

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 235491	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 07/02/2024
NAME OF PROVIDER OR SUPPLIER The Orchards at Roseville		STREET ADDRESS, CITY, STATE, ZIP CODE 25375 Kelly Rd Roseville, MI 48066	
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** 32220</p> <p>This citation pertains to Intake MI00145171.</p> <p>Based on observation, interview, and record review, the facility failed to ensure resident rooms and shower rooms were maintained in a homelike/sanitary manner for four residents (R1, R111, R89, R87) of four whose environment was reviewed. Findings include:</p> <p>On 07/02/24 at 8:25 AM, an odor of urine was noted at the middle to end of the low north hall. The shower was observed to have a wet washcloth on the floor at the doorway, two upside down loose tiles in the left corner and black spots from pin to pencil eraser size (which appeared to be mildew or black mold), along the base tiles along the back and sides of the shower area. A larger golf ball size area of the black mildew like substance was noted on the right side base tiles. The two curtains which hung across the entry to the shower area had the similar black mold like substance continuously along the bottom seam and up the curtains around two to three inches in places. The floor threshold for room the room of R89 had a build up of soil on both sides and particles of debris were built up in the corner at the hinge side of the door. R89 reported they saw some kind of insect run across the doorway just moments before. There was trash stuffed into sharps container and some other pieces under the resident's bed.</p> <p>A review of the the record for R89 revealed R89 was admitted into the facility on [DATE]. Diagnoses included Diabetes and Anxiety. The Minimum Data Set (MDS) assessment dated [DATE] indicated intact cognition with a 15/15 Brief Interview for Mental Status (BIMS) score and required some supervision or was independent for Activities of Daily Living (ADLs).</p> <p>On 07/02/24 at 8:34 AM, in the first floor south shower room, two bath towels were observed to be on the floor in the entry area. Water had pooled next to the shower bed and a muddy residue was visible at the base of the puddle. The middle shower room for the first floor had closed signs posted on the door.</p> <p>On 07/02/24 at 9:55 AM, R87 reported there was black stuff in the (first floor) north shower room. R87 also had vinyl flooring planks missing at the foot of their bed. The trim by the bathroom was taped to the wall with duct tape. R85 reported it has been like that a couple months.</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: 235491
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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>	<p>A review of the record for R87 revealed R87 was admitted into the facility on [DATE]. Diagnoses included High Blood Pressure and Debility. The Minimum Data Set (MDS) assessment dated [DATE] indicated intact cognition with a 15/15 Brief Interview for Mental Status (BIMS) score and required some supervision or was independent for Activities of Daily Living (ADLs).</p> <p>On 07/02/24 at 9:57 AM, R111 room ceiling had missing tiles and water stains. room [ROOM NUMBER]'s bathroom hand wash was leaking from the faucet and the paint and covering on the ac/heater was peeling. The hand sink faucet in room [ROOM NUMBER] was leaking.</p> <p>A review of the record for R111 revealed R111 was admitted into the facility on [DATE]. Diagnoses included High Blood Pressure and Schizophrenia. The Minimum Data Set (MDS) assessment dated [DATE] indicated impaired cognition with a 6/15 Brief Interview for Mental Status (BIMS) score and required some supervision or was independent for Activities of Daily Living (ADLs).</p> <p>On 07/02/24 at 10:25 AM and 2:33 PM, the north shower room remained as before with the smell of mold and the dirty towel on the floor. Gnats were observed outside the shower room entry.</p> <p>On 07/02/24 at 10:35 AM, R1 reported the north shower room is always dirty.</p> <p>A review of the record for R1 revealed R1 was readmitted into the facility on [DATE]. Diagnoses included High Blood Pressure and Anxiety. The Minimum Data Set (MDS) assessment dated [DATE] indicated intact cognition with a 15/15 Brief Interview for Mental Status (BIMS) score and required set up to substantial assistance for most Activities of Daily Living (ADLs).</p> <p>On 07/02/24 at 1:30 PM, CNA J reported that the condition of the shower room peaks the resident's irritation and commented one wouldn't want to give a loved one a shower in there or receive a shower.</p> <p>On 07/02/24 at 3:43 PM, the first floor north shower room was observed with the Environmental Services Director Staff G. Staff G reported that the [NAME] cleans the shower rooms once in the morning and after that the CNAs were responsible to keep it tidy. Staff G reported the [NAME] was at the facility and had cleaned the shower. The black mold/mildew like substance on the curtains and tile was pointed out to Staff G. Four gnats were observed flying off the shower curtain when moved. Staff G reported they would need to have the shower room cleaned with bleach and the curtains washed.</p> <p>A review of the April 2024 Resident council meeting minutes documented concerns with Housekeeping: floors and bathrooms need to be cleaned better and Maintenance: not fixing things they see broken.</p> <p>A review of the May 2024 Resident Council meeting minutes documented concerns with: Maintenance: shower rooms not working.</p> <p>A review of the June 2024 Resident Council meeting minutes documented concerns with: Housekeeping: floors still unclean. Maintenance: shower rooms not working.</p> <p>A review of the Deep Cleaning schedule for July 2024 indicated each room was scheduled for a deep cleaning monthly. room [ROOM NUMBER] was scheduled for 07/01. room [ROOM NUMBER] for 07/02. room [ROOM NUMBER] for 07/03. A deep cleaning for room [ROOM NUMBER] was not observed on 07/02.</p> <p>(continued on next page)</p>		

