

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 315207	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 08/05/2025
NAME OF PROVIDER OR SUPPLIER Complete Care at Kresson View, LLC		STREET ADDRESS, CITY, STATE, ZIP CODE 2601 Evesham Road Voorhees, NJ 08043	

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** Based on observation, interview, and pertinent facility documentation, it was determined that the facility failed to: (a) maintain a homelike environment that was clean, safe, and sanitary, and (b) ensure pantry ice machines were maintained in a sanitary condition. This deficient practice was identified for 4 of 4 units (100-unit, 200-unit, 300- unit, and 400 -unit) and was evidenced by the following: 1.) On 7/29/2025 at 10:39 AM, in room [ROOM NUMBER], the surveyor observed the following:</p> <p>Food in clear packaging on the floor next to the resident's bed.</p> <p>Foil lid from a juice container on the floor near the radiator.</p> <p>An empty soda bottle, a fork, a used paper towel, and dried liquid spillage were found under the resident's bed.</p> <p>Brown dried substance on the outer part of the footboard.</p> <p>An accumulation of dust and brown and black substances on the low-air-loss mattress (mattress used to prevent pressure ulcers) hose.</p> <p>On 7/29/25 at 10:51 AM, in room [ROOM NUMBER], the surveyor observed the following:</p> <p>Three (3) styrofoam cups and two (2) urinals sitting side by side, on the floor, between the resident's bed and nightstand.</p> <p>A white fitted sheet with a brown discoloration.</p> <p>The bedframe contained multiple stains.</p> <p>A brown, rust-like radiator cover vent.</p> <p>Various dried, particle-like stains on the wall near the window and in the bathroom.</p> <p>A buildup of residue on the floor throughout the resident's room and bathroom.</p> <p>Brown dried substance on the call bell in the bathroom.</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
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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 strong urine-like odor in the bathroom.</p> <p>On 7/30/25 at 12:26 PM, the surveyor conducted a follow-up visit to room [ROOM NUMBER] and observed the room was still not cleaned.</p> <p>On 7/30/225 at 12:31 PM, the surveyor conducted a follow-up visit to room [ROOM NUMBER], and observed dried liquid spillage was still under the resident's bed.</p> <p>On 7/30/25 at 11:29 AM, the surveyor interviewed the Housekeeper (HK), who stated that she cleaned the resident rooms daily. The HK stated that her daily cleaning included but were not limited to; high/low dusting, wiping down the exterior of the radiator, cleaning the walls and bedframe as needed, and sweeping and mopping the floor daily.</p> <p>On 7/31/25 at 10:38 AM, the surveyor interviewed the Director of Environmental Services (DEVS), who stated that the housekeepers cleaned each room daily and were responsible for emptying the trash, checking the supplies, high/low dusting, dusting and damp mopping the floors, cleaning the commode and sink, cleaning the exterior of the radiator, the bedframe and walls as needed. He further stated that each room was carbolized (disinfected) monthly.</p> <p>At that time, the surveyor requested a copy of the carbolization (the process of treating or disinfecting, primary used to kill microorganisms and prevent infection) schedule for July 2025. The surveyor reviewed the schedule, which did not include room [ROOM NUMBER].</p> <p>On 8/4/2025 at 12:01 PM, the surveyor interviewed the Licensed Nursing Home Administrator (LNHA), who stated that the resident rooms should be kept clean and tidy. She also stated that each room was cleaned daily and disinfected monthly. She further stated that the daily cleaning consisted of, but was not limited to, sweeping, mopping, cleaning the bedframe and footboard, the exterior of the radiator, and walls as needed. The LNHA stated it was everyone's responsibility to pick up items off the resident's floor.</p> <p>A review of the facility's "Cleaning and Disinfecting Residents' Rooms" policy, revised/reviewed January 2019 included, 1. Housekeeping surfaces (e.g., floors, tabletops) will be cleaned on a regular basis, when spills occur, and when these surfaces are visibly soiled. &hellip;4. Walls, blinds, and window curtains in resident areas will be cleaned when these surfaces are visibly contaminated or soiled.</p> <p>2.) On 7/29/25 at 10:34 AM, during the initial tour of the 300 unit, the surveyor observed a black substance on the top of the air conditioner unit (AC) located in room [ROOM NUMBER].</p> <p>On 8/1/25 at 10:40 AM, the surveyor observed the black substance on the top of the AC unit in room [ROOM NUMBER].