

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 335647	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 05/07/2025
NAME OF PROVIDER OR SUPPLIER Williamsville Suburban, L L C		STREET ADDRESS, CITY, STATE, ZIP CODE 163 South Union Road Williamsville, NY 14221	

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, and interview conducted during an Abbreviated survey (Complaint #NY00365545 and #NY00373162) the facility</p> <p>did not ensure that there were housekeeping and maintenance services necessary to maintain a sanitary, orderly, and comfortable interior for one (Second Floor) of two resident floors in the South Campus and one (C Wing) of four resident wings in North Campus. Specifically, there were dirty and sticky floors; stain ceiling tiles; window blinds with missing or damaged slats; residue (substance/film) on the surface in shared bathroom sink; room labeled detailed- full clean with debris on floor, in drawers, on bed frame, and bathroom sink; bedpans, wash basins on floors in shared bathrooms (Second Floor-South Campus); window blinds with missing or damaged slats; soiled, damaged fall mat; soiled wall and toilet seats in resident rooms (C-Wing).</p> <p>The findings are:</p> <p>The policy titled Cleaning and Disinfecting Resident's Rooms dated 11/1/2017, documented that resident rooms housekeeping surfaces such as floors and tabletops will be cleaned on a regular basis; environmental surfaces shall be disinfected or cleaned on a regular basis or when visibly soiled; and walls, blinds, and window curtains will be cleaned when these surfaces are visibly contaminated or soiled. Terminal room cleaning is done when the resident is transferred, discharged, or expires. Clean all high-touch furniture items (bedside tables, overbed tables, chairs and beds). Clean all high-touch personal use items (lights, phones, call bells, bedrails, etc.).</p> <p>The policy titled Cleaning and Disinfecting Environmental Surfaces dated 3/10/2020, documented that environmental surfaces shall be cleaned on a regular basis, when spills occur, and when the surfaces are visibly soiled.</p> <p>The policy titled Quality of Life-Home Environment dated 6/1/2017, documented residents are provided with safe, clean, comfortable and homelike environment. The facility staff and management shall maximize, the characteristics of the facility that reflect a personalized, homelike setting. These characteristics include clean, sanitary and orderly environment.</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 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>The job description of a Housekeeper documented they were to implement required housekeeping procedures in an efficient, cost-effective manner meeting all federal, state, and local requirements while providing a safe environment for residents. Specific Job Function: maintain resident rooms by cleaning restroom, walls, baseboards, moving furniture to dry and wet mop floors, dust and clean all furniture and fixtures in resident rooms and terminal cleaning of resident room upon transfer, discharge, or death.</p> <p>1. South Campus building observations on 5/6/25 between 9:40 AM to 11:35 AM revealed the following on the second floor:</p> <p>-Resident room [ROOM NUMBER]- there was food debris, sugar packets along the wall baseboard behind bed and under nightstand; the room floor was dirty and dull; two unlabeled bedpans and one wash basin under sink in shared bathroom.</p> <p>- Resident room [ROOM NUMBER]- tissues, paper and food debris on the floor and under the bed in room; floor dirty, dull and tacky.</p> <p>-Resident room [ROOM NUMBER]- a paper was posted outside the room on the name plate and documented Detail-full clean, date May 5-25 by Housekeeping Aide #1. The floor was dull, dirty with bright pink debris present; the call bell cord was dirty with black debris and a piece of cloth white tape wrapped around it. The bed control cord with scrunched up dirty appearing plastic. The bed frame was soiled with dried liquid and gray dust like matter. There was toilet paper wrapped behind sink faucet, fecal matter in the toilet; and debris, linens in closet and drawers in room.</p> <p>-Resident Rooms #222, 223, 227- the window blinds had missing or damaged slats. room [ROOM NUMBER] had no blind over left side of window.</p> <p>-Resident room [ROOM NUMBER]- had unlabeled bed pans on floor in a shared bathroom under the sink; thick grayish colored residue in the bathroom sink; brown/yellow bowing and stained ceiling tile in bathroom over toilet with additional surrounding stained ceiling tiles.