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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>	<p>A review of the closed work orders for 06/01/24 to 07/01/24 revealed the identified concerns were not included.</p> <p>A review of the housekeeper job description documented, .The housekeeper is responsible for satisfactory and timely completion of assigned cleaning area according to the schedule . This did not directly include the shower rooms.</p> <p>A review of the Housekeeping Care Plan documented, .The Deep Clean room schedule ensures that each resident room is deep cleaned at least monthly . This care plan did not address the shower rooms.</p>

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<p>F 0677</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Provide care and assistance to perform activities of daily living for any resident who is unable.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 32220</p> <p>This citation pertains to MI00145171.</p> <p>Based on observation, interview, and record review, the facility failed to ensure care needs and or incontinence care was provided for nine residents (R105, R87, R71, R95, R48, R34, R22, R1, R2) of 13 reviewed for activities of daily living (ADLs). Findings include:</p> <p>On 07/02/24 at 8:25 AM, an odor of urine was noted at the middle to end of the low north hall.</p> <p>R105</p> <p>On 07/02/24 at 9:55 AM, R105 reported the facility needs more help because they wait a long time to get to get cleaned up when they are wet and soiled. At 12:23 PM, R105 was observed to be slouched over to the left side of the bed asleep. R105 reported they were wet with urine and had put their light on and no one came and must have fallen asleep. R105 did not recall the time they were last checked.</p> <p>At 2:32 PM, R105 was observed to be slouched to the left in bed asleep.</p> <p>A record review for R105 reveals that R105 was admitted to the facility on [DATE] with a diagnosis of acute respiratory failure. Further record review of R105's care plan revealed the following: I am incontinent of bowel and (related to) r/t impaired mobility and muscle weakness. My skin will possibly become impaired r/t incontinence of bladder bowel and immobility. Check me frequently during the day and change my brief if needed. Keep me as clean and dry as possible. The Minimum Data Set (MDS) assessment dated [DATE] indicated moderately impaired cognition and R105 was dependant for toileting hygiene, to roll left and right and substantial/maximal assistance for personal hygiene.</p> <p>R87</p> <p>On 07/02/24 at 9:55 AM, R87 reported not getting water passed daily on the morning and afternoon shifts.</p> <p>Review of R87's record revealed they were admitted to the facility on [DATE] with a diagnosis of aftercare following joint replacement surgery. Further record review of R87's care plan revealed the following: I have the potential for fluid imbalance. I will maintain moist mucous membranes, good skin turgor with an adequate fluid intake by next review. I need your assistance with fluid intake in order to meet daily requirements.</p> <p>R71</p> <p>On 07/03/24 at 10:30 AM, R71 reported there are times every week they sit in a wet brief waiting for hours to get changed and the second shift is the worst for this.</p> <p>(continued on next page)</p>		

