

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  335184	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  09/11/2024
NAME OF PROVIDER OR SUPPLIER  Van Duyn Center for Rehabilitation and Nursing		STREET ADDRESS, CITY, STATE, ZIP CODE  5075 West Seneca Turnpike Syracuse, NY 13215	

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>Note: The nursing home is disputing this citation.</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><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 27522</b></p> <p>Based on observation, record review, and interviews conducted during the abbreviated survey (NY00353684), the facility did not ensure a safe, clean, comfortable, and homelike environment for 4 isolated resident rooms (Rooms 423, 425, 323, and 325) reviewed. Specifically, the water temperatures were not maintained within acceptable levels for Rooms 423, 425, 323, and 325.</p> <p>Findings include:</p> <p>The September 2024 Water Temperature Check log documented 35 rooms had water temperatures measured and all were within the acceptable water temperature range of 90 degrees Fahrenheit to 120 degrees Fahrenheit. room [ROOM NUMBER] was measured on 9/3/2024 at 117.1 degrees Fahrenheit. rooms [ROOM NUMBER] were not sampled as of 9/10/2024.</p> <p>A vendor invoice dated 9/9/2024 documented a new circulator pump was ordered on 8/29/2024.</p> <p>During an observation on 9/10/2024 between 9:43 AM and 10:16 AM, the following water temperatures were measured:</p> <ul style="list-style-type: none"> <li>- the water in the sink of resident room [ROOM NUMBER] was 70 degrees Fahrenheit.</li> <li>- the water in the sink of resident room [ROOM NUMBER] was 70 degrees Fahrenheit.</li> </ul> <p>During an observation on 9/10/2024, between 10:20 AM and 10:36 AM, the following water temperatures were measured:</p> <ul style="list-style-type: none"> <li>- the water in the sink of resident room [ROOM NUMBER] was 80 degrees Fahrenheit.</li> <li>- the water in the sink of resident room [ROOM NUMBER] was 80 degrees Fahrenheit.</li> </ul> <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>Note: The nursing home is disputing this citation.</p>	<p>During an interview on 9/10/2024 at 10:45 AM, the Director of Plant Operations stated there was one water circulating pump replaced on 9/5/2024 and another one was replaced on 9/9/2024. While the pump on 9/5/2024 was being replaced, water was being directed to the other pump. At no point was hot water disconnected within the facility, the water temperatures were recorded each day, and they had not heard of any cold water issues from Management. Resident rooms with the 70 degree Fahrenheit and 80 degree Fahrenheit water were on a specific water line moving vertically from the third floor to the seventh floor. This covered a block of third floor resident rooms (323 to 325) up to a block of sixth floor resident rooms (623 to 625). The valves for the hot water were located on the seventh floor, and the valves for the cold water were located on the third floor. They stated the acceptable water range was 90 degrees Fahrenheit to 120 degrees Fahrenheit. A coworker had adjusted the hot water cooler temperatures while the surveyor had been taking the water temperatures on the morning of 9/10/2024, and that they were not aware of this.</p> <p>During an interview on 9/10/2024 at 12:15 PM, the Administrator stated that within the last week no residents or family members had complained about cold water. The acceptable water temperature range was 90 degrees Fahrenheit to 120 degrees Fahrenheit. The Administrator verified the facility did daily water temperatures checks except on the weekends and had given permission for both circulating pumps to be replaced. There were audits and systems in place to ensure that water temperatures stayed within acceptable range. The Administrator stated all residents should get hot showers.</p> <p>During an interview on 9/10/2024 at 12:18 PM, the Director of Plant Operations stated it took 45 minutes to replace each water circulator pump.</p> <p>During an interview on 9/10/2024 at 12:37 PM, the complainant stated there was no hot water in the facility from Thursday to the next Tuesday.</p> <p>During an interview on 9/10/2024 at 12:45 PM, Resident #2 stated the water in room [ROOM NUMBER]'s sink was cold for the last three days. They stated they could not get out of bed and staff would get water for their bed bath.</p> <p>During an interview on 9/10/2024 at 1:45 PM, Certified Nurse Aide #3 stated the facility had hot water and it may have to run awhile before it got hot. A bed bath was considered a certified nurse aide task. They would run the sink water while getting the supplies for the bath. They had never been told to run the water prior to a bed bath or a shower, and just did this on their own. They had been working on this section of the facility for twenty years and there had never been cold water issues in resident rooms 323, 324, or 325. They stated the acceptable water range was 90 degrees Fahrenheit to 120 degrees Fahrenheit.</p> <p>During an interview on 9/10/2024 at 2:00 PM, Certified Nurse Aide #4 stated they were not covering resident room [ROOM NUMBER] to resident room [ROOM NUMBER] on 9/10/2024 but has covered this area in the past. They stated a bed bath was considered a certified nurse aide task. They would run the sink water, then check with their wrist to ensure the water was not too hot or cold and would let the resident check the water temperature prior to a bed bath or shower so it could be adjusted to a resident's preference. Certified Nurse Aide #4 stated they were not sure what the acceptable hot water temperature range was.</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>Note: The nursing home is disputing this citation.</p>	<p>During an interview on 9/10/2024 at 2:45 PM, the Director of Plant Operations stated that a specific water line moved vertically from the third floor to the seventh floor, and this covered a block of third floor resident rooms (323 to 325) up to a block of sixth floor resident rooms (623 to 625). They stated when the water temperature of room [ROOM NUMBER] sink was measured at 117.2 degrees Fahrenheit. That meant that all other rooms within this vertical water line had acceptable water temperatures as well. There was a mixing valve for each hot water riser, and the cold water temperatures observed must have been caused when the two older circulator pumps had been replaced. They stated the replaced pumps could also affect the water from fluctuating from cold to warm to cold and back to warm again because there was more water flowing through the pipes.</p> <p>10 NYCRR 415.29(j)(1)</p>		