| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | (X2) MULTIPLE CONSTRUCTION | (X3) DATE SURVEY COMPLETED |
|---|---|---|---|
| | 225236 | A. Building<br>B. Wing | 09/17/2025 |

| NAME OF PROVIDER OR SUPPLIER | STREET ADDRESS, CITY, STATE, ZIP CODE |
|---|---|
| Care One at Holyoke | 260 Easthampton Road<br>Holyoke, MA 01040 |

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) |
|---|---|
| F 0761<br><br>Level of Harm - Minimal harm or potential for actual harm<br><br>Residents Affected - Few | Ensure drugs and biologicals used in the facility are labeled in accordance with currently accepted professional principles; and all drugs and biologicals must be stored in locked compartments, separately locked, compartments for controlled drugs.<br><br>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on observation, and interview, the facility failed to ensure that the medication storage room was locked when unattended for one unit ([NAME] Unit), out of four medication storage rooms observed. Specifically, the facility failed to ensure:-For the [NAME] Unit, that the medication storage room was locked when not in use and was under direct supervision of authorized personnel when unlocked, when facility staff permitted unauthorized Maintenance Personnel access to the medication storage room which contained medications and treatments that were not secured and easily accessible, and the Maintenance Personnel was observed to prop open the medication storage room door and leave it unattended and unsecured on two occasions. Findings include: Review of the facility's policy titled Medication Labeling and Storage, revised 2/23, indicated but not limited to: -The facility stores all medications and biologicals in locked compartments under proper temperature, humidity and light controls. Only authorized personnel have access to keys. -Compartments (including, but not limited to, drawers, cabinets, rooms, refrigerators, carts, and boxes) containing medications and biologicals are locked when not in use, and trays or carts used to transport such items are not left unattended if open or otherwise potentially available to others. On 9/11/25 at 12:02 P.M., surveyor #1 conducted an observation of the medication room, which was located behind the nurse's station on the [NAME] Unit (3rd floor nursing unit). Surveyor #1 observed that the nursing station did not have a door or other partition, and a resident was observed walking around the area near the nurse's station and the medication storage room. Surveyor #1 observed a Nurse unlock the medication storage room door for the Maintenance Personnel, and walked away, leaving the Maintenance Personnel in the medication storage room unsupervised and the medication room door unlocked. Surveyor #1 observed the Maintenance Personnel exit the medication storage room and say he would need to get back in there. At that time, surveyor #1 observed the Maintenance Personnel use a piece of wood to prop open the medication storage room door and exit the area, leaving the medication storage room door unlocked. Surveyor #1 observed that no authorized personnel were at the nurse's station to provide supervision of the unlocked medication storage room.^ Surveyor #1 further observed residents and other staff walking around the nurse's station area. On 9/11/25 at 12:06 P.M. (four minutes later), surveyor #1 observed the Maintenance Personnel return to the medication storage room with the door propped open. On 9/11/25 at 12:07 P.M., surveyor #1 observed the Maintenance Personnel leave the medication storage room with the door propped open a second time and no authorized personnel supervision was present. On 9/11/25 at 12:08^P.M., surveyor #1 observed a resident ambulating around the nurses' station. During an interview on 9/11/25 at 12:10 P.M., Unit Manager (UM) #1 said the Maintenance Personnel should always be supervised by a Licensed Nurse when in the medication storage room, and the medication storage room door should not be propped open leaving the medication storage room unattended and/or unsupervised by Licensed Staff. UM #1 said it was not safe to leave the medication storage room open and unattended because anyone including residents could get in. On 9/11/25 at 4:49 P.M., surveyor #2 and Nurse #1 reviewed the medication storage<br>(continued on next page) |

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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| F 0761<br><br>Level of Harm - Minimal harm or potential for actual harm<br><br>Residents Affected - Few | room on the [NAME] Unit. Surveyor #2 observed that there were medications accessible on the storage room shelves, multiple over-the-counter medications were observed in a black container on the counter in the room, as well as syringes, and prescribed bubble pack medications (for specific residents) from the pharmacy. During an interview at the time, Nurse #1 said the only medications that were locked within another compartment in the medication storage room were Insulin and other narcotics.^ During an interview on 9/11/25 at 5:14 P.M., the Director of Nursing (DON) said Nurses were the only staff authorized access to the medication storage room. The DON said if Maintenance Personnel were in the medication storage room fixing things, a Licensed Nurse was to be present to supervise. The DON said the Nurses were not to leave the medication storage room unattended with unauthorized personnel. The DON also said that the medication storage room door should not be left propped open and unsupervised by licensed personnel and should be locked at all times for safety.^ |