

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 335538	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 03/13/2026
NAME OF PROVIDER OR SUPPLIER Concord Nursing and Rehabilitation Center		STREET ADDRESS, CITY, STATE, ZIP CODE 300 Madison Street Brooklyn, NY 11216	

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>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on observation, record review, and interviews, the facility did not ensure that a resident's right to a safe, clean, comfortable, and homelike environment was maintained. This was evident on all resident units (Unit 2, 3 and 4). Specifically, rooms were not cleaned, hallways and day rooms were observed discolored with dark-brown color stains, days rooms and hallways were observed with cracked floor tiles, and days rooms also were observed with greasy dark stains in the corners.</p> <p>Findings are</p> <p>The facility policy titled, Maintenance Services, with a current effective date of 05/28/2025, documented that the facility provides maintenance services to the facility, grounds, and equipment in accordance with current standards of practice and State and Federal regulations. Functions of maintenance personnel may include, but are not limited to, maintaining the building in good repair and free from hazards.</p> <p>The facility policy titled, Cleaning and Disinfection of Environmental Surfaces, last revised on 04/16/2025, documented that the facility will clean and disinfect environmental surfaces according to the current Center for Disease Control recommendations for disinfection of healthcare facilities and the Occupational Safety and Health Administration (OSHA) Bloodborne Pathogen Standard. Horizontal housekeeping surfaces (e.g., floors, tabletops) will be cleaned and disinfected on a regular basis, when spills occur, when these surfaces are visibly soiled, when the room/area is terminally cleaned/disinfected, and/or following the direction of the Department of Health. Vertical housekeeping surfaces (e.g., walls, windows) in resident areas will be cleaned and disinfected when these surfaces are visibly contaminated, soiled, when the room/area is terminally cleaned/disinfected, and/or following the direction of the Department of Health.</p> <p>On 03/08/2026 at 09:30AM, upon entering the 2nd floor, the odor of urine was noted. room [ROOM NUMBER] was observed to have a door frame tarnished with brown staining/markings and brown substance on the wall. The bathroom was found with brown stains on the toilet. The tiles behind the toilet appeared dirty and brown. The hand towels on the rack smelled foul. The sink had a dripping faucet.</p> <p>On 03/08/2026 at 09:42AM, observations made of the 2nd floor resident shower room and dirty linen cart room include brown substance on the wall and floors, a dirty linen bag on the floor, a hairbrush and comb on the shower floor, and underwear lying on a wheelchair.</p> <p>On 03/08/2026 at 09:44AM, in room [ROOM NUMBER] the oxygen concentrator was noted to be dusty with a white residue on knobs and on top of the machine. The concentrator was in use, with undated (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>tubing attached to the resident's tracheostomy. The GT pole was noted with brown residue on the pole as well as an accumulation at the base. In room [ROOM NUMBER] the entrance was noted with blackened areas on the flooring and in the corner of the room. Blackened areas of flooring were also noted around furniture and under the sink. The bottom of the wall facing the bed was noted with white splash marks on the wall. In room [ROOM NUMBER] the entrance was noted with dirty baseboards with blackened tiles.</p> <p>On 03/10/2026 at 11:05AM, upon getting off the elevator on the 2nd floor, a strong urine odor was noted.</p> <p>On 03/11/2026 at 9:51AM, the 2nd floor nurses' station floor tiles were noted to be black, and the equipment at the nurses' station were in disrepair including a dirty and rusted oxygen tank holder. Under the desk at the nurses' station a build up of dirty and dusty was noted around the wires.</p> <p>On 3/12/2026 at 10:40AM, observations on the 2nd Floor Vent Unit include, but are not limited to tiles in the hallway with visible brown stains, areas of brown and white discoloration on the hallway wallpaper between the guardrails, white splatter on hallway wallpaper, and peeling wallpaper in the hallway. Additionally, the white fire extinguisher case was noted with brown discolorations and the sign that points to the fire extinguisher was noted to be peeling off.</p> <p>On 03/08/2026 at 10:06AM, the 3rd Floor nurses station was noted with 1 black chair covered with paper as a barrier from dirt or residue on the chair and 1 black chair missing an arm rest. Under the nurses' station desk was old food as well as dirty and dark stained floor tiles. The wall behind the nurses' station was stained. The cabinet door was noted to be missing handles and appeared broken. The resident refrigerator had brown colored rusted stains on the outside.</p> <p>On 03/08/2026 at 10:20AM the 3rd Floor Unit resident shower room was noted to have a musty, stale odor. The entrance of the shower room was observed to have black-stained floor tiles. The shower room was noted with brown stains on the ceiling tiles and stained flooring. The shower floor of Shower Stall #2 was noted to have white and brown substances present.