C were not acceptable. S1ADM confirmed the missing and cracked tiles were a safety risk for the residents. S1ADM confirmed housekeeping and maintenance services provided should maintain the facility as a safe, clean, comfortable, and homelike environment at all times and did not.</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>Make sure there is a pest control program to prevent/deal with mice, insects, or other pests.</p> <p>49343</p> <p>Based on observations and interviews, the facility failed to maintain an effective pest control program to ensure residents had a pest free environment. The deficient practice affected 2 (#1 and #3) of 3 (#1, #2, and #3) sampled residents and had the potential to affect all 110 residents that resided in the facility.</p> <p>Findings:</p> <p>Observations on all days of the survey (11/12/2024 - 11/13/2024) revealed flies flying around throughout the facility, including hallways and resident rooms.</p> <p>On 11/12/2024 at 3:30 p.m., an observation revealed Resident #1 was in his room in bed and there were two flies flying around his room. A blue and green fly trap device was observed hanging from the left side of the curtain track near Resident #1's window, as well as a fly swatter on his bedside table.</p> <p>On 11/12/2024 at 3:45 p.m., an observation revealed Resident #3 was in his room in bed and there was a fly flying around his room.</p> <p>On 11/13/2024 at 5:55 a.m., an interview was conducted with S4CNA. He stated there were flies in and out of resident rooms and in the hallways daily. He confirmed the facility had a fly issue. He stated Room A had several flies in the room at all times.</p> <p>On 11/13/2024 at 6:02 a.m., an observation revealed Resident #1 was in his room in bed and there were three flies flying around his room landing on his blankets, his arms, and his bedside table. A blue and green fly trap device was observed hanging from the left side of the curtain track near Resident #1's window with several dead flies stuck to it, as well as a fly swatter on his bedside table.</p> <p>On 11/13/2024 at 6:04 a.m., an interview was conducted with Resident #1. Resident #1 confirmed the facility had a problem with flies and flies were constantly in his room. He reported three months ago he purchased the fly trap hanging in his room and he used his fly swatter in his room daily. He stated the flies bothered him because they constantly flew around him and landed on him no matter the time, day or night. He stated it's just dirty, and I do not like it.</p> <p>On 11/13/2024 at 6:17 a.m., S4CNA confirmed the three flies that were flying around Resident #1 in his room.</p> <p>On 11/13/2024 at 6:19 a.m., an observation revealed a fly flying around on Hall A. S4CNA confirmed this observation.</p> <p>On 11/13/2024 at 6:40 a.m., an interview was conducted with S6CNA. She stated there were flies in and out of resident rooms and in the hallways daily. She confirmed the facility had a fly issue.</p> <p>On 11/13/2024 at 8:00 a.m., an interview was conducted with S5CNA. She stated there were flies in and out of resident rooms and in the hallways daily. She confirmed the facility had a fly issue.</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>On 11/13/2024 at 8:07 a.m., an observation revealed four flies flying around Resident #1's room while he was eating breakfast and near his trash bin. S5CNA confirmed this observation.</p> <p>On 11/13/2024 at 9:35 a.m., an interview was conducted with S3LPN. She stated there were flies in and out of resident rooms and in the hall ways daily. She confirmed the facility had a fly issue. During the interview with S3LPN, a fly was observed flying between Hall A and Hall C. S3LPN confirmed this observation.</p> <p>On 11/13/2024 at 10:15 a.m., an interview was conducted with Resident #3. Resident #3 confirmed the facility had a problem with flies and flies were constantly flying in and out of his room and in the hallways.</p> <p>On 11/13/2024 at 2:30 p.m., an interview was conducted with S2MAD. He confirmed the facility had an issue with flies.</p> <p>On 11/13/2024 at 3:00 p.m., a walkthrough of the facility hallways was conducted with S2MAD. During the walkthrough, a fly was observed flying around two residents in their wheelchair near Hall B.</p> <p>On 11/13/2024 at 4:30 p.m., a walkthrough of the facility hallways was conducted with S1ADM. During the walkthrough, two flies were observed flying around Hall C and another fly flying around Hall A. S1ADM confirmed the observations.</p> <p>On 11/13/2024 at 4:35 p.m., an interview was conducted with S1ADM. She was made aware of the observations made throughout the survey process of flies flying around hallways and in resident rooms. S1ADM confirmed it was not appropriate for flies to be flying in the hallways or resident rooms and confirmed the facility failed to ensure the resident's environment was free from pest.</p>		