

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 395672	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 03/30/2025
NAME OF PROVIDER OR SUPPLIER Lecom at Village Square, LLC		STREET ADDRESS, CITY, STATE, ZIP CODE 149 West 22nd Street Erie, PA 16502	

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 0675</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Honor each resident's preferences, choices, values and beliefs.</p> <p>17260</p> <p>Based on review of facility documents and resident and staff interviews, it was determined that the facility failed to meet the needs of residents in a timely manner for nine of 11 residents interviewed (Residents R1, R4 through R9, R11 and R12).</p> <p>Findings include:</p> <p>During a tour of the facility on 3/29/25, from 8:20 a.m. through 10:00 a.m. during random resident interviews, the following residents complained of poor call bell response time:</p> <p>Resident R1 expressed frustration related to that often after activating the call bell for assistance, the staff would not respond for an hour or longer.</p> <p>Resident R4 indicated that they were worried that in the event of an emergency staff would not respond and often wait for response to their call light for over an hour.</p> <p>Resident R5 stated that staff would not respond to call bells, and were frequently observed ignoring the call lights while looking at their cell phones.</p> <p>Residents R6 and R7 also complained that call bell response was extremely slow and they often had to up to an hour or longer for assistance.</p> <p>Resident R9 indicated that he/she often waited up to 45 minutes for staff to answer the call bell, only to be told that they would be back but no one would return.</p> <p>Residents R10 and R11 complained of over an hour wait on many occasions before any staff responded to the call light activation.</p> <p>A review of the Resident Council meeting concerns for the March 25, 2025, meeting documented many concerns of call bells not being answered timely.</p> <p>During interview on 3/29/25, at approximately 11:00 a.m. the Nursing Home Administrator confirmed that long call bell response times were not appropriate and that the facility was aware of the concerns.</p> <p>28 Pa. Code 201.18(b)(1)(3) Management</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 0675</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>28 Pa. Code 211.12(d)(1) Nursing Services</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>17260</p> <p>Based on review of facility documents and resident and staff interviews, it was determined that the facility failed to serve food that was at a palatable temperature for nine of 11 residents interviewed (Residents R1, R4 through R9, and R11).</p> <p>Findings include:</p> <p>During a tour of the facility on 3/29/25, from 8:20 a.m. through 10:00 a.m., during random resident interviews, the following alert and oriented residents complained of consistently of receiving cold food.</p> <p>Residents R1, R4 through R9, and R11 all expressed frustration that their meals were not palatable because the food was usually cold when delivered by staff, partly due to the trays sitting in the hall for long periods of time until they are delivered.</p> <p>A review of Resident Council meeting concerns for January 2025, February 2025, and March 2025, documented multiple resident complaints of being served cold food.</p> <p>During an interview on 3/29/25, at approximately 11:00 a.m. the Nursing Home Administrator confirmed awareness of the issue of facility food being served cold to the residents.</p> <p>28 Pa. Code 201.14(a) Responsibility of licensee</p>