

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 395751	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 01/28/2025
NAME OF PROVIDER OR SUPPLIER Rochester Residence and Care Center		STREET ADDRESS, CITY, STATE, ZIP CODE 174 Virginia Avenue Rochester, PA 15074	

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 - Few</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>49469</p> <p>Based on observation, and staff interview, it was determined that the facility failed to maintain a clean homelike environment on five of six nursing units (lilac lane, rosewood, riverview, hilltop, and grandview)</p> <p>Findings Include:</p> <p>Review of the facility policy Safe and Homelike Environment last reviewed 1/7/25, indicates the facility will provide a safe, clean, comfortable and homelike environment. Housekeeping and maintenance service will be provided as necessary to maintain a sanitary, orderly and comfortable environment.</p> <p>During a facility tour complete on 1/28/25, 10:00 a.m. thru 10:30 am. the following observations were noted:</p> <ul style="list-style-type: none"> . Third floor lilac lane hallway the ceiling cold air return vents were covered in a dark grey fuzzy substance. . Third floor rosewood hallway the ceiling cold air return vents were covered in a dark grey fuzzy substance and had visible cobwebs hanging down. . Fourth floor riverview hallway ceiling light covers were noted having a blackish substance, some of the panels were drooping down; some ceiling tiles were missing pieces and others were spotted with water stains. . Fourth floor hilltop hallway ceiling light covers were noted having a blackish substance, some ceiling tiles were spotted with water stains. <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 - Few</p>	<p>. Fourth floor grandview hallway ceiling light covers were noted having a blackish substance.</p> <p>During an interview completed on 1/28/25, at 10:30 a.m. Maintenance Employee E3 confirmed the above observations and while on the third floor stated this is the newer part of the building and confirmed that the facility failed to maintain a clean homelike environment on five of six nursing units (lilac lane, rosewood, riverview, hilltop, and grandview)</p> <p>29 Pa. Code 207.2(2) Administrator's Responsibility.</p> <p>28 Pa. Code 201.29(j) Resident rights.</p>

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<p>F 0865</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Have a plan that describes the process for conducting QAPI and QAA activities.</p> <p>49469</p> <p>Based on review of facility documentation and staff interview it was determined that the facility failed to maintain and implement an effective Quality Assurance and performance improvement program that focuses on outcome by failing to implement a QAPI for the call bell system pager use.</p> <p>Findings include:</p> <p>Review if the facility policy Call Bells: Accessibility and Timely Response last reviewed 1/7/25, indicates call bells will directly relay to a staff member or centralized location to ensure appropriate response. Ensure the call system alerts staff members directly or goes to a centralized staff work area.</p> <p>Review of the facility documents dated 10/3/19, stated the following: A permanent exception is granted to upgrade the nurse call system to eliminate the dome lights above each resident room door. Documentation submitted indicates that there are kiosks placed throughout both neighborhoods and at each nurses' station. The system chimes when a call bell is activated, and the room number shows on the kiosk as well as shows red when an active call light is occurring. In addition, each nursing team member will carry a pager that notifies them directly of an activated call bell. The pager will show the room number and the bed of the resident who activated the system. An escalation protocol will be installed with the system, so no resident calls go unanswered. The facility is working more towards their person-centered care and homelike environment initiative.</p> <p>Review of the facilities plan of correction for survey event number B1XB11 dated 11/25/24, indicated:</p> <ol style="list-style-type: none"> 1.Residents were provided a silver bell at bedside, in addition to the call bell system, to alert staff of any resident needs. 2.Maintenance conducted kiosk function tests to confirm the call bell system and kiosks are working properly. 3.Pager system working at partial functionality, work order submitted for updates to call bell system. Kiosk with alert bell system in place and functioning, residents have also been provided individual bells to alert staff of resident needs. 4.Staff will be re-educated on the facility call bell system policy by DON or designee. 5.Call bell audits will be conducted weekly x4 weeks, monthly x2 months. 6.Audit results will be reviewed through the monthly QAPI process meeting. <p>(continued on next page)</p>		