</p> <p>On 8/1/25 at 10:45 AM, the surveyor interviewed a housekeeper who stated that the maintenance department cleaned the AC units.</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>On 8/1/25 at 10:57AM, the surveyor interviewed a maintenance employee (ME) who stated that the maintenance department conducted daily rounds called "Room a Day"; rounds and explained during these rounds, the ME would check a different room every day and record their findings on a check list. The ME further stated that the maintenance department would change the AC unit filters monthly and would paint the outside the AC units if needed. At that time, the ME, in the presence of the surveyor, observed the black substance on top of the AC unit in room [ROOM NUMBER]. The ME stated that he did not observe the black substance when the "Room a Day" was conducted last month but the outside of the AC unit should be clean.</p> <p>On 8/1/25 at 11:37 AM, the surveyor interviewed the Director of Maintenance (DOM) who stated that housekeeping was responsible to clean the outside of the units and maintenance would change the filters and paint the AC units as needed. The DOM provided the surveyor the "Room a Day" checklist that was completed on 7/22/25 for room [ROOM NUMBER], which indicated that the AC unit was operable.</p> <p>On 8/1/25 at 12:54 PM, the surveyor, in the presence of the DON, interviewed the LNHA who stated that the maintenance department looked at the AC unit which encompassed the entire AC unit, and that the AC unit should be clean.</p> <p>On 8/5/2025 at 9:33 AM, in the presence of the survey team, the DON, the Regional LNHA and the Regional Clinical Director (RCD), the LNHA stated that the housekeeping department was responsible for cleaning the outside of the AC unit when cleaning the room and the Maintenance department was responsible to ensure the AC unit was operable.</p> <p>A review of the facility's "safe and Homelike Environment" policy, dated 9/1/2024, included that housekeeping and maintenance services will be provided as necessary to maintain a sanitary, orderly and comfortable environment.</p> <p>3.) On 8/1/25 at 8:58 AM, the surveyor toured the nursing units with the Food Service Director (FSD) and Regional (FSD). The surveyor observed 4 of 4 units ice machine interiors had white and black sediment on the interior of the ice dispensing shoot.</p> <p>On 8/1/25 at 9:25 AM the surveyor interviewed the Licensed Practical Nurse Unit Manager (LPN/UM #1) on the 400 unit who stated, if there was a concern for maintenance or housekeeping, all nursing staff was accountable to notify her, place a work order request in the electronic system, or they could call the department directly to report the concern. LPN/UM #1 acknowledged the black and white sediment on the interior of the ice shoot and stated it has the potential to cause an infection.</p> <p>On 8/1/25 at 10:13 AM, the surveyor interviewed the Director of Maintenance (DOM) who stated the unit ice machines were cleaned within the time frame suggested by the manufacturer and that the last cleaning was performed on 5/16/25. The DOM then acknowledged that the facility had a hard water issue and maybe the cleaning should be done more often.</p> <p>On 8/1/25 at 10:45 AM, the surveyor interviewed the Licensed Nursing Home Director (LNHA) who acknowledged that the ice machines were not clean and could cause a health issue for staff and residents.</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>On 8/5/25 at 1:15 PM, in the presence of the survey team, the LNHA, the DON, the Regional Clinical Director, and the Regional LNHA acknowledged the surveyors concerns and had nothing else to provide.</p> <p>A review of the policy titled "Safe and Homelike Environment," dated 9/1/24 revealed;#3) Housekeeping and maintenance services will be provided as necessary to maintain a sanitary, orderly and comfortable environment. #9e) Report any furniture in disrepair to maintenance promptly; #9f) Report any unresolved environmental concerns to the administrator.</p> <p>A review of the manufacture guidelines, dated reviewed 1/7/22, Part # 000015202, for the Nugget Ice machines on the units reads as follows: Preventative maintenance and descaling procedure;descal and sanitize the ice machine every 6 months for efficient operation;If the ice machine requires more frequent descaling and sanitizing consult a qualified service company to test the water quality and recommend appropriate treatment;sanitizing for exterior, remedial and detailed procedures can be performed independently and more frequently then descaling when needed;periodic descaling MUST be performed on adjacent surface areas not contacted by the water distribution system.</p> <p>NJAC 8:39-4.1 (a)11; 31.2(e)</p>		