

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  335376	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  05/06/2025
NAME OF PROVIDER OR SUPPLIER  Schoellkopf Health Center		STREET ADDRESS, CITY, STATE, ZIP CODE  621 Tenth Street Niagara Falls, NY 14302	

For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.

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<p>F 0925</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Make sure there is a pest control program to prevent/deal with mice, insects, or other pests.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> Based on observation, interview, and record review during a Complaint Investigation (Complaint #NY00370870), the facility did not maintain an effective pest control program for two (second and third floors) of four resident use floors and the Main Kitchen. Issues included observations of evidence of rodents (dead rodents and rodent droppings) and complaints of rodent sightings in resident rooms. Additionally, on the exterior of the building, used kitchen grease was stored in a manner that had the potential to attract rodents. Residents A, B, C, D, E, F, G, H, I, J, and K were involved.</p> <p>The findings are:</p> <p>The policy and procedure titled Pest Control, effective 11/2024, documented pests can present significant health risks, including the spread of disease, contamination of supplies, and deterioration of hospital infrastructure. The Environmental Services Department is responsible for daily cleaning and maintenance of facilities to minimize conditions conducive to pest infestations. Facilities Management will ensure the physical infrastructure is secure and free of entry points for pests. Food Service will implement sanitation and food handling procedures to prevent pest attraction and contamination in food storage, preparation, and service areas. When an infestation is suspected or confirmed, immediate measures will be taken to address the situation. This may involve the use of pest control specialists, who will assess the infestation and recommend appropriate actions.</p> <p>1a. Observations and interviews on the third floor were as follows:</p> <p>During an interview on 5/6/25 at 8:20 AM, Resident A stated they saw rodents all of the time in their room and in the hallway. They stated, I see them every day, everywhere. They stated they had observed rodents and rodent droppings inside the dining room, where they ate their meals. At this time, approximately ten rodent droppings were observed in Resident A's room inside their tall wardrobe.</p> <p>During an interview on 5/6/25 at 8:28 AM, Resident B stated they had two small mice in their room at different times and the last one was observed about one and a half weeks ago. Resident B stated a male Certified Nurse Aide tried to get it, but they could not. The first one was seen by a nurse under their bed. They stated, I can't sleep at night thinking its crawling around. At this time, a cardboard box was observed behind the dresser in Resident B's room. The box contained two snap traps and one of the snap traps had a dead mouse in it.</p> <p>During an interview on 5/6/25 at 8:32 AM, Licensed Practical Nurse #1 stated the facility was battling mice and an exterminator came in regularly. They stated there had been no resident complaints recently.</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 - Many</p>	<p>On 5/6/25 at 11:37 AM, Licensed Practical Nurse #1 was shown the dead mouse in Resident B's room. They stated they needed to call Housekeeping to get someone to pick it up. They stated they were not aware of the dead mouse in this room, and no one should live with mice in their room, this needed to be taken care of right away.</p> <p>Observation in the third floor Dining Room on 5/6/25 at 8:35 AM revealed rodent droppings along the wall under the window.</p> <p>During an interview on 5/6/25 at 8:43 AM, Housekeeper #1 stated they had seen rodent droppings multiple times in resident rooms [ROOM NUMBERS]. They stated when they saw droppings, they always told their supervisor. Some residents stored food in containers, but the containers weren't always covered, and that could be a problem. Housekeeper #1 stated they swept and mopped the floors of each resident room in their assignment daily.</p> <p>During an interview on 5/6/25 at 8:44 AM, Housekeeping Supervisor #1 stated the radiators in each room in the nursing home were re-caulked and steel wool was used to seal around them. They stated this was done by the exterminating company to eliminate rodent entry points. They stated the exterminator visited the facility every Monday, Wednesday, and Friday and nurses tried to educate residents to not keep open food in their rooms.</p> <p>During an interview on 5/6/25 at 11:19 AM, Resident C stated they had seen rodents all over their room. They stated they last saw a mouse yesterday and the mice did not bother them. At this time, rodent droppings were observed in the bathroom behind the metal garbage can in Resident C's room. Also, rodent droppings were observed on the floor to the left of the tall wardrobe in Resident C's room.</p> <p>Observation on 5/6/25 at 11:26 AM revealed rodent droppings were observed around the black plastic containerized rodent trap under the window in Resident room [ROOM NUMBER].