

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 335164	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 06/18/2025
NAME OF PROVIDER OR SUPPLIER Humboldt House Rehabilitation and Nursing Center		STREET ADDRESS, CITY, STATE, ZIP CODE 64 Hager Street Buffalo, NY 14208	

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 0925</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Make sure there is a pest control program to prevent/deal with mice, insects, or other pests.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on observation, interview, and record review conducted during a Complaint Investigation (Complaint #NY00379533) the facility did not maintain an effective pest control program so that the facility was free of rodents for three (first, third, and fourth floors) of four resident use floors. Specifically, there were multiple observations of dead rodents in traps, evidence of rodent droppings, and complaints of rodent sightings in resident rooms.</p> <p>The findings are:</p> <p>1a. Observations on the third floor on 6/18/25 between 8:54 AM and 10:00 AM revealed the following:</p> <p>-Five rodent droppings observed inside Resident room [ROOM NUMBER] in the far-right corner of the room, to the side of the large wardrobe.</p> <p>-In Resident room [ROOM NUMBER], the three-drawer dresser in center of room had ten to twelve rodent droppings inside the drawers. There was a cookie wrapper inside a drawer with several droppings in the wrapper. Also, about twelve rodent droppings were observed on the floor in this room's closet in the far corner, the base of the wall in that area was crumbled in an area of about six inches wide by four inches high. Approximately twelve rodent droppings were observed mixed with crumbled bits of the wall. Also, six to seven rodent droppings were observed outside of this closet in the corner of the room.</p> <p>-In Resident room [ROOM NUMBER], in the presence of the Housekeeping Supervisor, four dead mice in a metal box were observed under the bed on the right side of the room. Continued observation revealed rodent droppings were in each drawer of the nightstand to the right of the entrance, especially the bottom drawer, which had about 50 droppings. There were ten rodent droppings on the floor in the corner closet. Additional observation revealed approximately 20 rodent droppings were on top of the nightstand on the right side of the room, behind the resident's television. Also, inside the nightstand next to the right-side bed, there were three rodent droppings observed in the top drawer, with a poured glass of milk. Approximately four rodent droppings were observed on the floor in the far-left corner of Resident room [ROOM NUMBER]. About 20 rodent droppings were observed on the floor near the window-side bed, along the wall under window. Additionally, pieces of pink insulation were observed on the floor under the window, which appeared to have been ripped out from the window's edge. Also, the nightstand between the windows inside Resident room [ROOM NUMBER] had about ten rodent droppings in the second drawer, a few more droppings in the third drawer, and about 40 droppings in the bottom drawer of that same nightstand.</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 0925</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>During interviews on 6/18/25 between 8:54 AM and 10:00 AM, third floor residents stated the following:</p> <ul style="list-style-type: none"> -Resident #1 stated they saw a live mouse in their room a few days ago, and it ran across the room. -Resident #2 stated they saw a live mouse in their room about two weeks ago, and rodents had been an issue in the building for more than six months, but it had gotten better over the last six months. -Resident #3 stated they saw a mouse running across the heat vent that went across the length of their room, but they had seen no droppings or rodent sightings elsewhere in their room. Resident #3 also stated rodents did not scare or upset them, but they were annoying and would not choose to live with them. -Resident #4 stated rodents ran along the wall, behind their bed. -Resident #5 stated they saw a rodent last night, running across the floor in their room and there had been rodents in their room the whole time they had been at this facility, which was about six months. <p>On 6/18/25 at 9:22 AM, Certified Nurse Aide #1 stated they saw a live mouse a couple of weeks ago in Resident room [ROOM NUMBER]. At the time of the interview, Certified Nurse Aide #1 observed the droppings in resident room [ROOM NUMBER] and stated they were definitely rodent droppings, and it needed to be taken care of.</p> <p>On 6/18/25 at 9:47 AM, the Housekeeping Supervisor stated a mouse was observed in Resident room [ROOM NUMBER] about two weeks ago and the room was deep cleaned right away. At the time of the interview, the Housekeeping Supervisor observed the rodent droppings in Resident room [ROOM NUMBER] and stated they were not aware of the droppings in room [ROOM NUMBER]. They stated they had just been promoted to Housekeeping Supervisor and they were not familiar with the facility's deep cleaning schedule, but rodent droppings should never be present in a resident room because housekeeping staff should be cleaning, wiping, and checking for things like that every day. The Housekeeping Supervisor stated Resident room [ROOM NUMBER] needed a deep cleaning due to the rodent droppings.</p> <p>On 6/18/25 at 10:10 AM, Licensed Practical Nurse #1 stated they were not aware of any current rodent issues on the third floor, but if they did hear of an issue, they would call maintenance, who can clean out the trap. Licensed Practical Nurse #1 stated the risk of having mice in the building was that some people could be allergic, and it was not healthy or safe to live with mice. They stated all food and snacks needed to be sealed tightly, and there should not be any open snacks.</p> <p>On 6/18/25 at 10:20 AM, the Director of Nursing stated they had been working at this facility for about two months, and in that time, they had not seen a rodent in the facility themselves. They stated they heard from staff that others had seen mice in the facility, but there was no specific current issue that they were aware of. The Director of Nursing stated Maintenance staff had set out traps and an exterminator was available. At the time of the interview, the Director of Nursing observed the rodent droppings inside Resident room [ROOM NUMBER] and stated it had to be addressed immediately. They stated they would not want to live with rodents, and it was a health concern.</p> <p>(continued on next page)</p>		

