

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 225227	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 02/20/2025
NAME OF PROVIDER OR SUPPLIER Fitchburg Rehabilitation and Nursing Center		STREET ADDRESS, CITY, STATE, ZIP CODE 94 Summer Street Fitchburg, MA 01420	

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>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 37227</p> <p>Based on observations, interviews and records reviewed, for five out of thirteen resident rooms on one unit (Unit A) and for three out of three resident shower rooms, the Facility failed to ensure it provided a safe, clean, comfortable and homelike environment for its residents, when the condition of the resident shower rooms were found to be dirty</p> <p>and baseboard heaters in several resident rooms were in disrepair, with missing or damaged covers, both of which created potentially hazardous conditions.</p> <p>Findings include:</p> <p>Review of the Facility Policy titled Shower and Tub Room Cleaning, undated, indicated showers would be cleaned daily to remove soap scum, dirt and debris, providing a safe and sanitary place for residents to bathe.</p> <p>Review of a Department of Public Health (DPH) Consumer Complaint Form, dated 02/06/25, indicated the Complainant alleged that the resident showers were dirty and covered in mold and mildew. The Form further indicated the Complainant alleged that baseboard heaters in several resident rooms were broken and exposed.</p> <p>During an environmental tour of Unit C, on 02/20/25 at 7:54 A.M., Surveyor #2 observed the resident shower room had blackened areas in the grout between the tiles on the wall of the shower and did not appear to be cleaned on a routine basis. The shower room was poorly lit, and there were black mildew-like stains on the ceiling.</p> <p>During an environmental tour of Unit A, on 02/20/25 at 8:15 A.M., Surveyor #2 observed the following:</p> <ul style="list-style-type: none"> - Resident shower room (near the nurses' station): The ceiling was covered with a black mildew-like substance. The air in the room was very humid, smelled musty, and the exhaust fan was not working. The base of the shower curtain was black. The air vent was caked with dust. - Resident shower room (near the Hair Salon): The shower curtain was dirty. The ceiling and the grout between the shower tiles were covered with a black mildew-like substance. <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 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<ul style="list-style-type: none"> - room [ROOM NUMBER]: The baseboard heater cover was hanging off. - room [ROOM NUMBER]: The baseboard heater cover was completely off, sharp edges and heating elements were exposed and accessible to residents. - room [ROOM NUMBER]: The baseboard heater cover was hanging off. - room [ROOM NUMBER]: The baseboard heater cover was hanging off. - room [ROOM NUMBER]: The baseboard heater cover was hanging off and sharp edges were exposed and accessible to residents. <p>During an interview on 02/20/25 at 11:55 A.M., Resident #6 said the shower on Unit C was not kept clean. Resident #6 led Surveyor #3 to the shower room and showed her the black mildew-like substance that covered the grout between the shower tiles.</p> <p>During an interview on 02/20/25 at 9:40 A.M., the Director of Environmental Services said the expectation was for the housekeepers to clean the resident shower rooms daily. The Director of Environmental Services said that the exhaust fan in the Unit A Shower Room (near the nurses' station) was supposed to turn on automatically, but it did not operate consistently, and he had not been able to fix it.</p> <p>During an interview on 02/20/25 at 2:30 P.M., with the Administrator, Surveyor #2 requested copies of all Facility Policies that addressed overall general maintenance of the resident care areas and/or maintaining the baseboard heating equipment in resident rooms.</p> <p>The Administrator provided, and Surveyor #2 reviewed the following Facility Policies related to maintenance:</p> <ul style="list-style-type: none"> - General Guidelines (Maintenance of Fire safety Equipment), October 2019 - Cleaning and Disinfection of Environmental Surfaces, August 2010 <p>Review of Policies indicated there was no documentation to address general maintenance of the resident care areas and/or the upkeep of the baseboard heaters.</p> <p>The Administrator said the Facility had identified a problem with the covers on the baseboard heaters about a year ago and had planned to replace all the covers. The Administrator said that while some covers were purchased on 08/29/24, several baseboard heaters were still in need of replacement covers.</p>