</p> <p>On 03/08/2026 at 10:31AM, in room [ROOM NUMBER] the sink had brown substance on the edges, and the floor was sticky with areas of dirt.</p> <p>On 03/08/2026 at 10:35AM, peeling wallpaper was noted on the wall near room [ROOM NUMBER]. In room [ROOM NUMBER] there was a ripped chair and a dirty bedside table tray.</p> <p>On 03/08/2026 at 10:52AM both radiators in the 3rd Floor Shower Room located in the rear of the unit were observed to have rust. Floor tiles leading to the shower stall had brown-colored substance around the edges.</p> <p>On 03/08/2026 at 11:20AM an observation of the 3rd Floor Unit noted dark brown stains in the hallway and dining room, dark greasy stains around the corners and on baseboards of the dining area and hallways, and multiple cracked tiles in the hallway and dining room.</p> <p>On 03/08/2026 at 11:30AM, Shower Stalls #1 and #2 were toured with Maintenance Staff #1. The hot water in Shower Stall #1 ran from 11:38AM to 11:41 AM. The water was cool to touch using the back of the hand and the thermometer read between 78-79 degrees F and 25.7 degrees C. The shower head was noted to be leaking. Maintenance Staff #1 stated the 3rd floor is their responsibility but was (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>unable to explain why the shower did not feel hot. Maintenance Staff #1 also stated they make daily rounds on the unit for any repairs and there is someone who tests the water. The hot water in Shower Stall #2 ran from 11:41AM to 11:44AM. The thermometer read between 78-81 degrees F and 28 degrees C. The water was warmer than Shower Stall #1, but was still cool.</p> <p>On 03/08/2026 at 11:51AM a tour of the 4th Floor Unit noted the following observations: brown stains on the floor, yellow stains in the dining room and hallway floors, dark, greasy and dirt-filled stains in the corners of the hallway and day room, and brown stains on the floor of the entrance to the garbage holding station.</p> <p>On 3/11/2026 at 10:25AM, Housekeeper #1 was interviewed and stated they are responsible for doing specific things in the facility when the regular housekeeper is off. Housekeeper #1 was observed in room [ROOM NUMBER] and had stated they were told to clean the concentrator and the GT pole. Housekeeper #1 stated the pole needed to be cleaned because there was dirt stuck on the pole and at the bottom of the pole stand, and the concentrator needed to be cleaned because it was dirty as well. Housekeeper #1 stated they are assigned different duties especially when the regular housekeeper is off. They stated there is not a schedule of when to clean certain items such as concentrators, but that the housekeepers carry out tasks per the Director's instructions.</p> <p>On 03/11/2026 at 10:12AM, Housekeeper #2 was interviewed and stated they handle cleaning all offices and the activity room every other Monday and Wednesday. They are also responsible for three floors, and they go from floor to floor to pick up all garbage in contact rooms, wipe down the units and nurses' stations. Housekeeper #2 stated they use odor neutralizer to mop and wipe the building. They agreed that the floors are dirty despite using a regular mop. Housekeeper #2 suggested the floors needed stripping. Housekeeper #2 stated they are only the fill-in Housekeeper for the regular housekeeper who was off.</p> <p>On 03/12/2026 at 09:15AM, Maintenance Staff #1 was interviewed and stated that they have been working at the facility for years and they oversee the 3rd floor and the vent unit on the 2nd floor. Their job duties are to make daily rounds of the unit to see if any repairs are needed and to fix them. They stock the Personal Protective Equipment (PPE) carts on the wall. They also stated that the molded ceiling tile was caused by a leak on the 4th floor, and they were waiting for the leak to be cleared to fix the tile. They also stated that they are not responsible for the unit tiles or the walls, and that is the responsibility of the housekeeping department. They also stated that they fix the radiators, and broken wheelchairs brought to them by the nursing staff.</p> <p>On 03/12/2026 at 09:30AM, Maintenance Staff #3 was interviewed and stated they are responsible for only cleaning the floors and the hallway. They mop, sweep, and sometimes buff the floors. They admitted the floors, tiles, and walls need replacement and did not want to elaborate if administration was aware of the problem. Maintenance Staff #3 also stated that the urine odor on the unit is more evident in the morning when care is being performed. Maintenance Staff #3 stated housekeeping staff come and pick up the dirty linen 4 times a day. They also stated that the building needs repairs.</p> <p>On 03/12/2026 at 10:00AM Maintenance Staff #2 was interviewed and stated that since they have been working at the facility the number of housekeeping staff had significantly decreased. They listed their responsibilities on the 3rd floor: cleaning all 26 rooms, cleaning bathrooms, ensuring furniture and beds are cleaned, dumping garbage, cleaning toilets, mopping and sweeping. Maintenance Staff #2 also admitted reparations were needed for the facility including replacing the flooring. Additionally, Maintenance Staff #2 mentioned that resident shower rooms are cleaned by separate housekeeping (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>staff, but if extra staff were available, they would be assigned to clean it.