

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  335386	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  05/16/2024
NAME OF PROVIDER OR SUPPLIER  The Grand Rehabilitation and Nursing at Mohawk		STREET ADDRESS, CITY, STATE, ZIP CODE  99 Sixth Avenue Ilion, NY 13357	

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>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 record review, observation, and interview during the abbreviated survey (NY00341788), the facility did not ensure residents had the right to a safe, clean, comfortable, and homelike environment for 3 of 3 resident floors (second, third, and fourth floors). Specifically, the second and third floors had hot water that was not maintained at acceptable temperatures and the second, third, and fourth floors had clean linen supplies that were stained.</p> <p>Findings include:</p> <p>1) Hot Water Not Maintained</p> <p>The facility's Safety of Water Temperature policy, reviewed 1/2024, documented maintenance was responsible for conducting periodic tap water temperature checks and recording the water temperatures in a safety log. The policy did not include any concerns for a lack of hot water.</p> <p>The Daily Water Readings form for 5/2024 documented each morning the hot water of a random room would be measured. For 5/2024, all of the hot water temperatures documented were within the acceptable temperature range of 90 degrees Fahrenheit to 120 degrees Fahrenheit. The form did not include the actual room where the hot water temperature check was made, or what resident floor the temperature was taken.</p> <p>The facility's Maintenance Request log documented:</p> <ul style="list-style-type: none"> <li>- on 3/27/2024, the sink in room [ROOM NUMBER] would not turn on, and that was corrected on 3/27/2024.</li> <li>- On 4/15/2024, the bathroom in room [ROOM NUMBER] had barely any water pressure on the hot side, and that was corrected on 4/18/2024.</li> </ul> <p>No other issues related to water were noted on the second or third floor for 4/2024 and 5/2024.</p> <p>On 5/14/2024, between 11:45 AM and 12:20 PM, the following hot water temperatures were taken on the third floor:</p> <ul style="list-style-type: none"> <li>- shower room [ROOM NUMBER], hot water was 78 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>- Resident room [ROOM NUMBER], hot water was 67 degrees Fahrenheit.</p> <p>- Resident room [ROOM NUMBER], hot water was 75 degrees Fahrenheit.</p> <p>On 5/14/2024, between 12:20 PM and 12:35 PM, the following hot water temperatures were taken on the second floor:</p> <p>- shower room [ROOM NUMBER], hot water was 78 degrees Fahrenheit.</p> <p>- Resident room [ROOM NUMBER], hot water was 82 degrees Fahrenheit.</p> <p>- Resident room [ROOM NUMBER], hot water was 82 degrees Fahrenheit.</p> <p>On 5/14/2024, between 2:45 PM and 3:00 PM, the following hot water temperatures were taken on the third floor:</p> <p>- resident room [ROOM NUMBER], hot water was 74 degrees Fahrenheit.</p> <p>- Resident room [ROOM NUMBER], hot water was 76 degrees Fahrenheit.</p> <p>During an interview on 5/14/2024 at 3:34 PM, the Administrator stated the acceptable hot water temperature range was 90 degrees Fahrenheit to 120 degrees Fahrenheit. They stated they were not aware that the hot water on the second floor and third floor was below 90 Fahrenheit, and it was not acceptable. The Administrator stated after being made aware of unacceptable water temperatures, they adjusted the cold-water valve that had fed the town water into the facility steam water mixing system. They stated staff would contact the maintenance department if there was a water temperature issue and the maintenance department would adjust the water system. The Administrator stated they were not aware the daily temperature recordings from 5/2024 did not document the room in which the hot water was tested , or which floor the room was located. They stated it was important that the facility hot water was maintained between 90 degrees Fahrenheit to 120 degrees Fahrenheit for the safety of residents and staff.</p> <p>During an interview on 5/15/2024 at 9:15 AM, Registered Nurse Manager #7 stated acceptable hot water temperatures ranged from 90 degrees Fahrenheit to 120 degrees Fahrenheit. They were aware of prior hot water issues at the facility, and as the second-floor Unit Manager they had previously contacted the maintenance department about the hot water not being maintained.</p> <p>During an interview on 5/16/2024 at 2:34 PM, Maintenance Technician #3 stated they completed the daily water temperature checks and filled out the Daily Water Readings form. They completed the checks at around 6:30 AM every day by checking the boiler and then working their way down from the roof which took about an hour to complete. They stated the Tempered Water was two gauges on the pipe in the boiler room, the Utility Water was a gauge in the boiler room, and the Dual Temp was also a gauge in the boiler room. They stated they did not record the temperatures that they measured on the resident floors and those were usually the same readings as the Tempered Water. Maintenance Technician #3 stated they only received complaints about the hot water when they had had issues with the boiler, and they would adjust accordingly. Those issues and adjustments were not documented, they just looked to see if it went to the normal temperature.</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>During an observation and interview on 5/16/2024 at 2:40 PM, with the Administrator, Director of Maintenance, and Maintenance and Engineering Coordinator #4 present, the boiler system plumbing was reviewed. The boiler had two lines that split to two mixing valves, with two cold water lines that connected at the mixing valves. One cold water line came from the water softener, the other came from the main water line. The Administrator, Director of Maintenance, and Maintenance and Engineering Coordinator #4 each stated they did not know why only a portion of the water that fed into the building was treated by the water softener.