

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 235489	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 06/05/2024
NAME OF PROVIDER OR SUPPLIER The Villa at Green Lake Estates		STREET ADDRESS, CITY, STATE, ZIP CODE 6470 Alden Dr Orchard Lake, MI 48324	

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 0558</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Reasonably accommodate the needs and preferences of each resident.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 49083</p> <p>This citation pertains to intake MI00144470</p> <p>Based on interview and record review, the facility failed to provide reasonable accommodation of resident needs by not promptly responding to the call lights for three residents (R800, R801, R802) of three residents interviewed resulting in the residents contacting the facilities receptionist to assist in contacting nursing staff.</p> <p>A complaint was received by the State Agency on 5/11/24 alleging a resident was observed requesting assistance from nursing staff for the duration of their visit (approximated time of 45 minutes to one hour) resulting in the visitor involving assistance from the facility receptionist.</p> <p>A clinical record review revealed R800 was admitted to the facility on [DATE] with a diagnosis of Multiple Sclerosis (MS) (an autoimmune disease that attacks the nerves in the body) resulting in a self-care performance deficit requiring extensive total staff assistance with ADL's (Activities of Daily Living). A Brief Interview of Mental Status (BIMS) score resulted 15/15 indicating R800 was cognitively intact.</p> <p>On 6/5/24 at 9:35 AM, An interview was conducted with R800 and acknowledged they were dependent on nursing staff to empty the urinal throughout the day. R800 expressed frustration regarding the call light response time from the nursing staff and resorts to using a personal cell phone and contacting the facility receptionist. R800 confirmed the call light was not answered after being on for more than an hour on 6/4/24 and called facility receptionist for assistance.</p> <p>On 6/5/24 at 10:00AM, An interview was conducted with the facility Receptionist A and inquired if phone calls from the resident's personal cell phones are answered from admitted residents.Receptionist A acknowledged residents have called the receptionist when nursing staff is needed. The most recent call placed per recollection was from R801 regarding a Door Dash delivery.</p> <p>On 6/5/24 at 10:15 AM, An interview was conducted with R801. Clinical record review revealed R801was admitted to the facility on [DATE] with a diagnosis of bladder dysfunction, diabetes, hypothyroidism, and chronic blood clots. R801 has a BIMS score of 15/15 indicating they were cognitively intact. R801 confirmed phone calls from their personal cell phone are made to the facility receptionist. R801 remarked nursing staff can take up to 30 minutes before responding to call lights. R801 frequently orders Door Dash and must call the receptionist because the nursing staff will not answer promptly, and the meal will get cold by the time the nursing staff responds.</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
FORM CMS-2567 (02/99) Previous Versions Obsolete	Event ID:	Facility ID: 235489
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<p>F 0558</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>On 6/5/24 at 10:30 AM, A telephone interview was conducted with Receptionist B and acknowledged phone calls are placed from residents from their personal cell phones. B confirmed a phone call was answered on 6/4/24 from R800 requesting a blanket.</p> <p>On 6/5/24, An interview was conducted with R802 who was admitted to the facility on [DATE] with a diagnosis of stroke resulting in left sided paralysis, diabetes, hypertension, and autism. R802 BIMS score was 15/15 indicating cognitively intact. R802 acknowledged calling the receptionist from their cell phone when I run out of stuff. When inquired what was meant by running out of stuff, R802 replied, things like razors, and sometimes water.</p> <p>On 6/5/24 at 1:21PM, The Director of Nursing (DON) acknowledged nursing staff are educated to answer call lights promptly. When asked what entailed promptly the DON replied call lights should be answered within 2-5 minutes. When inquired how the facility tracks call light response times, the Nursing Home Administrator (NHA) and DON acknowledged the call light system is too old to electronically check call light response times. The DON was asked if residents should be calling the receptionist because their call lights are not being answered by staff. The DON was unaware residents were calling receptionist from their personal cell phones for requests and acknowledged this was not appropriate.</p> <p>Review of the facilities policy titled; Call System, Resident dated 9/2022 documented:</p> <p>Residents are provided with a means to call staff for assistance .Calls for assistance are answered as soon as possible, but no later than 5 minutes. Urgent requests for assistance are addressed immediately .</p>		