</p> <p>On 03/13/26 at 11:39 AM, an interview was conducted with Maintenance Staff #4 who stated that they were stationed on Unit 3 only, and they are responsible for cleaning all the rooms, and the other staff who was not present on the floor today would buff the hallway. They concluded that the unit was dirty because they have not been cleaning the unit every day as the unit might get dirty again due to the snow.</p> <p>On 03/16/2025 at 11:00 AM, an interview was conducted with Maintenance Staff #5 who stated that they have been assigned to the 4th floor for several years. Maintenance Staff #5 also stated they would not usually clean the hallway and dining areas unless they were instructed by the supervisor. Maintenance Staff #5 further stated they could not recall the last time they saw the person responsible for cleaning the hallway.</p> <p>On 03/13/2026 at 12:15PM, the Director of Housekeeping/Maintenance was interviewed and stated it is their responsibility to oversee the housekeeping/maintenance staff. The maintenance staff on the floor are to do daily rounds of the unit to see if any repairs are needed and the housekeeping staff are there to perform the cleaning aspect of the units and report any issues that arise so that they can be taken care of. The Director of Housekeeping/Maintenance stated that they try to get to the items that need repairing and sometimes they do not know what needs to be repaired because they are not told. The Director of Housekeeping/Maintenance stated that the repairs are starting off with the elevators.</p> <p>On 3/13/2026 at 12:27PM, the Administrator was interviewed and admitted to the poor condition of the facility but failed to provide an explanation for its status. The Administrator stated that renovations for the facility are underway and are to include replacing the elevator, roof, floors, walls and repairing the interior of all the units.</p> <p>10 NYCRR 415.5(h)(2)</p> <p>10 NYCRR 415.5(h)(4)</p>		

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<p>F 0908</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Keep all essential equipment working safely.</p> <p>Based on observation, interview, and record review, the facility did not ensure building elevators were maintained in safe working conditions. This was evident for (2) of three (3) elevators (Elevator #2 and #3) observed. Specifically, Elevators #2 and #3 were observed broken and was reported to be out of services for over several months, causing delays and restricting residents' movement around the facility, including delay of food services to the units. The findings include: Observations conducted from 03/08/2026 to 03/13/2026 between the hours of 10:00AM and 3:00PM included attention to the 2 passenger elevators (Elevator #1 and #2) and 1 service elevator (Elevator #3). Not Working signage had been posted on elevators #2 and #3. Despite the signage, Elevator #2 was observed being used. It was noted that Elevator #2 would skip Floor #3. On 03/10/26 at 11: 19 AM, during the resident council meeting, Resident #65 stated that the two elevators, #2 and #3 have been broken down for several months and that they have mentioned it on several occasions at several previous resident council meetings, but the facility has not done anything about it. Resident #65 also stated as elevator #3 is used mainly to transport food to all the units, the food has been arriving cold since the elevator has been broken. On 03/10/26 at 11: 25, Resident #54 also verbalized concern about the broken elevators. They stated that food gets cold before it gets to their unit because it must be transported using an alternate elevator. They also stated that they often cannot leave the unit due to broken elevators. On 03/12/26 at 12:10 PM, an interview was conducted with the Director of Recreation who stated they were aware of the broken elevator; however, residents or family had not complained to them. The Director of Recreation also stated they experience delays moving residents around in the facility and they have had to wait or page for the elevator where and when they need it. On 03/12/26 at 01:49 PM, an interview was conducted with the Director of Maintenance who stated that the facility has 3 elevators, 2 for passengers and the other for moving things around. The Director of Maintenance also stated that elevators #2 and #3 are currently undergoing refurbishment and they would probably be replacing them. The Director of Maintenance further stated that they have been constantly replacing parts and fixing the broken elevators to ensure they are in good working condition, and they will continue to do so to meet residents' needs. On 03/12/2026 at 2:55 PM, an interview was conducted with the Administrator who confirmed Elevators #2 and # 3 were broken and out of service for a few months. Administrator also stated the facility has been constantly fixing and repairing elevators, and the facility has not ignored resident concerns regarding broken elevators. The Administrator stated they have been receiving complaints about the elevators, and they try to accommodate residents and family members as much as possible by having someone operate Elevator #3 for passengers and residents to cover all the units. The Administrator concluded that the facility is in the process of replacing the elevators to maintain them in good working condition. 10 NYCRR 415.29</p>		