

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 315330	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 01/21/2025
NAME OF PROVIDER OR SUPPLIER Complete Care at Marcella, LLC		STREET ADDRESS, CITY, STATE, ZIP CODE 2305 Rancocas Road Burlington, NJ 08016	

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 0842</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Safeguard resident-identifiable information and/or maintain medical records on each resident that are in accordance with accepted professional standards.</p> <p>51144</p> <p>Complaint #: NJ00180123</p> <p>Based on interviews, medical record review, and review of other pertinent facility documents on 1/21/2025 it was determined that the facility staff failed to consistently document in the Documentation Survey Report (DSR) the Activities of Daily Living (ADL) status and care provided to the residents and to follow the Certified Nursing Assistant (CNA) job description and follow its policy titled Activities of Daily Living (ADLs). This deficient practice was identified for 4 of 4 residents (Resident #1, Resident #2, Resident #3, and Resident #4) reviewed for ADL documentation. This deficient practice was evidenced by the following:</p> <p>1. According to the Admission Record (AR), Resident #1 was admitted to the facility with diagnoses that included but were not limited to: moderate protein calorie malnutrition; muscle weakness (generalized); unspecified dementia, unspecified severity, without behavioral disturbance, psychotic disturbance, mood disturbance, and anxiety; and adult failure to thrive (a process of physical and psychological decline associated with advanced age, manifesting as a pronounced overall deterioration).</p> <p>A review of Resident #1's Minimum Data Set (MDS), an assessment tool, revealed a Brief Interview of Mental Status (BIMS) score of eight out of 15, which indicated that the resident's cognition was moderately impaired. The MDS further revealed that the resident was dependent on a helper to eat, to roll left and right, and for personal hygiene.</p> <p>A review of Resident #1's Care Plan (CP) initiated on 08/20/2024 revealed a Focus that the resident had an ADL self-care performance deficit related to activity intolerance, fatigue, and limited mobility. The CP revealed that Resident #1 had potential/actual skin impairment related to incontinence, and pressure ulcers. The CP also revealed that Resident #1 had a history of unplanned weight loss and met the criteria for moderate malnutrition.</p> <p>A review of Resident #1's DSR (ADL Record) and the progress notes (PNs) for the month of December 2024 revealed no documented evidence to indicate that the resident's ADL care was provided, or that the resident refused care on the following dates and shifts:</p> <p>Eating:</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 0842</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>7:00 AM- 3:00 PM shift on: 11/01/2024, 12/06/2024, 12/07/2024, 12/09/2024, 12/10/2024, 12/12/2024, 12/17/2024, 12/20/2024, 12/25/2024, 12/28/2024, and 12/29/2024</p> <p>3:00 PM - 11:00 PM shift on: 12/13/2024, 12/16/2024, 12/17/2024, 12/18/2024, 12/20/2024, 12/24/2024, and 12/25/2024.</p> <p>Meal intake:</p> <p>7:00 AM - 3:00 PM shift on: 12/01/2024, 12/06/2024, 12/07/2024, 12/09/2024, 12/10/2024, 12/12/2024, 12/17/2024, 12/20/2024, 12/25/2024, 12/28/2024, and 12/29/2024.</p> <p>3:00 PM - 11:00 PM shift on: 12/13/2024, 12/16/2024, 12/17/2024, 12/18/2024, 12/20/2024, 12/24/2024, and 12/25/2024.</p> <p>Turned and repositioned:</p> <p>7:00 AM-3:00 PM shift on: 12/01/2024, 12/06/2024, 12/07/2024, 12/09/2024, 12/10/2024, 12/12/2024, 12/17/2024, 12/20/2024, 12/25/2024, 12/28/2024, and 12/29/2024</p> <p>3:00 PM-11:00 PM shift on: 12/13/2024, 12/16/2024, 12/17/2024, 12/18/2024, 12/20/2024, 12/24/2024, and 12/25/2024.</p> <p>11:00 PM- 7:00 AM shift on: 12/01/2024, 12/02/2024, 12/04/2024, 12/05/2024, 12/07/2024, 12/10/2024, 12/13/2024, 12/14/2024, 12/15/2024, 12/16/2024, 12/17/2024, 12/22/2024, 12/23/2024, 12/24/2024, 12/25/2024, 12/26/2024, 12/27/2024, 12/28/2024, 12/29/2024, 12/30/2024, and 12/31/2024.</p> <p>Personal hygiene:</p> <p>7:00 AM to 3:00 PM shift on: 12/01/2024, 12/06/2024, 12/07/2024, 12/09/2024, 12/10/2024, 12/12/2024, 12/17/2024, 12/20/2024, 12/25/2024, 12/28/2024, and 12/29/2024.</p> <p>3:00 PM to 11:00 PM shift on: 12/13/2024, 12/16/2024, 12/17/2024, 12/18/2024, 12/20/2024, 12/24/2024, and 12/25/2024.</p> <p>2. According to the AR, Resident #2 was admitted to the facility with diagnoses which included but were not limited to muscle wasting and atrophy (wasting or thinning of muscle mass), and moderate protein calorie malnutrition.</p> <p>A review of Resident #2's MDS revealed a BIMS of 11 out of 15 which indicated the resident's cognition was moderately impaired. The MDS further revealed that the resident required setup and/or cleanup assistance with eating. The MDS also revealed that the resident required touch assist or supervision with personal hygiene.</p> <p>A review of Resident #2's CP initiated on 03/22/2023 and revised on 09/12/2023 revealed under Focus, that the resident met the criteria for moderate malnutrition and had a history of downward trending weights. CP interventions included, monitor intake PRN [as needed].</p> <p>(continued on next page)</p>		