</p> <p>During an interview on 5/16/2024 at 3:55 PM, Certified Nurse Aide #5 stated they had issues with the hot water in the past and were unable to provide care as a result. The lack of hot water prevented them from giving residents their showers and nighttime care at times. The hot water had gotten slightly better recently but had been a problem for several months. The water temperature seemed to be better after 8:00 PM than at 3:00 PM. They stated they would not shower in the facility's water because it was too cold and would not shower a resident either because it was too cold, and they had rescheduled showers or proceeded with other bathing care options such as dry wipes when the water was cold.</p> <p>During an interview on 5/16/2024 at 4:05 PM, Certified Nurse Aide #6 stated they have had issues with the hot water for the past two years. Sometimes it took 10-15 minutes to get hot water, and others times, hot water would not come, and they would have to use a basin and mix water from the coffee machine to give a resident a bed bath instead of a shower. They stated that typically happened about once a week. They stated they would not shower in the water from the facility because it was too cold, and as a result had to resort to other means available to provide care to the residents. Certified Nurse Aide #6 stated they reported the lack of hot water to the other aides and nurses, who would have documented that in the log and relayed that to maintenance.</p> <p>During an interview on 5/16/2024 at 4:12 PM, Registered Nurse Manager #7 stated they received complaints about the hot water a couple of times and those were reported to administration and maintenance. They stated they preferred the water to be hot, did not think the water at the facility was hot enough for themselves to shower, but it was within the regulations. When the residents stated the water was too cold, they were offered to shower at another time or were provided with a bed bath.</p> <p>During an interview on 5/16/2024 at 4:20 PM, Resident #3 stated they were not able to wash their personal care device due to the lack of hot water at the facility. They stated about 2 or every 3 attempted showers would be cancelled due to the lack of hot water. The laundry had also been impacted and at one time had to be sent out because the facility did not have any hot water, or it was delayed about a week due to the lack of hot water.</p> <p>During an interview on 5/16/2024 at 4:58 PM, Certified Nurse Aide #9 stated they have had problems with the hot water every day and that had prevented them from providing care to the residents. They stated they would verbally report that they were not able to provide care due to the lack of hot water to their Supervisor and wrote it in the maintenance logbook. It could take hours to get hot water on the Unit, or it did not come at all which was not right for the residents to wait for care. They would not shower in the water at the facility because it was always cold and never hot.</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>During an interview on 5/16/2024 at 5:06 PM, Certified Nurse Aide #10 stated they have had problems with the hot water on average 3 times a week which had resulted in them looking for alternate methods to provide care to the residents. They stated they would start with hot water, but that would run out and go completely cold after a couple minutes. They would let that go 15 to 20 minutes to see if it warmed up again to resume care, which was not right to have the residents wait. They stated they would report that to the nurse and asked them to call maintenance because the residents needed showers. They stated the hot water was better after 7:00 PM, but they were typically trying to give showers between 2:00 and 3:00 PM and the water was too cool then. They stated they would not shower in the facility's water because it was too cold for them.</p> <p>During an interview on 5/16/2024 at 5:16 PM, Resident #4 stated the facility had been having trouble with the hot water, they were unable to get a shower, and the facility had been providing a bed bath instead.</p> <p>During an interview on 5/16/2024 at 5:39 PM, Licensed Practical Nurse #11 stated they had received complaints from residents about the water temperature almost every time they attempted to provide care with the hot water because it was too cold. They stated they wrote those complaints in the maintenance book and attempted to get ahold of maintenance, but those staff left at 3 PM so nothing would be done until those staff came in the next morning. They stated they were told not to let the hot water run because it would run out. If they had hot water, it only stayed hot for about 5 minutes. Licensed Practical Nurse #11 stated they would not shower in the water at the facility because it was uncomfortably cold. The lack of hot water had prevented them from providing care at least once a week, sometimes more.</p> <p>During an interview on 5/16/2024 at 6:00 PM, the Administrator stated they had replaced both mixing valves a few months ago. Today, a seized valve on a line that fed one mixing valve was replaced and they hoped that would fix the problem. To assist the issue in the building, they had moved the laundry services to an overnight shift so there would be less competition with the hot water. They stated there were not aware of any issues with the hot water that prevented the laundry from having been completed or delayed.</p> <p>2) Clean Linen Supplies Looked Unclean</p> <p>On 5/14/2024, between 12:53 PM and 1:15 PM, the following rooms were fully stocked with clean linen supplies, and there were clean linens that were stained and looked unclean: the fourth floor north clean linen room; the fourth floor south clean utility room; the third floor north clean linen room; the third floor south clean utility room; the second floor north clean linen room, and</p> <p>the second floor south clean utility room.</p> <p>During an interview on 5/14/2024 at 1:20 PM, the Director of Housekeeping and Laundry stated they had been employed as Director for 3 years and had noticed that the town water would turn the white clean linens into an ivory yellow color when washed. They stated they told the previous Administrator about this but had not told the current Administrator. The Director of Housekeeping and Laundry stated they had not mentioned the discolored clean linens during the quarterly quality assurance meetings. They stated all clean linen supplies would get washed prior to bringing them to the resident floors.</p> <p>(continued on next page)</p>		

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