</p> <p>South Campus building observations on 5/7/25 between 8:45 AM to 9:49 AM revealed the following on the second floor:</p> <p>-Resident room [ROOM NUMBER]- the floor was dirty and dull; two unlabeled bedpans, one wash basin remained under sink in shared bathroom.</p> <p>-Resident room [ROOM NUMBER]- the floor was dirty, dull and tacky.</p> <p>-Resident room [ROOM NUMBER]- the unlabeled bed pans on floor in shared bathroom under the sink; thick grayish colored residue/physical scum in bathroom sink; brown/yellow bowing, stained ceiling tile in bathroom over toilet with surrounding stained ceiling tiles all remained.</p> <p>-Resident Rooms #222, 223, 227- had blinds with missing or damaged slats. Resident room [ROOM NUMBER] had no blind over left side of window.</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 5/6/25 at 10:11 AM, Housekeeping Aide #1 stated housekeeping was responsible for thoroughly cleaning the resident's rooms every day. They stated they were responsible for cleaning the resident's bathroom which included cleaning inside and around toilets, cleaning sinks, emptying garbage, sweeping and mopping the floor. They stated if they noticed anything in disrepair, they would notify maintenance.</p> <p>During an interview and observation on 5/6/25 at 10:15 AM, the Housekeeping Supervisor stated the Housekeeping Aides should clean the rooms like their family member was in there. They stated all touch surfaces should be wiped, garbage should be removed, surfaces dusted, bathroom sink, toilets cleaned, floors swept and mopped every day. The Housekeeping Supervisor stated a room that was labeled as detailed meant the room had been cleaned and was ready for the next admission. Upon observing the handwritten sign posted on the name plate room [ROOM NUMBER], the Housekeeping Supervisor stated the room should be ready for a new admission. The Housekeeping Supervisor observed the inside of the room and stated there was nail polish on the floor; the plastic on the bed control cord was very dirty and should have been removed; the call bell cord should have been wiped clean and be free of debris for infection control purposes. They stated nothing should have been left in the room, and everything should have been wiped cleaned with no debris left behind. Additionally, they stated the floors were dull and needed to be buffed.</p> <p>During a follow up interview on 5/6/25 at 10:30 AM, Housekeeping Aide #1 stated they completed the detail on room [ROOM NUMBER] on 5/5/25 at 12:30 PM. They stated they had three other rooms to detail yesterday (5/5/25), and added room [ROOM NUMBER] would not be acceptable to their family because it was dirty. They stated staff utilize unoccupied resident rooms, bathrooms after they were cleaned and stash linen in the drawers.</p> <p>During an interview on 5/6/25 at 10:44 AM, Resident #2 stated their room was not homelike. They stated the floor in their room was disgusting, dirty as hell and the blinds didn't fit the window. They stated they have only seen a housekeeper once since they have been there.</p> <p>During a follow up interview on 5/6/25 at 11:04 AM, the Housekeeping Supervisor stated there should not be food debris, sugar packets on resident floors, behind beds or dressers, and under beds. They stated floors with debris present were not clean and could attract bugs or rodents.</p> <p>During an interview on 5/6/25 at 11:09 AM, Certified Nurse Aide #1 stated the floors on the second floor needed some attention. They stated the floors were not desirable and they do not shine. They stated floors should be cleaner for infection control purposes, and to be more environmentally pleasing to people coming into facility. Additionally, they stated when they notice window blinds in disrepair, they notify the nurse or unit clerk.</p> <p>During an interview on 5/6/25 at 11:17 AM, Registered Nurse #1 stated unclean floors were an infection control concern. They stated unclean (sticky, cluttered, debris) on floors were a concern for residents and families. They stated residents should live in a clean space.</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 5/6/25 at 11:20 AM, Licensed Practical Nurse #4, Rehabilitation Nurse Manager, stated they had concerns with the floors not looking clean, and looking dull on the second floor. They stated they have brought this concern up to the Housekeeping Supervisors and during morning report. They stated they expected rooms to be clean, so they were nice and presentable to the residents. Additionally, they stated they have told staff not to go into rooms that have been detailed but that housekeeping should still check all the rooms every day.