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<p>F 0677</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>A review of R71's record revealed R71 was admitted to the facility on [DATE] with hemiplegia and hemiparesis (paralysis/weakness of one side of the body) following cerebral infarction (stroke) affecting left non-dominant side. Further record review of R71's care plan revealed the following: I am incontinent of bowel and bladder. My skin will not become impaired (related to) r/t incontinence by next review. Keep me as clean and dry as possible.</p> <p>R95</p> <p>On 07/02/24 at 10:38 AM, R95 reported there are times at night when they are not checked and their brief not changed when soiled. R95's fingernails were beyond the end of the fingers at irregular lengths.</p> <p>Review of R95's record revealed they were admitted to the facility on [DATE] with a diagnosis of chronic obstructive pulmonary disease (COPD). Further record review of R95's care plan revealed the following: I need assistance with my ADL's as I have cardiorespiratory issues and am in a weakened condition. check my nail length-file and clean them on my bath days and as necessary. I have potential for impairment to skin integrity r/t limited mobility. Keep my skin clean and dry.</p> <p>R48</p> <p>On 07/02/24 at 10:15 AM R48 reported it takes a long time to get the call light answered and staff doesn't like it when they put the call light on.</p> <p>A review of R48's record revealed R48 was admitted to the facility on [DATE] with a diagnosis of multiple sclerosis. Further record review of R48's care plan revealed the following: I am incontinent of bowel and bladder. Check me frequently during the day and change my brief if needed. Keep me as clean and dry as possible.</p> <p>R34</p> <p>On 07/02/24 at 10:20 AM, R34 was observed to be in bed sleeping. a vague odor of urine was noted. At 12:11 PM, R34 reported they were in a wet brief and had not been changed since five AM because they need help to get back into bed so they can be changed. R34 reported that staff knew they were waiting to be changed, but went to get supplies and it had been 45 minutes. R34 commented that the (certified nursing assistant) CNA was trying to take care of all three of the residents in the room at the same time. At 12:18 PM, staff entered the room and confirmed what R34 said and had to get a sling for the lift.</p> <p>A review of R34's record revealed that they were admitted to the facility on [DATE] with a diagnosis of rheumatoid arthritis with rheumatoid f of multiple sites. Further record review of R34's care plan revealed the following: I am occasionally incontinent of bowel and bladder r/t immobility. Transfer with one person with extensive assist. Keep my skin clean and dry.</p> <p>R22</p> <p>(continued on next page)</p>		

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<p>F 0677</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>On 07/02/24 at 10:20 AM, R22 was observed with a family member at bedside. The family member reiterated R22's reported concerns for the facility being short staffed, the call light may take forever to be answered, sits in a wet brief for a long time and fresh water was not routinely passed. R22 commented one of the showers was broken and the water was off for a couple of days about a month ago and therefore some shower/baths were missed. (The middle shower room on the first floor had multiple signs on the door that it was broken.) At 12:14 PM, R22 reported their brief was wet and did not know how long they had been waiting. R22 reported they preferred to get up to go in the bathroom but the aide just put a brief on them.</p> <p>Review of R22's record revealed they were admitted to the facility on [DATE] with a diagnosis of sequelae of other cerebrovascular disease and cognitive communication deficit. Further record review of R22's care plan revealed the following: I am incontinenet of bowel and bladder r/t weakness and imited mobility. I will be free of odor while maintaining my dignoty. keep me as clean and dry as possible.</p> <p>R1 and R2</p> <p>On 07/02/24 at 8:20 AM, R1 and R2 were observed to be in bed and faced out toward the doorway. R1 appeared asleep with their head over toward their left shoulder and the head of the bed up 45 to 60 degrees. There was water on the floor at the foot of R1's bed.</p> <p>On 07/02/24 at 9:48 AM, R1 and R2 were observed to be in bed with gnats flying around. They also reported having seen ants. R1 had food spilled down onto the chest area of their hospital style gown. R1 and R2 commented the facility was understaffed (worse on nights and weekends) and that it may take hours to change their briefs when soiled with urine and feces. R1 reported having chronic uncontrolled diarrhea. R1 reported they were last changed at 2:00 AM and felt that when they put the call light on for help between 8:00 AM and 9:00 AM.</p> <p>At 11:50 AM, R1 and R2 appeared to be sleeping. R1 was still wearing the hospital gown with food spilled on it.</p> <p>A review of R1's record revealed they were admitted to the facility on [DATE]. Further record review of R2's care plan revealed the following: I am incontinent of bowel and bladder. Check me frequently and change my brief if needed. Keep me as clean and dry as possible. A record review of R1's toilet use task list and repositioning task list revealed long periods between care, sometimes greater than 18 hours.</p> <p>A review of the record for R2 revealed they were admitted to the facility on [DATE]. Diagnoses included Arthritis and High Blood Pressure. The Minimum Data Set (MDS) assessment dated [DATE] indicated intact cognition and the need for substantial to maximal assistance for toileting hygiene and personal hygiene.</p> <p>(continued on next page)</p>		

