

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 335112	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 01/16/2026
NAME OF PROVIDER OR SUPPLIER Brothers of Mercy Nursing & Rehabilitation Center		STREET ADDRESS, CITY, STATE, ZIP CODE 10570 Bergtold Road Clarence, NY 14031	
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 - Potential for minimal 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>Based on observation, interview and record the facility did not provide a safe, clean, comfortable and homelike environment for two (2) (3 East and 4 West) of six (6) shower rooms. Specifically, the 3 East and 4 [NAME] shower rooms had issues that involved dirty floors and drains, and standing water on multiple days. Additionally, there were unlabeled personal care items were stored on the shelf in the 4 [NAME] shower room. Resident #223 was involved. The findings are: The procedure titled Cleaning Schedules: Housekeeping dated 04-16 documented a cleaning schedule is followed to control the spread of infection. Shower rooms were to be cleaned daily following the specific infection control directives, and the shower room walls were to be cleaned monthly. The procedure titled Cleaning Shower Rooms/Chairs: Housekeeping dated 11-16 documented shower rooms/chairs are cleaned daily to control the spread of infection. Shower and tub room cleaning included to disinfect and clean walls and doors (spot clean if visibly soiled), make sure floor area was free from dirt and debris and then mop. The procedure titled Infection Control Program dated 11/2024 documented the Infection Control Program establishes guidelines to follow to provide a safe, sanitary and comfortable environment, which helps to prevent the development and transmission of disease and infection. Three East Shower Room: Intermittent observations and interviews revealed the following: During an observation on 01/12/2026 at 11:30 AM a brown substance was observed on the floor in the first shower stall in the 3 East shower room. During an observation on 01/13/2026 at 9:50 AM the same brown substance remained on the shower room floor. During an observation on 01/13/2026 at 3:36 PM the brown substance was no longer visible on shower room floor. During an interview on 01/13/2026 at 3:36 PM, Certified Nurse Aide #15 stated if the substance was a bodily fluid, certified nurse aides, not maintenance, were responsible for cleaning it. They stated they did not provide showers on 01/12/2026 or 01/13/2026. They stated they were uncertain how often the shower room was cleaned but believed it should be disinfected between each resident to prevent cross contamination. During an interview on 1/14/26 at 3:09 PM, Certified Nursing Aide #16 stated it was important to keep the shower clean in between residents. They stated they would not want to take a shower in a dirty environment, and the shower room was part of the resident's home. During an interview on 01/16/2026 at 11:11 AM, Certified Nursing Aide #3 stated they saw the brown substance on the 3 East shower stall floors on 01/13/2026, believed it to be human feces and cleaned and disinfected the area immediately. They stated they did not know how long the substance had been present but stated the shower rooms are hot spots for germs and that some residents have open wounds, increasing the importance of cleanliness. Four [NAME] Shower Room: Intermittent observations and interviews revealed the following: -01/12/2026 at 10:35 AM, 01/14/2026 at 9:21 AM, and 01/15/2026 at 8:49 AM the first shower stall, nearest to hallway had three, eleven-ounce shaving creams opened and unlabeled; one, four-ounce tube of moisturizing body cream and one, four-ounce tube of skin guard unlabeled and used on the corner shelf. The second shower stall floor was wet, had standing water, and hair and</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: 335112
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<p>F 0584</p> <p>Level of Harm - Potential for minimal harm</p> <p>Residents Affected - Some</p>	<p>a bandage covering the drain. Additionally, two, eight-ounce bottles of shampoo and body wash opened and unlabeled, three, three-ounce antifungal body powders, one, eleven-ounce shaving cream unlabeled were stored on corner shelf in the shower stall. -01/15/2026 at 10:06 AM, Resident #223 was seated in a shower chair in the second stall receiving assist with their shower. Certified Nurse Aide #7 was heard stating there was a flood in here. -01/15/2026 at 10:48 AM, Resident #223 stated that something was not draining right while they were in the shower. When asked how their shower was and they stated, come on, luke warm water, sitting on a stool with this much water on the floor, demonstrating with their fingers that the water was standing approximately a half inch on the shower floor. They stated it was not like taking a shower at home. -01/15/2026 at 10:54 AM, Certified Nurse Aide #7 stated they were responsible for cleaning up what supplies they brought into the shower room and wiping down the shower chair so that it was ready for the next residents' use. They stated they believed it was the housekeeper responsible for cleaning the shower room floors. They stated the floor did not look clean prior to giving Resident #223 a shower. They stated there was hair and a bandage blocking the drain. They stated the floor should have been cleaned prior to giving a shower for infection control purposes. They stated resident care items, shaving cream, powders, shampoo & body wash, creams should be labeled, so they know who they belong to and should not be used for another resident. -01/15/2026 at 11:04 AM, Licensed Practical Nurse #1 stated that the shower stall did not appear clean and sanitary because there was soap scum, hair over the drain, gauze bandage and what appeared to be stool (feces) smeared on the floor. They stated unlabeled personal care items should not be stored in the shower room and did not know who they belonged to. They stated it nobody should be using another resident's stuff. -01/15/2026 at 11:13 AM, Housekeeping/Laundry Supervisor stated it was the responsibility of the housekeeper to wash the shower floors and wipe down shower tiles every- day shift for safety and infection control purposes. They stated the shower floor looked dirty and needed to be scrubbed. They stated the shower room condition was not homelike. They stated residents deserved to take a shower in a clean shower room. Additionally, they stated personal care items should not be kept in the shower room, the aides were responsible for removing them. -01/15/2026 at 12:00 PM, Housekeeper #1 stated 4 [NAME] was their assigned floor. They stated it was their responsibility to check to see if the shower room floors were dirty, sweep, mop, wipe down shelves in the stalls. They stated they completed this as needed, sometimes everyday if needed. They stated the last time they mopped the shower room was last Wednesday (01/07/2026). They stated it was important that the shower room was cleaned because of germs. -01/15/2026 at 12:05 PM, Housekeeper #1 observed the 4 [NAME] shower room and stated it needed to be cleaned, there was loose hair, dust bunnies over the drain; the brown tinged water (standing water) should not be there and looked like soap scum. They stated the shower stall was not sanitary and they should have cleaned it since last Wednesday. They stated they did not have a reason why they had not cleaned it and would take care of it. -01/16/2026 at 12:43 PM, the Director of Environmental Services stated they expected housekeepers to mop the shower room floors, spray down the walls to disinfect them daily. They stated it was important to keep the shower rooms clean, and homelike. 10 NYCRR 415.5(h)(2)</p>		