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<p>F 0865</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>During an interview and observation completed on 1/28/25, at 10:00 a.m. through 10:30 a.m. on the fourth floor Maintenance Employee E3 upon asking what a dinging noise was stated that is the call bell system, the call bells do not light up over the room, they have kiosks in the halls. Upon asking about a pager system Maintenance Employee E3 stated they do not have a pager system that I am aware of. Maintenance Employee E3 pointed out the kiosk as we toured the hallways all were on and functioning on both floors.</p> <p>During an interview on 1/28/25, at 10:38 am Occupational Therapist (OT) Employee E6 confirmed that there are kiosks in each hallway as well as at each nurse ' s station to indicate that a call bell has been activated. Upon asking about pagers OT Employee E6 stated I don ' t believe the aides carry pagers</p> <p>During an interview on 1/18/25, at 11:48 a.m. upon asking Registered Nurse (RN) Employee E5 about the call bell system stated, they either have a push button or a flat button in the room when they push it goes to a kiosk in the hall. Employee E5 confirmed that the lights do not light up over the doors when a resident activates a call bell. When inquiring if staff also carry pages she stated They did use pagers years ago and tried to get staff to use again, the staff quit carrying the pagers. The kiosk are loud, every hall has one. I feel we should be carrying the pagers its very troublesome because you don ' t know who is calling. If I knew what bell was on, I would answer it. Pagers would be helpful. There was a basket of pagers up front at nursing station. Staff was told they need to carry them.</p> <p>During an interview completed on 1/28/25, at 11:54 a.m. upon asking RN Employee E8 about the call bell system stated they have buttons in the room. The kiosk are in the hallways and nursing station. Upon asking about the pager system Employee E8 stated I don ' t know anything about using pagers. Further inquiry concerning pagers RN Employee E8 indicated she has only been employed at facility for about two months and never received education on the call bells.</p> <p>During an interview completed on 1/28/25, at 12:04 p.m. Nurse Aid (NA) Employee E7 upon asking about the call bell system stated it's hard because the light on the door doesn ' t light up. You have to run to the kiosk. They offered a pager a long time ago but it didn ' t work.</p> <p>During an interview completed on 1/28/25, at 12:10 p.m. the Nursing Home Administrator (NHA) had a box of gold ring bells that she was passing out to the resident. She further stated the call system works; this is just a backup system. I believe RN Employee E2 is getting pagers so staff can use instead of running to the kiosk.</p> <p>During an interview completed on 1/28/25, at 12:14 p.m. upon asking NA Employee E10 about the call bell system stated we have screens that we have to look at as we pass it in the halls. When I first started, we had pagers. They were not working correctly.</p> <p>During an interview completed on 1/28/25, at 12:16 p.m. upon asking NA Employee E11 about the call bell system stated We have to use the screens. Some residents use the regular bells because the system goes down. Upon asking how often the system goes down she was not able to give a direct answer occasionally.</p> <p>(continued on next page)</p>		

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<p>F 0865</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>During an interview completed on 1/28/25, at 12:21 p.m. Upon asking NA Employee E9 about the call bell system stated we have a kiosk, when you hear them, you just look to see what numbers. We have had pagers in the past.</p> <p>During an interview on 1/28/25, at 2:20 p.m. the Nursing Home Administrator confirmed that the facility is not using a pager system and stated would like to start using and has not included the call bell pager system in the QAPI meetings and that the facility failed to maintain and implement an effective QAPI program that focuses on outcome.</p> <p>28 Pa. Code 201.14(a)Responsibility of licensee.</p> <p>28. Pa. Code 201.18(a)(b)(3)e(1)(3)(4)Management.</p>		

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<p>F 0919</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Make sure that a working call system is available in each resident's bathroom and bathing area.</p> <p>49469</p> <p>Based on review of facility policy, facility document, staff interviews, and observations, it was determined that the facility failed to ensure that the call bell system was in full working order for six of six units (lilac lane, vineyard, rosewood, riverview, hilltop, and grandview) by ensuring employees were in possession of a pager as indicated in the exemption dated 10/3/19.</p> <p>Findings include:</p> <p>Review of the facility policy Call Bells: Accessibility and Timely Response last reviewed 1/7/25, indicates that call bells will directly relay to a staff member or centralized location to ensure appropriate response.</p> <p>Review of the facility documents dated 10/3/19, stated the following: A permanent exception is granted to upgrade the nurse call system to eliminate the dome lights above each resident room door. Documentation submitted indicates that there are kiosks placed throughout both neighborhoods and at each nurses' station. The system chimes when a call bell is activated, and the room number shows on the kiosk as well as shows red when an active call light is occurring. In addition, each nursing team member will carry a pager that notifies them directly of an activated call bell. The pager will show the room number and the bed of the resident who activated the system. An escalation protocol will be installed with the system, so no resident calls go unanswered. The facility is working more towards their person-centered care and homelike environment initiative.</p> <p>During an interview and observation completed on 1/28/25, at 10:00 a.m. through 10:30 a.m. on the third and fourth floor with Maintenance Employee E3 upon asking what a dinging noise was stated that is the call bell system, the call bells do not light up over the room, they have kiosks in the halls. Upon asking about a pager system Maintenance Employee E3 stated they do not have a pager system that I am aware of. Maintenance Employee E3 pointed out the kiosk as we toured the hallways all were on and functioning on both floors.</p> <p>During an interview on 1/28/25, at 10:38 am Occupational Therapist (OT) Employee E6 confirmed that there are kiosks in each hallway as well as at each nurse ' s station to indicate that a call bell has been activated. Upon asking about pagers OT Employee E6 stated I don ' t believe the aides carry pagers</p> <p>During an interview on 1/18/25, at 11:48 a.m. upon asking Registered Nurse (RN) Employee E5 about the call bell system stated, they either have a push button or a flat button in the room when they push it goes to a kiosk in the hall. Employee E5 confirmed that the lights do not light up over the doors when a resident activates a call bell. When inquiring if staff also carry pages she stated They did use pagers years ago and tried to get staff to use again, the staff quit carrying the pagers. The kiosk are loud, every hall has one. I feel we should be carrying the pagers its very troublesome because you don ' t know who is calling. If I knew what bell was on, I would answer it. Pagers would be helpful. There was a basket of pagers up front at nursing station. Staff was told they need to carry them.</p> <p>(continued on next page)</p>		

