

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  395367	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  12/09/2024
NAME OF PROVIDER OR SUPPLIER  Oxford Health Center		STREET ADDRESS, CITY, STATE, ZIP CODE 7 East Locust Street Oxford, PA 19363	

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 0558</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Reasonably accommodate the needs and preferences of each resident.</p> <p>47968</p> <p>Based on facility record reviews, and staff and resident interviews it was determined that the facility failed to ensure call bells were answered in a timely manner on two of two floors. (First &amp; Second Floor)</p> <p>Findings include:</p> <p>Review of facility records revealed a Call Bell Response policy, undated, that documents call lights/alerts will be responded to in a timely fashion. The purpose being to respond promptly to resident calls for assistance and promote a secure atmosphere for residents. All nursing personnel must be aware of call lights/alerts at all times. Staff should answer bells/alerts promptly whether or not they are assigned to the resident</p> <p>Review of facility records revealed a call bell response time report dated December 9, 2024, documenting call bell response times, over 15 minutes, from November 1, 2024, thru November 30, 2024.</p> <p>Review of the report revealed a total of 283 call alarms with an average response time of 28.07 minutes.</p> <p>Further review of the report revealed response times as long as 111.05 minutes.</p> <p>Interviews with Residents R1, R3, R4, and R6, on December 9, 2024 revealed the residents had concerns with call bell response times.</p> <p>Interview with Resident R1 on December 9, 2024 at 9:45 a.m. revealed he/she experienced long call bell response times but R1 was unable to provide specific timeframes.</p> <p>Interview with Resident R3 on December 9, 2024 at 9:52 a.m. revealed he/she experienced call bell response times of more than 10 minutes or more but less than 60 minutes.</p> <p>Interview with Resident R4 on December 9, 2024 at 10:00 a.m. revealed he/she experienced call bell response times of 20 minutes or more.</p> <p>Interview with Resident R6 on December 9, 2024 at 10:06 a.m. revealed he/she experienced call bell response times of 45 minutes to over 60 minutes.</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 0558</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Interview with visiting family member on December 9, 02204 at 10:20 a.m. revealed R6 called the previous night complaining that he/she had been waiting 45 minutes for staff to answer his/her call bell.</p> <p>Interview conducted with Nursing Home Administrator (NHA) and Director of Nursing (DON) on December 9, 2024, at 3:15 p.m. when the above information was presented, the NHA confirmed call bell response times up to 111.05 minutes.</p> <p>The NHA stated call bell response times are an ongoing objective of their Quality Assurance Performance Improvement (QAPI) strategy planning. The NHA stated all response times over 40 minutes are investigated. Per the NHA the findings of the investigations usually result in staff assisting other residents at the time call bells are rung.</p> <p>28 Pa. Code 201.14(a) Responsibility of Licensee</p> <p>28 Pa. Code 201.18(b)(1) Management</p> <p>28 Pa. Code 211.12(d)(1)(5) Nursing Services</p>		