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<p>F 0925</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>1b. Observations on the fourth floor on 6/18/25 between 10:30 AM and 11:40 AM revealed the following:</p> <p>-Approximately ten rodent droppings were observed behind the dresser that was located under the window in Resident room [ROOM NUMBER]. Two additional rodent droppings were observed inside the drawers of the dresser at the windows and four rodent droppings were observed in the bottom drawer of the dresser located to the left of the bathroom door.</p> <p>-In Resident room [ROOM NUMBER], observed two dead mice in a metal box under the window.</p> <p>-In Resident room [ROOM NUMBER], observed five rodent droppings inside the top two drawers of the dresser on the left wall. Additional observation in Resident room [ROOM NUMBER] revealed many brown crumbs inside the drawers behind the door.</p> <p>During interviews on 6/18/25 between 10:30 AM and 11:40 AM, fourth floor residents stated the following:</p> <p>-Resident #6 stated they had seen rodents in their room, but not in a while.</p> <p>-Resident #7 stated they had seen more than one mouse in their room.</p> <p>On 6/18/25 at 11:00 AM, Certified Nurse Aide #2 stated they had not seen rodents on the fourth floor, as they were constantly cleaning up inside drawers because residents were likely to put food in drawers and leave it, which could attract pests. At the time of the interview, Certified Nurse Aide #2 observed the two dead mice inside Resident room [ROOM NUMBER] and stated they had not even noticed the trap in the room before and there should not be any mice in any resident's room.</p> <p>On 6/18/25 at 11:17 AM, Registered Nurse Unit Manager #1 stated it was not healthy to live in a room with mice. They stated they had not personally seen any mice on the fourth floor prior to the two dead mice observed in Resident room [ROOM NUMBER] at this time. They stated some residents on the fourth floor could communicate effectively, but some residents would not be able to communicate something like that. Registered Nurse Unit Manager #1 stated mice could cause breathing issues or health issues for residents, and it was important to not keep food around. On 6/18/25 at 11:35 AM, Registered Nurse Unit Manager #1 observed the rodent droppings in the dresser inside Resident room [ROOM NUMBER] and was shown the large number of brown crumbs behind the door in that room. Registered Nurse Unit Manager #1 stated this resident liked to hoard silverware and they had checked the dresser drawers in this room last week specifically for silverware, and did not notice any droppings then. They stated if they had been aware of the rodent droppings inside Resident room [ROOM NUMBER], they would have told Housekeeping right away for a deep cleaning and flagged it as a hot room, which meant a room that staff were to keep a close eye on for any reason, including food, hoarding, residents that picked up others' belonging, or rodent droppings. They also stated they believed the brown crumbs were crumbled cookies and needed to be cleaned up.</p> <p>1c. Observation on the first floor on 6/18/25 at 2:04 PM revealed two metal rodent box traps were inside the Dry Goods Room. The metal box trap closest to the tall metal storage units had one dead mouse in it. Continued observation revealed rodent droppings were located behind the tall metal cabinets on both sides, approximately 40 droppings total in this area.</p> <p>(continued on next page)</p>		

