

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 335397	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 09/02/2025
NAME OF PROVIDER OR SUPPLIER Orchard Rehabilitation & Nursing Center		STREET ADDRESS, CITY, STATE, ZIP CODE 600 Bates Road Medina, NY 14103	

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)
F 0725 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	Provide enough nursing staff every day to meet the needs of every resident; and have a licensed nurse in charge on each shift. (continued on next page)

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 0725</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Based on interview and record review conducted during a Complaint investigation (NY00358687-745392) completed on 09/02/2025, the facility did not ensure sufficient nursing staff to attain or maintain the highest practicable physical, mental, and psychosocial wellbeing of each resident. Specifically, the facility did not ensure there was sufficient nurse staffing to meet the needs of the residents in accordance with their preferences and plans of care. The finding is: Review of the Dear Administrator letter 23-11 dated 06/30/23 sent to the nursing home administrators informing them that starting 04/01/2022 nursing homes were required to have an average daily staffing of 3.5 hours of care per resident per day with 2.2 hours for Certified Nurse Aides and 1.1 hours for Licensed Practical Nurses or Registered Nurses. The policy Nursing Staffing, revised 04/28/2025 documented the facility shall maintain sufficient nursing staff, including licensed nurses and nurse aides, to provide nursing and related services that ensure resident safety and the attainment or maintenance of the highest practicable physical, mental, and psychosocial well-being of each resident. Staffing shall be aligned with resident assessments, care plans, acuity, diagnoses, and the facility assessment. Staffing levels (licensed and unlicensed) must meet residents' individualized care needs, not merely minimum state requirements. The Facility Assessment, dated 06/02/2025, documented every resident is assessed on an individual basis and care is tailored to those needs. The facility is licensed for 160 beds with an average daily census of 142. Additionally, the Facility Assessment documented the following total number needed or average or range of facility resources needed to provide competent support and care of resident population every day and during emergencies:- Licensed nurses providing direct care four (4) day shift, three (3) night shift- Nurse aides six (6) - 21. The undated, untitled document provided by the facility on 09/02/2025, identified by the Administrator as the licensed nurses and nurse aide total hours and facility census 08/01/2025 through 08/29/2025 included the following:- 08/09/2025 - resident census 150; Licensed nurse hours 135.5 or 0.9 hours per resident per day; Certified Nurse Aide hours 237 or 1.58 hours per resident per day. Based on the census there was not the required number of Licensed Nurse or Certified Nurse Aide hours per day.- 08/10/2025 - resident census 147; Licensed nurse hours 119.25 or .8 hours per resident per day; Certified Nurse Aide hours 284 or 1.9 hours per resident per day. Based on the census there was not the required number of Licensed Nurse or Certified Nurse Aide hours per day.- 08/24/2025 - resident census 147: Licensed nurse hours 141.5 or .96 hours per resident per day; Certified Nurse Aide 240.25 or 1.63 hours per resident per day. Based on the census there was not the required number of Licensed Nurse or Certified Nurse Aide hours per day. During an interview on 08/28/2025 at 8:32 AM, Resident #4 stated they wait over an hour for their call light to be answered, staff often come into the room to answer the light, but staff are unable to locate another staff member to assist. During an interview on 08/28/2025 at 8:56 AM, Resident #1 stated they sometimes wait for over an hour for their call light to be answered, especially on the second and third shift and weekends. They stated they have waited up to three (3) hours for assistance to the bathroom and at times have used the bathroom unassisted to avoid having an accident. During an interview on 09/02/2025 at 8:20 AM, Resident #7 stated staffing is absurd, we are lucky if the call light gets answered on the weekends. During a telephone interview on 09/02/2025 at 9:06 AM, the Director of Human Resources/Scheduler stated they were responsible to create the nursing schedule, and the minimum number of licensed nurses was four (4) on day shift and three (3) on night shift and the minimum number of Certified Nurse Aides was six (6) on day, evening and night shift. During an interview on 09/02/2025 at 5:42 AM, Certified Nurse Aide #1 stated there were 56 beds on the unit and when they were responsible 14 residents, they were unable to complete showers, turn and position, or toilet residents per the plans of care. They stated they had to rush to complete basic care, and it was not fair to the residents. During an interview on 09/02/2025 at 5:50 AM, Licensed Practical Nurse #1 stated they are responsible for 40 residents on the day shift and medications are often administered late. During an interview on 09/02/2025 at 9:40 AM, Licensed Practical Nurse (Unit Manager) #2 stated staffing looks good on paper, but then there are call ins. Medications were not always administered on time when one (1) nurse was responsible for 40 residents. During an interview on 09/02/2025 at 9:50 AM, Licensed Practical Nurse #3 stated that it was impossible to be the nurse they were taught to be when responsible for 40 residents. Medications are not always administered on time in the morning because they have to assist in the main dining room during breakfast service and assist the aides with hands on care. Additionally, they stated it was not safe and we can't take care of the residents, we miss things. During an interview on 09/02/2025 at 10:07 AM, the Director of Nursing</p>		