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<p>F 0842</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Further review of the CP revealed a Focus, of potential/actual impairment to skin integrity initiated on 09/25/2024. Interventions included Encourage good nutrition and hydration in order to promote healthier skin.</p> <p>A review of Resident #2's DSR and PNs for the month of December 2024 revealed no documented evidence to indicate that the resident's meal intake or refusal of meals was monitored at the following mealtimes:</p> <p>8:00 AM on: 12/02/2024, 12/05/2024, 12/07/2024, 12/08/2024, 12/10/2024, 12/11/2024, 12/13/2024, 12/14/2024, 12/15/2024, 12/16/2024, 12/17/2024, 12/18/2024, 12/19/2024, 12/21/2024- 12/23/2024, 12/28/2024, and 12/31/2024.</p> <p>12:00 PM on: 12/02/2024, 12/05/2024, 12/07/2024, 12/08/2024, 12/10/2024, 12/11/2024, 12/13/2024, 12/14/2024, 12/15/2024, 12/16/2024, 12/17/2024, 12/18/2024, 12/19/2024, 12/21/2024, 12/22/2024, 12/23/2024, 12/28/2024, and 12/31/2024.</p> <p>5:00 PM on:12/07/2024, 12/11/2024, 12/18/2024, 12/19/2024, 12/20/2024, 12/21/2024, 12/23/2024, 12/25/2024, 12/28/2024, 12/29/2024, and 12/31/2024.</p> <p>3. According to the AR, Resident #3 was admitted to the facility with diagnoses that included but were not limited to dehydration; unspecified dementia, unspecified severity, without behavioral disturbance, psychotic disturbance, mood disturbance, and anxiety; moderate protein-calorie malnutrition; muscle weakness; and need for assistance with personal care.</p> <p>A review of Resident #3's MDS revealed a BIMS of four out of 15 which indicated the resident's cognition was severely impaired. The MDS further revealed that Resident #3 was dependent on a helper for eating, personal hygiene, and to roll left and right.</p> <p>A review of Resident #3's CP initiated on 10/07/2024 revealed that the resident had an ADL self-care performance deficit and required assistance with bed mobility, and personal hygiene. Resident #3's CP contained a Focus related to Resident #3's refusal to eat and resistance to feeding initiated on 10/21/2024. Interventions included Explain importance of prescribed diet to the resident and the need for adequate nutritional intake, initiated on 10/21/2024. Resident #3's CP included a Focus related to the resident's potential for fluid deficit due to poor intake, initiated on 10/07/2024. Interventions included Notify Physician if [.] persistent output exceeding intake past 48 hours, initiated on 10/07/2024. Resident #3's CP contained a Focus that the resident met the criteria for moderate protein calorie malnutrition and had a history of unintended significant weight loss, initiated on 10/03/2024 and revised on 11/11/2024. Interventions included assistance with meals PRN, monitor for signs of dehydration, and provide diet as ordered. Further review of Resident #3's CP revealed a Focus of impaired skin integrity initiated on 10/03/2024 and updated to reflect the presence of wounds and deep tissue injury (DTI) on 11/22/2024. Interventions included Encourage good nutrition and hydration in order to promote healthier skin.</p> <p>A review of Resident #3's DSR and PNs for the month of November 2024 revealed no documented evidence to indicate that the resident's meal intake and or refusal of meals were monitored at the following mealtimes:</p> <p>(continued on next page)</p>		

