

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 205020	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 06/12/2024
NAME OF PROVIDER OR SUPPLIER Bangor Nursing & Rehabilitation Center		STREET ADDRESS, CITY, STATE, ZIP CODE 103 Texas Ave Bangor, ME 04401	

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>Note: The nursing home is disputing this citation.</p>	<p>Honor the resident's right to a dignified existence, self-determination, communication, and to exercise his or her rights.</p> <p>49635</p> <p>Based on interviews and record review the facility failed to promote care for residents in a manner that maintains each resident's dignity and respect when staff attempted to have a resident receive nail care in contrast to their preferences and to disclose a private conversation for 1:1 resident(s) reviewed (Resident #1 [R1]).</p> <p>Findings:</p> <p>On 6/11/24 at 12:01 p.m., in an interview with a surveyor, R1 stated he/she was brought into the office and questioned about a private conversation between R1 and Adult Protective Services (APS). R1 stated he/she cried due to fear of being kicked out if R1 did not disclose the conversation. R1 also stated not wanting to have their nails trimmed as they are R1's preferred length.</p> <p>On 6/12/24 review of R1's clinical record indicated the Licensed Social Worker (LSW) spoke with R1 regarding R1's nail care needing attention. LSW continues to discuss nail trimming with R1 even after the resident verbalizes refusal for nail trimming.</p> <p>On 6/12/24 at 10:40 a.m., in an interview with a surveyor, the LSW stated she spoke with R1 about nail grooming because an APS representative expressed concerns. The LSW stated she brought R1 into her office after an activity to discuss APS concerns. At this time the surveyor confirmed the resident was brought to the office to discuss R1's visit with APS and to discuss having nails trimmed despite R1's preference.</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 0684</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Provide appropriate treatment and care according to orders, resident's preferences and goals.</p> <p>49635</p> <p>Based on record review and interviews, the facility failed to ensure that physician orders were followed for 1 of 3 residents reviewed for provider orders (Resident #1 [R1]).</p> <p>Findings:</p> <p>On 12/7/24 a provider order was placed in R1's electronic medical record stating Referral to dentist for dental infection of bilateral posterior lower gums; [discontinue] this order when completed [or] scheduled.</p> <p>On 4/26/24 a provider instructed a referral be sent for dental services for R1. This order was placed in the paper chart and initialed as acknowledged by staff on 4/29/24 and 4/30/24.</p> <p>On 5/30/24 a provider instructed R1 to have a dental examination for teeth grinding and oral health.</p> <p>On 6/11/24 at 12:01 p.m., in an interview with a surveyor, R1 stated they had not been to a dentist but needed an appointment because a chipped tooth had turned into multiple broken teeth.</p> <p>On 6/11/24 at 12:30 p.m., in an interview with the Scheduler, the surveyor confirmed there were no dental appointments scheduled for R1.</p> <p>This delay in dental services extended over a period of 6 months (December 7, 2023, through June 12, 2024) despite 3 sets of instructions from 2 different providers for a referral to be made.</p> <p>On 6/12/24 at 11:00 a.m., in an interview with the Registered Nurse, a surveyor confirmed the no referrals or appointments were made for R1 as ordered by the providers.</p>		

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<p>F 0790</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Provide routine and 24-hour emergency dental care for each resident.</p> <p>49635</p> <p>Based on record reviews and interviews, the facility failed to obtain dental services for a resident with chipped and broken teeth for 1 of 1 resident reviewed for dental services (Resident #1 [R1]).</p> <p>Findings:</p> <p>On 6/11/24 at 12:01 p.m., in an interview with a surveyor, R1 stated they had not been to a dentist but needed an appointment because a chipped tooth had turned into multiple broken teeth. At 12:30 p.m., in an interview with the Scheduler, the surveyor confirmed there were no dental appointments scheduled for R1.</p> <p>On 6/12/24, review of R1's clinical record revealed a provider order was placed 12/7/24 in R1's electronic medical record stating Referral to dentist for dental infection of bilateral posterior lower gums; [discontinue] this order when completed [or] scheduled. Review of the paper chart revealed a second provider wrote instructions for R1 to receive a dental examination for teeth grinding and oral health on 4/26/24 and 5/30/24.</p> <p>Dental services were delayed for a total of six months (December 7th, 2023, through June 12th, 2024).</p> <p>On 6/12/24 at 11:00 a.m., in an interview with the Registered Nurse, a surveyor confirmed that no referrals or appointments were made for R1 to receive dental services.</p>