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<p>F 0804</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Ensure food and drink is palatable, attractive, and at a safe and appetizing temperature.</p> <p>Based on observation, interview, and record review conducted during a Complaint investigation (NY00358687- 745392) the facility did not ensure food and drink were provided/served at a safe and appetizing temperatures. Specifically, food and beverages during the lunch meal were served at suboptimal temperatures and were not palatable. Residents #1, #4, #5, #6, and #7 involved. The finding is: The policy Safe Food Temperature and Danger Zone Compliance dated 04/2025 documented the facility will maintain strict control of food temperatures to prevent the growth of harmful bacteria. All food will be stored, cooked, held, and served at temperatures that comply with New York State Department of Health requirements, CMS (Centers for Medicare & Medicaid Services), and ServSafe guidelines (guidelines that focus on essential food safety practices, including personal hygiene, cross-contamination prevention, time and temperature control, and cleaning and sanitation). The temperature danger zone is defined as 41 degrees Fahrenheit to 135 degrees Fahrenheit. During observation 08/28/2025 at 11:40 AM, the lunch meal tray line was started in the main dining room servery. Temperatures were taken at the start of tray line service and all hot food items were above 140 degrees Fahrenheit. Cold food and drink items were held pre-portioned and pre-poured on metal trays. During an observation/interview on 08/28/2025 at 11:57 AM, Resident #5 was eating their lunch meal in the main dining room. Resident #5 stated the food was never served hot, and the lunch meal was lukewarm at best and the drinks were not served cold. During an observation/interview on 08/28/2025 at 11:59 AM, Resident #6 was eating their lunch meal in the main dining room. Resident #6 stated the lunch meal was served lukewarm. During an observation on 08/28/2025 at 12:19 PM, tray line service for the hall trays began. The Side two (2) Cart two (2) left the servery for the unit at 12:50 PM in a metal cart with doors and all the residents were served lunch meal at 12:56 PM. A test tray was completed with the Food Service Director at 12:56 PM for temperatures and palatability. The temperatures were taken by the Food Service Director using the Food Service Directors digital thermometer. The results were as follows: - carrot vegetable blend was 118 degrees Fahrenheit, tasted lukewarm and bland.- chicken with biscuit and gravy 115 degrees Fahrenheit, tasted lukewarm and salty.- cranberry juice 64.2 degrees Fahrenheit, tasted warm.- milk 56.5 degrees Fahrenheit, tasted warm.- coffee 119.5 degrees Fahrenheit, tasted lukewarm. During an interview on 08/28/2025 at 1:01 PM, Resident #1 stated their lunch meal was served barely warm and the water for the tea the temperature of tap water. During an interview on 08/28/2025 at 1:12 PM, Resident #4 stated the lunch meal was barely edible, barely even warm they stated the juice was not cold and the water for hot cocoa was not warm. During an interview on 09/02/2025 at 8:20 AM, Resident #7 stated the food is served cold, at room temperature, most of the time and the quality of the food served is suboptimal. During an interview on 09/02/2025 at 8:48 AM, the Food Service Director stated the food on the plate in front of a resident should be 140 degrees Fahrenheit or higher and milk and juices should be served less than 41 degrees Fahrenheit. Foods outside these temperatures were considered in the danger zone where bacteria can grow within 20 minutes and potentially cause illness. Additionally, the test tray temperatures on 08/28/2025 were not good, food should have been hotter and the drinks colder. During an interview on 09/02/2025 at 10:21 AM, the Administrator stated milk, and juices should be served under 41 degrees Fahrenheit, coffee should be served above 160 degrees Fahrenheit, and hot foods should be served above 140 degrees Fahrenheit to keep the foods out of the temperature danger zone where food can spoil and pathogens can grow, 10 NYCRR 415.14(d)(1)(2)</p>		