</p> <p>During an observation of Resident room [ROOM NUMBER]'s bathroom and interview on 5/7/25 at 9:11 AM, Certified Nurse Aide #3 stated bedpans and wash basin should not be on the floor; they were not labeled and did not know who they belonged to. They stated bedpans and wash basins should be labeled to prevent cross contamination and stored separately in the resident's bottom drawer.</p> <p>During an observation of Resident room [ROOM NUMBER] bathroom and interview on 5/7/25 at 9:15 AM, Certified Nurse Aide #1 stated the unlabeled bedpans on the bathroom floor should be put in the garbage. Bedpans should be labeled and not stored on the floor for infection control purposes. They stated the residue in the sink was an environmental issue and would not be homelike in their home. Additionally, they stated the ceiling tile needed to be replaced because it was stained and not homelike.</p> <p>During an observation of Resident room [ROOM NUMBER]'s bathroom and interview on 5/7/25 at 9:24 AM, Registered Nurse #1 stated the bedpans on the floors in the bathrooms were an infection control concern and should not be stored there. They stated the ceiling tile looked like it could come down on someone's head and was a safety issue and the sink was dirty and was not homelike.</p> <p>During an observation and interview of Resident room [ROOM NUMBER] bathroom on 5/7/25 at 9:35 AM, the Housekeeping Supervisor stated the dirty condition of the bathroom sink made them pissed. They stated they wouldn't brush their teeth in that sink. They stated there should not be build up in the sink, it should be cleaned every day for infection control purposes and to prevent dirt buildup. Additionally, they stated the ceiling tile was dangerous, it could fall on staff or a resident and there could be mold on it.</p> <p>During an interview on 5/7/25 at 9:45 AM, Maintenance Assistant stated the stained ceiling tile in the bathroom of room [ROOM NUMBER] was from water damage. They stated stained ceiling tiles were not homelike and not environmental clean.</p> <p>During an interview on 5/7/25 at 9:49 AM, the Director of Housekeeping and Laundry stated they expected housekeeping staff to do a fine job and follow policy when cleaning resident rooms every day. They stated this was the resident's home and their environment should be clean. Additionally, they stated they have had staff issues and have had to wait for cleaning supplies.</p> <p>During an interview on 5/7/25 at 10:06 AM, the Director of Maintenance stated they would expect nurses, nurse managers to report things to maintenance if there was an issue in a resident room. They stated they were aware of the condition of the window blinds in resident rooms, and if they had any blinds available, they would replace them. They stated there were no window blinds available and there were issues with purchasing. They stated there should be blinds on windows for privacy and for a homelike environment. Additionally, they stated ceiling tiles are part of the homelike environment and should not be stained. They stated they were made aware of stained ceiling tiles through walking rounds and reports from staff.</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>2. North Campus C-Wing observations on 5/6/25 between 12:15 PM to 1:37 PM revealed the following:</p> <p>-Resident room [ROOM NUMBER]- the window blinds had damaged slats; and there was a urine odor to the room.</p> <p>-Resident room [ROOM NUMBER]- there was a fall safety mat in disrepair with foam exposed, edges curling/peeling up and was soiled; there was buildup of tan/brown dried substance on the close wall; the toilet seat in bathroom was dirty with brown splatter.</p> <p>North Campus C-Wing observations on 5/7/25 between 10:17 AM to 11:03 AM revealed the following:</p> <p>-Resident room [ROOM NUMBER]- the window blinds had damaged slats.</p> <p>-Resident room [ROOM NUMBER]- the toilet seat in bathroom remained soiled with brown splatter.</p> <p>During an interview on 5/6/25 at 12:16 PM, Resident #4 stated this place is a (expletive) hole, smells and was not homelike. At 1:26 PM, Resident #4 stated it bothered them that blinds were damaged because it let too much sunlight in.</p> <p>During an interview on 5/6/25 at 12:51 PM, Licensed Practical Nurse #2 stated the cleanliness of the building was terrible. The building was old, run down, and the substance on floors cannot be removed. They stated the staff try their best to make it homelike. Additionally, they stated if a staff member sees a mess, they should clean it up or make housekeeping aware.