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<p>F 0804</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Ensure food and drink is palatable, attractive, and at a safe and appetizing temperature.</p> <p>37086</p> <p>Based on records reviewed, interviews and observations, for one of three sampled resident care units (Unit A), the Facility failed to ensure food provided to the residents was served at safe and appetizing temperatures, when on 02/20/25, results of test tray observations indicated the food items were not served at appetizing temperatures and some of the food items were not palatable.</p> <p>Finding include:</p> <p>Review of the Facility's policy, titled Food Temperatures, undated, indicated foods will be maintained at proper temperature to ensure food safety. The point of service temperature to residents will be within the range of 120 degrees Fahrenheit (F) to 140 degrees (F) based on the resident's preference.</p> <p>The policy further indicated the following range of temperatures recommended for food at point of tray assembly:</p> <ul style="list-style-type: none"> -Meat, portioned for service: 160 degrees (F) -Potatoes and vegetables: 160 degrees (F) <p>Review of the Dining Committee Minutes, dated 12/16/24 and attended by 12 residents, indicated some residents stated that some meals were not up to temperature, but the residents did not specify which meal.</p> <p>Review of a Department of Public Health (DPH) Consumer Complaint Form, dated 02/06/25, indicated the Complainant alleged that breakfast was always cold, and dinner was inedible.</p> <p>During an interview on 02/20/25 at 8:08 A.M., Resident #7 (who resided on Unit A) said the food at the Facility was awful and always cold. Resident #7 said there was no variety, and the food quality was poor.</p> <p>During an interview on 02/20/25 at 8:15 A.M., Resident #3 (who resided on Unit A) said the quality of the food at the Facility was poor. Resident #3 showed the surveyor his/her breakfast meal which consisted of scrambled eggs and one piece of toast, which had been cut in half and toasted on only one side.</p> <p>On 02/20/25 at 11:31 A.M., Surveyor #1 observed the following in the facility's main kitchen:</p> <ul style="list-style-type: none"> - [NAME] #1 took the temperature of the following food items in preparation to serve the lunch meal: -puree beef: 170 degrees (F) -puree carrots: 180 degrees (F) <p>(continued on next page)</p>		

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<p>F 0804</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>-mashed potatoes: 160 degrees (F)</p> <p>-hamburger: 160 degrees (F)</p> <p>-hot dog: 150 degrees (F)</p> <p>-chicken salad: 41 degrees (F)</p> <p>- At 11:37 A.M., the lunch line began. [NAME] #1 plated the food items and handed the plate to the Dietary Aide who put a cover over the plate and placed it in the food truck, to be delivered to the resident units.</p> <p>On 02/20/25 at 12:14 P.M., the second lunchtime truck for Unit A left the kitchen.</p> <p>At 12:14 P.M., the second lunchtime truck was observed to arrive on Unit A. Multiple staff members began passing the lunch trays out to the residents who were in their rooms.</p> <p>At 12:19 P.M., after the last resident meal tray was removed and served, the test tray was pulled from the truck by Nurse #1.</p> <p>A food test tray was then conducted on Unit A by Surveyor #1 accompanied by Nurse #1.</p> <p>Test Tray observations:</p> <p>The food temperatures were measured by Nurse #1, the food items were tasted by Surveyor #1 in the presence of Nurse #1, observations were as follows:</p> <p>- puree beef was 109.9 degrees (F) and tasted lukewarm</p> <p>- mashed potatoes were 104.4 degrees (F), were tepid, bland, and not palatable.</p> <p>- puree carrots were 103.6 degrees (F), were tepid and not palatable.</p> <p>- hot dog was 97.3 degrees (F), was cold and not palatable.</p> <p>- A hamburger was not provided on the test tray.</p> <p>- The chicken salad sandwich was dark in appearance; the portion of chicken salad in the sandwich was inadequate and did not meet the corners or edges of the bread and tasted bland.</p> <p>During an interview on 02/20/25 at 12:30 P.M., Resident #4 (who resided on Unit A) said the food was awful and that he/she got some kind of salad sandwich for lunch and it tasted awful.</p> <p>During an interview on 02/20/25 at 12:32 P.M., Resident #5 (who resided on Unit A) said the food was not good, so he/she usually requested hamburgers.</p> <p>(continued on next page)</p>		