</p> <p>Observation on 5/6/25 at 11:30 AM revealed the lower cover was off the radiator in Resident room [ROOM NUMBER] and there were rodent droppings on the floor under the radiator, and the area was very dusty.</p> <p>During an interview on 5/6/25 at 11:35 AM, Certified Nurse Aide #1 stated they saw a couple of rodents when they first started working at this facility around January 2025, but not much since then. They stated they had just seen the ones stuck in traps, maybe two. Certified Nurse Aide #1 stated residents would tell them if there was something that they were seeing, and the last time a resident said something to them was about a month ago or longer.</p> <p>During an interview on 5/6/25 at 11:44 AM, Resident D's spouse stated they had not seen a rodent in Resident D's room in a few weeks. They stated their spouse did get all excited about the rodents, but it did not bother them personally. At this time, rodent droppings were observed on the floor behind the dresser in Resident D's room.</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 - Many</p>	<p>During an interview on 5/6/25 at 12:00 PM, Resident E stated they had caught two mice in their room in food containers a couple of months ago. The resident stated they were blind. At this time, rodent droppings were observed behind the dresser and droppings were behind the nightstand in Resident E's room. In the top drawer of nightstand, there were rodent droppings. Also, the nightstand had two open shelves, and each had rodent droppings. Resident E had three plastic food containers with lids, which were loosely sitting on the containers, and rodent droppings were on the floor around the plastic food containers, which were to the left of the resident's chair. Additional observation revealed there was a black plastic containerized rodent trap on the floor near the window. There were droppings on floor around the trap and two dead mice were in the trap. Resident E stated, Rodents do not scare me, but it was a pain in the neck if they get into my food, a couple were in my cookies, and I had to throw my cookies away. Resident E stated they could not recall the exact time of that incident. On 5/6/25 at 3:27 PM, Resident E added that it was a while ago that a mouse crawled into their cookie container, and they heard the mouse rustling around the wrapper in the container, which was how they knew it was trapped in there. They stated they were alone in their room when it occurred, but everybody knew about it and staff took pictures of it. They stated they were happy it was caught.</p> <p>On 5/6/25 at 12:10 PM, Licensed Practical Nurse #1 was shown the dead mice and droppings in Resident E's room. Licensed Practical Nurse #1 stated the nightstand drawer needed to be cleaned out and the trap needed to be emptied. They stated the mice and droppings could be old, but that would not be a good thing either. They stated if the droppings were old, that meant they should have been cleaned up by now.</p> <p>Observation on 5/6/25 at 1:31 PM revealed rodent droppings were on the floor between the wall and the brown leather chair inside Resident room [ROOM NUMBER].</p> <p>During an interview on 5/6/25 at 1:34 PM, a family member of Resident F stated they had noted improvement in the rodent situation, with no sightings for a long time, but around a month ago, the rodents popped up again. They stated the rodents did not scare Resident F, but Resident F will report when they had seen one. The family member stated they personally supplied Resident F's room with two snap traps and one glue board trap. They stated they caught one rodent on their glue board trap about one month ago. At this time, rodent droppings were observed on the floor to the right of the radiator, near a small box of rodent bait.</p> <p>Review of the third-floor pest control logbook located at the Nurses' Station revealed entries stated there were rodent sightings on 4/25/25 in Resident room [ROOM NUMBER] at 11:00 PM, in Resident room [ROOM NUMBER], and on 5/6/25 in Resident room [ROOM NUMBER] at 5:00 AM.</p> <p>1b. Observations and interviews on the second floor were as follows:</p> <p>During an interview on 5/6/25 at 8:50 AM, Resident G stated the mice were still around, and they just saw one the other day. It was alive on the top of their dresser.</p> <p>During an interview on 5/6/25 at 8:58 AM, Licensed Practical Nurse #2 stated they had not seen any rodents recently, which was a great improvement. They stated they last saw a rodent in the second floor Dining Room in December 2024. They stated occasionally, residents would make a complaint about a rodent sighting in their room, and they would enter the information into the logbook that served as communication between the staff and the exterminator.</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 - Many</p>	<p>Observation on the exterior of the facility on 5/6/25 at 10:30 AM revealed the dumpster for used kitchen grease had a greasy substance that covered about one-quarter of its lid. The substance was heavily streaked down the left vertical wall of the dumpster and appeared lighter on the right vertical wall. At the time of the observation, the Food Service Director stated the grease dumpster and the area around it were thoroughly scraped, degreased, and cleaned last Monday, and it was spotless at that time. The Food Service Director stated facility staff poured used grease into this dumpster around two times per week and an outside contractor pumped the grease out.