

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 395665	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 12/18/2024
NAME OF PROVIDER OR SUPPLIER Willowbrooke Ctskdcarectr Atnormandy Farms Estates		STREET ADDRESS, CITY, STATE, ZIP CODE 8000 Twin Silo Drive Blue Bell, PA 19422	

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** 38947</p> <p>Based on staff interview and review of facility documentation, it was determined that the facility failed to ensure that comfortable air temperature levels for residents on 2 of 2 nursing units (Cherry and Magnolia units).</p> <p>Findings include:</p> <p>Review of information submitted to the State Survey Agency on November 20, 2024 at 3:00 p.m. indicated that the facility was currently experiencing an issue with their Heating, Ventilation, and Air conditioning system (HVAC) that operates the rooms on the Cherry and Magnolia nursing units. The information submitted by the facility to the State Survey Agency indicated that the facility increased the heat in the hallways to supplement the temperatures in the rooms, and that the heating system for resident hallways and dining rooms were not affected. Continued review of the information submitted by the facility to the State Survey Agency indicated that the facility was monitoring temperatures in the resident rooms, and that the facility would be taking temperatures until the heating is restored.</p> <p>Information submitted to the State Survey Agency on December 10, 2024 reported concerns about the period of time in which the facility's heating system was inoperable, and the temperatures in the building during that time.</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
---	-------	-----------

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 395665	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 12/18/2024
NAME OF PROVIDER OR SUPPLIER Willowbrooke Ctskdcarectr Atnormandy Farms Estates		STREET ADDRESS, CITY, STATE, ZIP CODE 8000 Twin Silo Drive Blue Bell, PA 19422	
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>During an interview with the Nursing Home Administrator (NHA) on December 18, 2024 at 12:00 p.m. the NHA confirmed that the concern regarding the heating system started on November 19, 2024 some time in the late afternoon. The NHA reported that she saw the thermostat in her office flashing on the above referenced date, so she went over to the Cherry and Magnolia, nursing units to check on the thermostats in resident rooms and noticed that those thermostats were flashing as well. The NHA reported that she went to those particular units because the individual heating units in each of the resident rooms on those units share the same heating system as her (NHA) office. The NHA reported that approximately 21 residents resided both unit (e.g. approximately 10 residents on 1 unit and approximately 11 residents on another unit). The NHA reported that she contacted the Director of Plant Services (Employee E3) who came over to the facility to try to figure out if the problem with the thermostats/heating system was something that his department could fix. The NHA reported that Employee E3 contacted the facilities outside contractor on November 20, 2024 and that the contractor came over to the facility on [DATE] to try to repair the heating system. Continued interview with the NHA revealed that the outside contractor needed to order parts to repair the system and that the contractor notified the facility of it when he left on November 20, 2024. The NHA reported that the heating units for residents came on November 21, 2024 sometime in the morning, and that the facility purchased heating units from 2 home improvement stores, in addition to obtaining 4 heating units from other facilities within the company.</p> <p>Review of information provided by the NHA and reviewed with the Director of Plant Operations on December 18, 2024, at 12:15 p.m. indicated that there were approximately 15 individual heating units purchased.</p> <p>Review of temperature logs provided by the NHA indicated that temperatures were being taken by the facility in resident rooms on the Cherry and Magnolia units: rooms 33, 34,36,37,39,43,44,45,46,47,48,49,50, and room [ROOM NUMBER] (all single occupnancy), starting on November 19, 2024 at 6:00 p.m. through November 20, 2024 at 3:00 p.m. indicated that on the 2 units the heating temperatures in resident rooms were taken every hour starting at 6:00 p.m. on November 19, 2024 through 3:00 p.m. on November 20, 2024 the heating temperature ranged from 61.1-70.5. room [ROOM NUMBER] was the only room that was found to have a temperature of 71.4 degrees Fahrenheit at 9:00 p.m. on November 19, 2024 and at 71.9 Fahrenheit at 10:00 p.m. on November 19, 2024. Aside from the above, the other temperature readings for room [ROOM NUMBER], were also below 71 degrees.</p> <p>During an interview with Resident R1 12:13 p.m. Resident R1 reported that she was notified that the heat was broken and stated it was cold in this room before they gave us those heaters.</p> <p>28 Pa. Code 201.18 (b)(1)(2)(3) Management</p> <p>28 Pa. Code 201.29 (a) Resident Rights</p>		