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<p>F 0919</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>During an interview completed on 1/28/25, at 11:54 a.m. upon asking RN Employee E8 about the call bell system stated they have buttons in the room. The kiosks are in the hallways and nursing station. Upon asking about the pager system Employee E8 stated I don't know anything about using pagers. Further inquiry concerning pagers RN Employee E8 indicated she has only been employed at facility for about two months and never received education on the call bells.</p> <p>During an interview completed on 1/28/25, at 12:04 p.m. Nurse Aid (NA) Employee E7 upon asking about the call bell system stated it's hard because the light on the door doesn't light up. You have to run to the kiosk. They offered a pager a long time ago, but it didn't work.</p> <p>During an observation and interview completed on 1/28/25, at 12:10 p.m. the Nursing Home Administrator (NHA) had a box of gold ring bells that she was passing out to the resident. She further stated the call system works; this is just a backup system. I believe RN Employee E2 is getting pagers so staff can use instead of running to the kiosk.</p> <p>During an interview completed on 1/28/25, at 12:14 p.m. upon asking NA Employee E10 about the call bell system stated we have screens that we have to look at as we pass it in the halls. When I first started, we had pagers. They were not working correctly.</p> <p>During an interview completed on 1/28/25, at 12:16 p.m. upon asking NA Employee E11 about the call bell system stated We have to use the screens. Some residents use the regular bells because the system goes down. Upon asking how often the system goes down she was not able to give a direct answer occasionally.</p> <p>During an interview completed on 1/28/25, at 12:21 p.m. Upon asking NA Employee E9 about the call bell system stated we have a kiosk, when you hear them, you just look to see what numbers. We have had pagers in the past.</p> <p>During an interview completed on 1/28/25, at 2:20 p.m. the NHA confirmed the facility is not currently using pagers with the call bell system and stated I wasn't aware of the pager part of the exemption and that the facility failed to ensure that the call bell system was in full working order for six of six units (lilac lane, vineyard, rosewood, riverview, hilltop, and grandview) by ensuring employees were in possession of a pager as indicated in the exemption dated 10/3/19.</p> <p>28 Pa. Code 207.2(a) Administrator's Responsibility.</p> <p>28 Pa. Code 211.12(d)(5) Nursing Services</p>		

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<p>F 0921</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public.</p> <p>49469</p> <p>Based on observation and staff interviews, it was determined that the facility failed to ensure a clean, sanitary, functional environment in the laundry room storage area and the large main storage area located on the facilities lower level.</p> <p>Findings include:</p> <p>Review of the facility policy Safe and Homelike Environment last reviewed 1/7/25, indicates housekeeping and maintenance service will be provided as necessary to maintain a sanitary, orderly and comfortable environment.</p> <p>Review of Appendix PP of the State Operational manual S483.90(i) Other Environmental Conditions:</p> <p>The facility must provide a safe, functional, sanitary, and comfortable environment for residents, staff and the public.</p> <p>During an observation completed on 1/28/25, at 10:05 a.m. of the lower-level laundry storage area it was discovered that the center of the floor contained two large puddles of water. The right corner of the room was roped off with caution tape. The storage area contained shelves that included but not inclusive to numerous uncovered pillows, 31 boxes of briefs in assorted sizes, as well as floor cleaning supplies and trash can liners.</p> <p>During an interview completed on 1/28/25, at 10:08 a.m. Maintenance Employee E3 confirmed the lower-level laundry room contained two large puddles of water, the right corner of the room was rope off with caution tape. The room was being used as storage for residents supplies that included but not inclusive to uncovered pillows and briefs as well as floor cleaning supplies and trash can liners. Maintenance Employee E3 stated the water is from the roof leaking; this roof is located under the front parking lot.</p> <p>During an observation completed on 1/28/25, 10:10 a.m. of the facility ' s large main storage area, upon entering the room four large buckets were observed placed on the floor, the buckets were collecting water dripping from the ceiling. This area contained including but not inclusive to numerous wheelchairs, bed frames, mattresses, trash isolation bins.</p> <p>During an interview completed on 1/28/25, at 10:12 a.m. Maintenance Employee E3 confirmed the lower-level main storage area contained four large buckets collecting drips from the ceiling and the area was being used as the facility ' s main storage area. Maintenance Employee E3 stated the drips are coming from the main water supply pipes coming into the building and confirmed that the facility failed to ensure a clean, sanitary, functional environment in the laundry room storage area and the facilities main storage area located on the facilities lower level.</p> <p>28 Pa. Code 201.14 (a) Responsibility of licensee.</p> <p>28 Pa. Code 201.18(b) Management.</p>		