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<p>F 0677</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>On 07/02/24 at 11:30 AM, Certified Nursing Assistant (CNA) A reported there were three CNAs for the whole first floor and you can't make your co-workers come to work. There were four CNAs on the floor with one which was noted by the unit manager to have come in at 11 AM. CNA A commented the managers do not regularly help out when they are short staffed. CNA A also note they had one CNA that walked out and a lot of cnas quit recently. It was reported the care can depend on who the fourth CNA is but with four you are still running around and management doesn't catch our back like when I'm in a room and a light is on for 30 minutes.</p> <p>On 07/02/24 at 1:30 PM, CNA B reported that they like working at the facility even though they are always short staffed and overworked as you can barely take your breaks. CNA B reported they can't always do their best because they are short staffed and with 19 to 23 residents one can't provide the proper care. CNA B further reported they often have residents in wet briefs on morning rounds and (R34) would have been changed sooner if they had more staff.</p> <p>On 07/02/24 at 3:33 PM, staffing for nurse and CNAs was reviewed with the nursing staff Scheduler Staff F. Staffing challenges were reviewed and call offs and attrition were indicated as challenges. Staff F reported two call offs for the day one for the first floor and one for the second floor. It was noted that there were four CNAs on the fourth floor and three on the second floor for this day 07/02/2024. Staff F reported they schedule five CNAs for the first floor and four for the second floor. Staff F reported they went through the staff and were unable to obtain further assistance for the staff.</p> <p>On 07/02/24 at 3:54 PM, the concerns for the survey were reviewed with the Director of Nursing (DON). The DON reported there was no set schedule or time frame to round on residents and complete incontinence care as it was based on the resident's preference and plan of care. The DON reported they will use the restorative CNA to cover some call offs and also managers are to help when needed. The DON reported weekly new staff orientation and on average three out of seven may make it onto the staff. The DON also noted a recent in-service on the requirement of staff to be available and cover for the staff member on break.</p> <p>A review of the April 2024 Resident council meeting minutes documented concerns with timely medication pass on midnights, aides are not covering aides that go on break, nurses being rude and cell phone use while giving care.</p> <p>A review of the May 2024 Resident Council meeting minutes documented concerns with medication passes on midnights, CNAs complaining about being short staffed in front of residents and not changing briefs in a timely manner, call lights not being answered timely, water pass becoming an issue again and cell phone use was still and issue.</p> <p>A review of the June 2024 Resident Council meeting minutes documented concerns with CNAs identifying themselves to residents and cell phone use still an issue.</p> <p>(continued on next page)</p>		

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<p>F 0677</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>The sign in sheet for June 25, 2024 documented seven CNAs signed in on the day shift with 17 patients each. One midnight nurse signed in. On June 26, 2024, the schedule documented three CNAs on the first floor for the night shift with 23 residents each. On June 27, 2024 the schedule documented two of nine CNAs and four of five nurses signed in for the day shift. Notations on the assignment indicate: Answer call lights promptly. Please make rounds every two hours. The assignment sheet for July first documented two CNAs for the first floor on the midnight shift after nine PM. Three CNAs had been on seven PM to nine PM.</p> <p>A review of the undated Brief and Underpads standard operating procedure policy revealed, Briefs are intended to provide incontinent residents with the support needed to maintain dignity .</p> <p>A review of the undated Bowel and Bladder Incontinence standard operating procedure policy revealed, Preventative measures for controlling common infections are a critical component of the overall plan of care for incontinent residents .</p>		