

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 396129	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 07/17/2024
NAME OF PROVIDER OR SUPPLIER Willow Terrace		STREET ADDRESS, CITY, STATE, ZIP CODE One Penn Boulevard Philadelphia, PA 19144	

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>47975</p> <p>Based on review of facility policy, review of facility records, observations, and interviews with residents and staff it was determined that the facility failed to provide a safe, homelike environment for one of four resident units observed. (Unit Three)</p> <p>Findings Include:</p> <p>Review of facility policy titled, Temperature Extremes dated September 2017 states, The policy of [NAME] Terrace is to provide comfortable and safe temperature levels. The temperature throughout this facility shall be maintained at between 71 degrees and 81 degrees Fahrenheit. Any temperatures outside of this range requires specific intervention(s) to avoid potential negative impact on the residents' well-being. Should the A/C or heating system fail, specific monitoring and safety measures should be activated. Additional responses listed as, 1. Maintain a log of temperature monitoring.</p> <p>An initial tour was taken with the Director of Maintenance Employee E3 on July 17, 2024 at 9:40 a.m. A tour of the third-floor unit revealed several rooms above 81 degrees on the southside hall.</p> <p>The temperatures were taken in the hall on the southside in several areas. In one area of the hallway the temperature was 83.7 degrees.</p> <p>The temperatures in Resident R1's room measured 84.4 degrees. Observation of the resident's room revealed a box fan that was on the floor of the room not turned on.</p> <p>The temperatures in Resident R2's room measured 84.2 degrees. Observations of the resident's room revealed a box fan that was turned on, placed on top of the air conditioning unit.</p> <p>The temperatures in Resident R3's room measured 83.8 degrees. Observation of the resident's room revealed a box fan turned on that was on the floor. Interview with the resident revealed the resident said it is hot in the room even with the fan pointed towards him.</p> <p>The temperatures in Resident R4's room measured 83.5 degrees. Observation of the resident's room revealed a small circular fan on the top of the air conditioning unit. Further observation of the resident's air conditioning unit revealed cold air barely coming out of the air conditioning unit.</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 - Few</p>	<p>The temperatures in Resident R5's room measured 86.4 degrees. Observation of the resident's room revealed a large circular fan on top of the air conditioning unit that was turned on and a box fan on the floor that was turned off. Further observation of the resident's air conditioning unit revealed cold air barely coming out of the air conditioning unit. Interview with Resident R5 revealed the resident's daughter brought her in the large circular fan due to the box fan not helping to cool down the room. Resident R5 stated that it has always been hot since she has been in the facility.</p> <p>The temperatures in Resident R6's room measured at 83.9 degrees. Observation of the resident's room revealed a box fan on the floor not turned on. The resident was not in the room during the time of observation.</p> <p>The temperatures in Resident R7's room measured at 85.8 degrees. Observation of the resident's room revealed a box fan on top of the air conditioning unit turned on as well as a small circular fan turned on. Further observation of the resident's air conditioning unit revealed cold air barely blowing out. Interview with the resident at 12:11 p.m. revealed the room was too hot for him and that the fans were only blowing hot air.</p> <p>The temperatures in Resident R8's room measured at 82.5 degrees. Observation of the resident's room revealed a box fan on top of the air conditioning up blowing out hot air.</p> <p>Review of the facility documentation titled, Temperatures: Test and log air temperatures for the month of July 2024 revealed temperatures for the following dates: July 1, 2, 3, 5, 7, 8, 10, 11, 12, 15, 16, and 17 2024. Review of the temperature logs for these dates revealed the temperatures were measured in the same rooms for each day specified. The rooms listed include the following: 318, 322, 338, 348, 301, 432, 439, 440, 448, 511, 519, 532, 543, 611, and 644. Further review of the temperatures taken revealed none of the rooms above 81 degrees, that were noted on the observation on July 17, 2024, had been recorded during the month of July.</p> <p>Interview with the Director of Maintenance Employee E3 at 10:30 a.m. confirmed the temperatures were over 81 degrees.</p> <p>Interview with the Director of Maintenance Employee E4 and the Regional Director of Maintenance Employee E4 at 11:30 a.m. revealed the resident rooms that were measuring over 81 degrees were being looked into, and that the air conditioning valve had been adjusted in each one of their rooms.</p> <p>Re-check of temperatures on July 17, 2024 at 1:32 p.m. revealed several resident rooms at over 81 degrees. Resident R1's room was 83.1 degrees. Resident R7's room was 81.7 degrees. Resident R6's room was 81.9 degrees. Resident R5's room was 83.7 degrees. Resident R2's room was 81.9 degrees.</p> <p>28 Pa. Code 201.14(a) Responsibility of licensee</p> <p>28 Pa. Code 201.18(b)(1)(3)(e)(1)(2.1) Management</p>		