</p> <p>1e. Observations and interviews at the loading dock were as follows:</p> <p>Observation from the inside of the loading dock on 5/6/25 at 10:37 AM revealed there were two garage doors. The door on left had two small areas of daylight on each side at the base, one inch wide each. The door on right had two small areas of daylight at the base, one at the end and one in middle, about one-half of an inch wide each.</p> <p>During an interview on 5/6/25 at 10:53 AM, the Director of Environmental Services stated the facility identified potential rodent entry points under the radiator covers. The facility had exterminators remove every radiator cover in the nursing home and seal all holes. This was completed around February 2025. The Director of Environmental Services further stated for about six weeks after completion of project, there were no new complaints of rodent sightings. They stated sweeping and mopping all rooms was an everyday task. Housekeepers were able to do a detailed cleaning of five to six additional rooms each day. The Director of Environmental Services stated a detailed cleaning included cleaning all surfaces and moving and cleaning behind all furniture. They stated if any rodent droppings were sighted, they or the Housekeeping Supervisor would be notified, and the housekeeping staff would be assigned to perform a detailed cleaning of that room. Additionally, on 5/6/25 at 1:08 PM, the Director of Environmental Services stated the exterminator provided the black plastic containerized rodent traps that were placed in most rooms throughout the nursing home. They stated the exterminator checked the boxes when there was a sighting or report, but they did not check every box every time they visited the facility. They stated the cardboard boxes with snap traps were provided by the facility, they were used by facility staff if they heard of something, and the exterminator was not there. On 5/6/25 at 2:46 PM, the Director of Environmental Services stated they were not aware that Resident E claimed to have caught a rodent in a cookie container, and they were not aware of any rodent sightings in Resident E's room. They added that the issue was not 100 percent eradicated yet, and the building was old, which could be a contributing factor.</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 - Many</p>	<p>During a telephone interview on 5/6/25 at 3:02 PM, the Administrator stated the exterminator came to the facility three times per week and there had been significant improvement, but the rodent issue was still a work in progress with on-going audits and checks. The Administrator stated exclusion work around every radiator in the nursing home was done and an outside contractor deep cleaned the kitchen over the course of several nights. They stated the exterminator monitored the sighting logbooks at each Nurses' Station and issues identified by the exterminator were forwarded to the Environmental Services or Maintenance departments and were handled promptly, which led to a decrease in sightings. The Administrator stated they had very few resident or staff complaints regarding rodents lately. The age of the building and its geographic location were factors, according to the Administrator. They stated some of the residents who stored food in their rooms were more compliant than others. The facility provided plastic or metal bins for food storage to any resident and the facility kept extras on-hand and would purchase additional bins as needed. The Administrator stated Activities staff reminded residents at Dining Committee meetings about the importance of proper food storage and that containers were available for anyone that wanted one. They stated the grease dumpster was cleaned weekly, and garbage that was stuck on the top of the grease dumpster could contribute to splattering when grease was poured into it.</p> <p>The Detailed Cleaning Rooms Third Floor Nursing Home report documented Resident A's room was deep cleaned on 5/2/25, Resident B's room was deep cleaned on 4/28/25 and 5/3/25, Resident D's room was deep cleaned on 4/17/25, and Resident E's room was deep cleaned on 4/26/25.</p> <p>The exterminator's Service Inspection Report dated 5/5/25 documented two catches in Dietary were disposed of, and sanitation conditions continued to be maintained.</p> <p>The exterminator's Service Inspection Report dated 4/30/25 documented three catches in Dietary were disposed of. rooms [ROOM NUMBERS] had catches.</p> <p>The exterminator's Service Inspection Report dated 4/28/25 documented four catches in Dietary were disposed of.</p> <p>The exterminator's Service Inspection Report dated 4/24/25 documented heavy rodent pressure was observed on the exterior of the building. The report documented concerns over doors that were left open and trash outside of the receiving dock.</p> <p>The exterminator's Service Inspection Report dated 4/23/25 documented one catch in Dietary was disposed of. The report documented that room [ROOM NUMBER] had one catch that was disposed of, and food debris was noted in that room.</p> <p>10 NYCRR 415.29(j)(5)</p>		