</p> <p>During an observation and interview on 5/6/25 at 1:12 PM, Certified Nurse Aide #8 stated the tan/brown debris in room [ROOM NUMBER] on the closet wall looked like poop or chocolate. They stated housekeeping was responsible for wiping down the walls. Certified Nurse Aide #8 stated the floor mat should be replaced because someone could trip over the curling corner and that foam should not be exposed. They stated it was not sanitary or homelike to for the walls and floors to be dirty.</p> <p>During an observation and interview on 5/6/25 at 1:19 PM, Licensed Practical Nurse #3 stated there was chocolate or poop on the wall and the floor mat in room [ROOM NUMBER] needed to be removed. They stated the floor mat edge was curled up posing a tripping hazard, and the exposed foam on the mat could not be cleaned properly. They stated this was not homelike and needed to be cleaned for infection control purposes.</p> <p>During an observation and interview on 5/6/25 at 1:30 PM, Licensed Practical Nurse #1, C-Wing Nurse Manager, stated they did not know what the tan/brown substance was on the wall in room [ROOM NUMBER] but it needed to be cleaned. They stated it was important to maintain cleanliness to prevent the spread of germs and because this was the resident's home. Additionally, Licensed Practical Nurse #1, C-Wing Nurse Manager, stated the floor mat in room [ROOM NUMBER] was dirty, and it needed to be replaced. They stated it was unsanitary and not homelike.</p> <p>During an interview on 5/7/25 at 10:30 AM, Licensed Practical Nurse #3 stated the toilet seats should be clean for infection control purposes.</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 of Resident room [ROOM NUMBER]'s bathroom on 5/7/25 at 10:41 AM, Certified Nurse Aide #5 stated the brown debris on the toilet seat looked like poop, was degrading, unsanitary, and needed to be cleaned. They stated it was everyone's job, if aides see it, they should wipe it clean and let housekeeping know.</p> <p>During an observation and interview of Resident room [ROOM NUMBER] bathroom on 5/7/25 at 10:54 AM, Housekeeping Aide #2 lifted the toilet seat and revealed brown splatter under the toilet seat. Housekeeping Aide #2 stated it had been a while since they worked C-Wing and that the housekeepers were responsible and should be cleaning the toilets every day for infection control purposes.</p> <p>During an interview on 5/7/25 at 11:03 AM, Licensed Practical Nurse #1, C-Wing Nurse Manager, stated they expected nursing staff to wipe down and sanitize toilet seats when they notice there were dirty and then have housekeeping follow behind.</p> <p>During an interview on 5/7/25 at 2:05 PM, the Director of Nursing stated they expected wash basins, bed pans to be labeled and put away after use. They stated they should not be stored on the floor for infection control purposes. They stated they expected that resident rooms to be thoroughly cleaned by housekeeping between residents. The Director of Nursing stated if staff noticed any environmental concerns, they would expect them to notify the nurse manager or maintenance, so the concern was addressed.</p> <p>During an interview on 5/7/25 at 2:20 PM, the Assistant Administrator stated they expected the policy to be followed for daily cleaning of resident rooms and that maintenance was notified of concerns.</p> <p>10 NYCRR 415.5(h)(1)(2)</p>		

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<p>F 0677</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Provide care and assistance to perform activities of daily living for any resident who is unable.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on observation, interview, and record review conducted during an Abbreviated survey (Complaint #NY00365545) completed 5/7/2025, the facility did not ensure that each resident who was unable to carry out Activities of Daily Living (ADL's) received the necessary services to maintain grooming and personal hygiene for one (Residents #1) of three residents reviewed. Specifically, Resident #1 was unshaven with facial hair longer than $\frac{1}{4}$ inch.</p> <p>The finding is:</p> <p>The facility policy and procedure titled Activities of Daily Living dated 11/18/24, documented the facility will ensure a resident is given the appropriate treatment and services to maintain or improve their ability to carry out the activities of daily living. The facility will provide care and services for hygiene-bathing, dressing, grooming and oral care. A resident who is unable to carry out activities of daily living will receive the necessary services to maintain grooming, and personal hygiene.</p> <p>The facility policy and procedure titled Quality of Life-Dignity dated 2/2021, documented each resident shall be cared for in a manner that promotes and enhances quality of life, dignity, respect and individuality. Treated with dignity means the resident will be assisted in maintaining and enhancing their self-esteem and self-worth. Residents shall be groomed as they wish to be groomed (hair styles, nails, facial hair, etc.).