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<p>F 0925</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>At the time of the observation, the Dietary Supervisor stated some of the rodent droppings behind the cabinets looked older and some looked newer. They stated they had worked at the facility since December and had not seen any rodents in that time but were aware of a rodent concern in the Kitchen about one month ago.</p> <p>During an interview on 6/18/25 at 12:36 PM, the Regional Maintenance Director stated they had been in their job title since November 2024 and in that time, they had never seen a mouse in the building but was aware that rodents had been caught in traps. The facility changed licensed exterminators last year and there had been improvement since the new exterminator took over. They stated when a rodent was caught in a trap, staff would inform Maintenance staff, who would change the glue paper in the trap and let the licensed exterminator know. They stated most of the rodent activity was on the first floor, but the licensed exterminator treated the whole building. The Regional Maintenance Director also stated the facility had a Housekeeping Director, but that person was not in the building today.</p> <p>2. Observation on the exterior of the facility on 6/18/25 at 1:00 PM revealed the garbage compactor area had various garbage items on the ground. These items included a ripped bag of vanilla pudding mix, soap bottles, soiled cloths, one soiled brief, restaurant coffee cups, soda bottles, a food takeout clamshell container, ripped up cardboard boxes, and a large torn garbage bag with food that was located under the stairs. Continued observation revealed about 60 tater tots, French fries, used gloves, empty juice containers, and ripped food packaging were located on the ground under the stairs next to the torn bag. Also, one empty hard plastic cup was on the stairs. Additionally, many live flies were observed around the garbage compactor.</p> <p>During an interview on 6/18/25 at 1:05 PM, the Food Service Director stated they had been working at the facility for one week, and cleaning in the Kitchen had been their focus. They stated as far as they knew, the three managers from dietary, housekeeping, and maintenance were all in charge of maintaining the garbage area. The Food Service Director stated the area around the garbage compactor really needed to be cleaned. They stated their focus was to train new staff on serving timely meals and they had already planned to have two extra staff members come in for deep cleaning tasks tomorrow. The Food Service Director stated they saw the flies, trash, food, and nursing items (including used incontinent briefs) around the compactor. They additionally stated in the week that they had worked at the facility, they had not observed any rodents in the Kitchen or Dry Goods Room.</p> <p>During an interview on 6/18/25 at 1:13 PM, the Regional Maintenance Director stated the items on the ground around the compactor looked like housekeeping and dietary items. The Regional Maintenance Director stated there was an overnight Maintenance Worker who cleaned the area around the garbage compactor, but that person was currently on vacation. They stated the condition of the area around the compactor was ridiculous, with a lot of flies, food containers, food, drink containers, used gloves, possibly a used resident brief, and possibly soiled linens. They stated nothing was wrong with compactor, and they were not sure how all these items ended up on the ground because they all belonged in the compactor, and this could attract rodents.</p> <p>(continued on next page)</p>		

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<p>F 0925</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>During an interview on 6/18/25 at 1:20 PM, the Administrator stated the facility had been working to get the area cleaned up. The Administrator stated the garbage compactor froze up a couple of weeks ago, but this area should have been cleaned since repairs were completed. The Administrator stated they saw the flies flying around the area and the tater tots on the ground likely came from the torn bag. They stated there was a possibility to attract rodents if there was food present. The dirty cloths on the ground could have been from maintenance or housekeeping and were not necessarily from nursing or from resident care. They stated the area needed to be cleaned up.</p> <p>Review of an internal maintenance work order dated 5/1/25 revealed it stated mice had gotten into the bread in the kitchen and the bread had to be discarded. There was also a comment that the licensed exterminator would be notified.</p> <p>Review of the most recent licensed exterminator's Service Inspection Report dated 6/17/25 revealed a Condition/Observation reported on 3/5/25 was excessive food spillage, litter, or debris stored too close to building and it was reviewed 6/9/25. Another Condition/Observation reported on 3/5/25 was garbage accessible to rodents, compactor overflowing, piles of garbage on ground and it was reviewed 6/9/25.</p> <p>On 6/18/25 at 1:35 PM, the Regional Maintenance Director stated the garbage compactor did freeze up more than once, and it might have happened around 6/9/25, but they could not be sure. They stated the licensed exterminator checked all the rodent boxes every time they came to the facility, which was every two weeks.</p> <p>During interviews on 6/18/25 between 2:14 PM and 2:30 PM, the Administrator stated the dietary, maintenance, and housekeeping departments were all responsible together for maintaining the garbage compactor area. They added that Maintenance staff were not supposed to remove any catches from the rodent traps, but they were to tell the exterminator, and the exterminator would take care of it so they could track the activity and the trends. Additionally, the Administrator stated the facility had no policy on pest control or garbage disposal, but the facility followed the licensed exterminator's program. Additionally, on 6/18/25 at 3:36 PM, the Administrator stated the licensed exterminator's reports had not shown increased rodent activity lately and there were no new staff, resident, or family complaints related to rodents recently, and nothing had been mentioned recently in Resident Council about rodents. Weekly environmental rounds by department heads had continued and there had been no mention of rodents or droppings recently during those rounds. The Administrator also stated the licensed exterminating company had been changed last year and they did see improvement with the new exterminating company, but there was always room for improvement.</p> <p>10 NYCRR 415.29(j)(5)</p>		