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<p>F 0804</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>During an interview on 02/20/25 at 2:38 P.M., the Food Service Director (FSD) said the hot food temperature at the time of service to residents should be 135 degrees (F). The FSD said she was not surprised that the food temperatures for the test tray were low, and she thought one of the wells in the steam table did not hold the appropriate temperature. The FSD said the food would not taste good at those temperatures (obtained during the test tray observation).</p> <p>During a telephone interview on 02/21/25 at 9:31 A.M., the Administrator said the facility needed a pellet system (provides an insulated base to hold the plated food ready for service). The Administrator said the plates were not kept warm because there was nothing under them.</p>		

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<p>F 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards.</p> <p>37086</p> <p>Based on observations, interviews and records reviewed, for the main kitchen where all food items are prepared and plated before being served to the residents, the facility failed to ensure; 1) they maintained a clean and sanitary environment in the facility's main kitchen, and 2) that kitchen (dietary) staff adhered to sanitary standards of practice during food handling when two of two cooks were observed handling food without wearing hair restraints.</p> <p>Findings include:</p> <p>Review of the Facility's policy, titled Sanitation/Infection Control, undated, indicated the following:</p> <ul style="list-style-type: none"> -The Dietary Manager is responsible for supervising all sanitation and housekeeping procedures within the Dietary Department. -The Dietary Manager and consultant dietician develop a cleaning schedule. -Light daily cleaning is required for the refrigerator .outside doors on steamers and freezers are wiped off. -All work and storage areas are clean, well lit, and orderly. <p>Review of the Facility's policy, titled Personal Hygiene, undated, indicated the key to a safe and sanitary Dietary Department is healthy employees, properly trained in safe food handling, who practice good personal hygiene. The Policy indicated if hair was long and not covered properly with a cap, a hair net must be worn.</p> <p>On 02/20/25 at 11:15 A.M., the surveyor observed the following in the facility's main kitchen:</p> <p>1) A wall of reach-in freezers adjacent to the steam table with large areas of fingerprints and smears along five out of five doors.</p> <ul style="list-style-type: none"> -Four of the five reach-in freezer doors did not have a plastic protective piece along the door handle, leaving an exposed metal edge, which created a space for debris to collect. -The reach-in refrigerator located near the exit door of the kitchen had large areas of fingerprints and smears on both doors. <p>2) -Dietary staff were preparing to serve the lunch meal.</p> <ul style="list-style-type: none"> -Cook #1 stood behind the steam table, in front of the uncovered food items to be served for lunch, without wearing a beard net. <p>(continued on next page)</p>		

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<p>F 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>-Cook #1 plated all the food items to be served to the residents for lunch, without wearing a beard net.</p> <p>-Cook #2 set up a workstation at a preparation table behind the steam table, placing several pieces of bread on the table to make sandwiches for the residents, without wearing a cap or hair net.</p> <p>-Cook #2 made several sandwiches to be served to the residents for lunch, without wearing a cap or hair net.</p> <p>During an interview on 02/20/25 at 2:38 P.M., the Food Service Director (FSD) said she had a generic cleaning schedule but needed to develop a better one. The FSD said the freezer and refrigerator doors should be cleaned every shift and that the handles on the reach-in freezer doors had been missing for a long time. The FSD said all dietary staff were supposed to wear hair and beard coverings when they were in the kitchen. The FSD said both cooks should have worn appropriate hair coverings when in the kitchen and during lunch service.</p> <p>During a telephone interview on 02/21/25 at 9:31 A.M., the Administrator said he expected the kitchen appliances to be clean and he did not know that the plastic coverings for the handles on the reach-in freezers were missing. The Administrator said that all dietary staff were supposed to wear appropriate hair coverings when they were in the kitchen.</p>		