</p> <p>Resident #1 had diagnoses which included dementia, cerebral infarction (stroke), and seizure disorder. Review of a Minimum Data Set (a resident assessment tool) dated 12/3/24 documented the resident had severe cognitive impairment and required supervision or touch assist for personal hygiene. Review of a Minimum Data Set, dated [DATE] documented resident sometimes understood, sometimes understands, had severe cognitive impairment and required partial/moderate assistance for personal hygiene. Resident #1 had no rejection of care.</p> <p>Review of the comprehensive care plan initiated on 11/29/24 documented Resident #1 required extensive assist of one with self-care and had a deficit in activities of daily living. An intervention dated 2/18/25 documented personal hygiene was to be done per occupational therapy recommendations.</p> <p>Review of Occupational Therapy Evaluation and Plan of Treatment certification period 2/18/25-3/19/25, documented Resident #1 required partial/moderate assistance with personal hygiene.</p> <p>Review of Resident #1's Progress Notes dated 11/30/24 - 3/1/25 revealed no evidence that the resident refused to be shaved. There were no progress notes from 3/2/25 to 5/6/25.</p> <p>A Bath and Shower Sheet documented Resident #1 received a shower on 5/2/25 and 5/6/25 with no documented indication whether the resident was shaved. No documented evidence that the resident refused to be shaved.</p> <p>During intermittent observations on 5/6/25 at 12:41 PM, and 1:37 PM, and on 5/7/25 at 10:20 AM, Resident #1 had facial hair present longer $\frac{1}{4}$ inch and appeared unkempt.</p> <p>(continued on next page)</p>		

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<p>F 0677</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>During an interview and observation on 5/7/25 at 10:22 AM-10:26 AM, Certified Nurse Aide #5 stated shaving usually occurred on the resident's shower days or as needed. Certified Nurse Aide #5 stated Resident #1 should be shaved on their shower days Friday mornings and Tuesday evening, and sometimes Resident #1's family member would also shave them. Upon observing Resident #1, Certified Nurse Aide #5 stated they could use a shave and looked scruffy. Certified Nurse Aide #5 stated it was important for residents to be shaved to feel clean, decent and for dignity.</p> <p>During an interview on 5/7/25 at 10:30 AM, Licensed Practical Nurse #3 stated the nursing staff focuses on shaving of the residents on their shower days. They stated shaving if needed should be done daily for dignity.</p> <p>During an interview on 5/7/25 at 10:32 AM, assigned Certified Nurse Aide #4 stated residents were shaved twice a week on shower days or when needed for hygiene purposes. They stated Resident #1 always needed to be shaved; their hair grew fast. They stated Resident #1 was already out of bed upon the start of their shift today.</p> <p>During an interview on 5/7/25 at 11:03 AM, Licensed Practical Nurse #1, Nurse Manager, stated shaving was part of the resident's shower and Resident #1 should have been shaved yesterday for appearance and dignity. They stated Resident #1 was scheduled for their shower on Tuesday evening and the nurse should have verified Resident #1 was shaved. They stated if a resident refused to be shaved it should be documented. Licensed Practical Nurse #1, Unit Manager, stated they have personally shaved Resident #1 and that it was difficult to do with the facility razors.</p> <p>During a telephone interview on 5/7/25 at 12:21 PM, Licensed Practical Nurse #5 stated Resident #1 received their shower yesterday evening and that if Resident #1 needed to be shaved the Certified Nurse Aide should have shaved them as it was part of grooming and for dignity. Licensed Practical Nurse #5 stated they checked Resident #1's skin last evening but did not believe they were shaved and did not know why.</p> <p>During a telephone interview on 5/7/25 at 12:28 PM, Certified Nurse Aide #7 stated they gave Resident #1 their shower yesterday evening and forgot to shave them. They stated it was important for residents to be shaved so they felt and looked good. They stated shaving was a part of grooming and dignity.</p> <p>During an interview on 5/7/25 at 2:05 PM, the Director of Nursing stated shaving should be completed by the certified nurse aides or nurses on the resident's shower day or whenever necessary to maintain the resident's dignity.</p> <p>10NYCRR 415.12(a)(3)</p>		