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<p>F 0842</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>A review of Resident #4's MDS revealed a BIMS of 12 out of 15 which indicated the resident's cognition was moderately impaired. The MDS revealed that Resident #4 required partial/moderate assistance with personal hygiene. The MDS revealed that the resident required substantial or maximal assistance with toileting hygiene. The MDS further revealed that Resident #4 required partial or moderate assistance to transfer to and from a bed to a chair or wheelchair.</p> <p>A review of Resident #4's CP initiated on 09/09/2024 revealed a Focus that the resident had self-care performance deficits related to fatigue and difficulties with using the right side of the body. Interventions included: assistance of one staff with personal hygiene, and one or two staff for toileting hygiene. The CP further revealed that Resident #4 required the assistance of one or two staff to move between surfaces as needed.</p> <p>A review of Resident #4's DSR and PNs for the month of October 2024 revealed no documented evidence to indicate that the resident's ADL care was provided or that the resident refused care on the following dates and shifts:</p> <p>Personal hygiene:</p> <p>7:00 AM to 3:00 PM shift on: 10/08/2024, 10/23/2024, and 10/31/2024.</p> <p>3:00 PM to 11:00 PM shift on:</p> <p>10/02/2024, 10/03/2024, 10/08/2024, 10/09/2024, 10/12/2024, and 10/13/2024.</p> <p>Toileting Hygiene:</p> <p>7:00 AM to 3:00 PM shift on:</p> <p>10/08/2024, 10/23/2024, and 10/31/2024.</p> <p>3:00 PM to 11:00 PM shift on: 10/02/2024, 10/03/2024, 10/08/2024, 10/09/2024, 10/12/2024, and 10/13/2024,</p> <p>11:00 PM to 7:00 AM shift on: 10/03/2024, 10/14/2024, 10/15/2024, 10/17/2024, 10/18/2024, 10/19/2024, 10/20/2024, 10/21/2024, 10/22/2024, 10/24/2024, 10/25/2024, 10/26/2024, 10/27/2024, 10/28/2024, 10/29/2024, 10/30/2024, and 10/31/2024.</p> <p>Chair/bed-to-chair transfer:</p> <p>7:00 AM to 3:00 PM shift on: 10/08/2024, 10/23/2024, and 10/31/2024.</p> <p>3:00 PM to 11:00 PM shift on: 10/03/2024, 10/08/2024, 10/09/2024, 10/12/2024, and 10/13/2024.</p> <p>11:00 PM to 7:00 AM shift on: 10/03/2024, 10/14/2024, 10/15/2024, 10/17/2024, 10/18/2024, 10/19/2024, 10/20/2024, 10/21/2024, 10/22/2024, 10/24/2024, 10/25/2024, 10/26/2024, 10/27/2024, 10/28/2024, 10/29/2024, 10/30/2024, and 10/31/2024.</p> <p>(continued on next page)</p>		

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<p>F 0842</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>During an interview with the surveyor on 01/21/2025 at 1:55 PM, the CNA stated that care provided, including the assistance residents required to eat and the percentage of meals eaten were documented on the residents' ADL sheets. The CNA further stated that residents who stayed in bed were turned and positioned every two hours.</p> <p>During an interview with the surveyor on 01/21/2025 at 4:34 PM, the Director of Nursing (DON) stated that turning and positioning were standard care for residents who lacked bed mobility. The DON stated that turning and positioning was expected to occur every two hours and that CNAs and any staff could do position changes.</p> <p>During the same interview the DON stated that documentation was important in order to have a record of the care that was provided to residents. The DON stated that documentation was a way for staff to take accountability for their actions. The DON confirmed the presence of blank spaces on Resident #3's DSR. The DON stated that CNAs were responsible for completing ADL documentation in POC, (a computer system which enables CNAs to document ALDs). The DON further stated that documentation expectations was a part of the orientation that the facility provided to all employees.</p> <p>Review of the facility policy, Activities of Daily Living (ADLs), with a Date Implemented, of 9/1/2024, revealed, Care and services will be provided for the following activities of daily living: 1. Bathing, dressing, grooming, and oral care; 2. Transfer and ambulation; 3. Toileting; 4. Eating to include meals and snacks. Further review of this policy revealed, A resident who is unable to carry out activities of daily living will receive the necessary services to maintain good nutrition, grooming, and personal and oral hygiene.</p> <p>Review of the facility's undated job description document for the position Certified Nurse Assistant revealed that the following under Major Duties and Responsibilities, Assists residents with or performs activities of daily living for resident in accordance with care plans and established policies and procedures. This section of the CNA job description document further revealed, Completes flow sheets daily to indicate that the specified task was done.</p> <p>NJAC 8:39-35.2 (f)</p>		