

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 455606	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 09/19/2024
NAME OF PROVIDER OR SUPPLIER Park View Care Center		STREET ADDRESS, CITY, STATE, ZIP CODE 3301 View St Fort Worth, TX 76103	

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)
F 0600 Level of Harm - Actual harm Residents Affected - Few	<p>Protect each resident from all types of abuse such as physical, mental, sexual abuse, physical punishment, and neglect by anybody.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 41781</p> <p>Based on observation, interview, and record review, the facility failed to ensure residents were free from abuse for one of six residents (Resident #1) reviewed for abuse.</p> <p>The facility failed to ensure the Administrator did not verbally abuse Resident #1 when he cursed at him during a conversation.</p> <p>This failure could affect the residents at the facility and place them at risk for physical, verbal, and/or psychosocial harm.</p> <p>Findings included:</p> <p>Review of Resident #1's Admission Record, dated 09/17/24, reflected the resident was a [AGE] year-old male who admitted to the facility on [DATE] and discharged on [DATE].</p> <p>Review of Resident #1's Quarterly MDS Assessment, dated 07/03/24, reflected he had a BIMS score of 15 indicating no cognitive impairment. Review of Resident #1's active diagnoses included paraplegia (paralysis of the legs and lower body caused by a problem with the spinal cord or nerve) and hyponatremia (a condition where the sodium level in your blood is too low).</p> <p>Review of Resident #1's care plan, dated 03/04/24, reflected the following: Focus: Verbal Behaviors: [Resident #1] exhibits verbally abusive behaviors at times and is at risk for harm and not having their needs met in a timely manner .Interventions: Approach resident in a calm manner, call by name, speak slowly, and maintain eye contact. Talk while providing cares, allow time for a response, and do not rush.</p> <p>Review of Resident #1's progress notes for September 2024 reflected the following:</p> <p>- 09/04/24 at 3:27 PM, SW A wrote: Resident is a 44 y/o male admitted to facility on 01/06/2023 from [Hospital B]. He remains alert, verbal and able to make his needs known. He has voiced the desire to transfer to a nursing home in the [city] area. Resident was denied by facilities in [city] area. Resident was informed that [SNF C] has accepted him. He stated he is willing to transfer to [SNF C] due to staff acts like they don't want him here Resident stated he will transfer to [SNF C] tomorrow because he was not happy here. He stated that he does not want to be anywhere he is not wanted.</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 0600</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>- 09/05/24 at 9:41 AM, SW A wrote: .Resident stated that he has to leave due to not feeling safe .</p> <p>Interview via phone on 09/17/24 at 10:03 AM with Resident #1 revealed he was no longer at the facility and was at a different facility now. Resident #1 said the Administrator cursed at him one day, and he had recorded the conversation. Resident #1 said he thought it was unnecessary that the Administrator cursed at him, and there was no way he was going to feel safe in the facility after being treated that way. Resident #1 said it made him very scared and that was why he left the facility. Resident #1 was not sure what day the Administrator cursed at him, but it was near the date he discharged from the facility.</p> <p>Listening to the audio recording provided by Resident #1 on 09/17/24 10:40 AM revealed the following: the audio recording began with static sounds and background noise of things happening and people talking. At the 35-second mark, there was a knock on a door. The following information was the dialogued conversation between the Administrator and Resident #1:</p> <p>Administrator: Do you not understand English?</p> <p>Resident #1: I understand, I understand perfect English.</p> <p>Administrator: This is such a crisis that I've got to stop dealing with the crisis so I can deal with you.</p> <p>Resident #1: What it is, Mr. [Administrator], I don't want anybody sitting up here lying on me, Mr. [Administrator]. Listen to me, sir. The only thing is it is very hot on that hallway and-</p> <p>Administrator: It's not 81 degrees down there.</p> <p>Resident #1: Sir, sir, I just wanna be clear when I speak to you.</p> <p>Administrator: But when I speak to you, you don't listen to me.</p> <p>Resident #1- I'm just saying.</p> <p>Administrator: I don't have time for this right now.</p> <p>Resident #1: Well then let me-</p> <p>Administrator: No, I don't wanna let you have-</p> <p>Resident #1: Mr. [Administrator].</p> <p>Administrator: I've gotta make half a dozen phone calls in the next five minutes-</p> <p>Resident #1: Okay, let me let this go real quick like-</p> <p>Administrator: Let it go</p> <p>Resident #1: Okay, let me go real quick.</p> <p>(continued on next page)</p>		

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<p>F 0600</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>Interview on 09/18/24 at 12:06 PM with the Administrator revealed he was the Abuse Coordinator, and all abuse was supposed to be reported to him. The Administrator said it was not relevant what he thought if something was abusive or not but how the individual felt about it who was spoken to in that manner. The Administrator said staff cursing at or towards a resident was considered abuse. The Administrator said he did not have any tolerance for staff cursing at or towards a resident. The Administrator said the purpose of residents being free from abuse was that the facility was their home, and they should have a safe and comfortable environment to live in. The Administrator said ultimately, he was responsible for ensuring all residents in the facility were free from abuse, but the staff helped to make sure that happened. The Administrator said if he found out that staff cursed at or towards a resident they would no longer work at the facility. The Administrator said he remembered having a conversation with Resident #1 about an A/C problem in the facility one day but did not recall cursing at the resident. The Administrator said he may have said I don't have time to deal with this shit towards the resident because he was trying to deal with a situation. The Administrator said it was not wrong for him to use that phrase because he was trying to make Resident #1 understand that he was not important right then because of other things going on. The Administrator said he did not remember using the f word and would have to hear the recording to determine if that was said and if it was him who said it but that was not acceptable to use towards the resident.</p> <p>Follow -up interview on 09/18/24 at 1:39 PM with the Administrator while he listened to the audio recording detailed above, he identified Resident #1 in the recording, and said he would not question that. The Administrator said he was not sure that was his voice in the recording, but he remembered having the conversation with Resident #1. The Administrator said he heard there were curse words used in the recording, but it could have been AI generated or someone used a phone app to say the words and used his voice. The Administrator said he was simply having a conversation with Resident #1 to make him understand what he was trying to do with dealing with the crisis. The Administrator said what he heard on the recording was not considered verbally abusive because he was trying to explain to Resident #1 in a language he could understand since the resident cursed a lot at staff. The Administrator said since Resident #1 interrupted him all the time the conversation in the recording was not considered abusive because it was with Resident #1. The Administrator said Resident #1 had tried several times that morning to talk to him because Resident #1 thought he was special when he had something he wanted to talk about it needed to be addressed right there and then.</p> <p>Interview on 09/18/24 at 3:00 PM with the Administrator and the DON revealed the Administrator said he never intended to abuse Resident #1. The Administrator said there was an allegation that Resident #1 was abused by him, so he was suspending himself and leaving the DON to complete the investigation. The Administrator said he was leaving the facility due to the suspension.</p> <p>(continued on next page)</p>		

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<p>F 0600</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>Review of the facility's policy, revised 09/06/24, and titled Abuse, Neglect and Exploitation reflected: Definitions: 'Staff' includes employees .who provide care and services to residents .'Abuse' means the willful infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain or mental anguish, which can include staff to resident abuse and certain resident to resident altercations . Instances of abuse of all residents, irrespective of any mental or physical condition, cause physical harm, pain or mental anguish. It includes verbal abuse, sexual abuse, physical abuse, and mental abuse including abuse facilitated or enabled through the use of technology .'Willful' means the individual must have acted deliberately, not that the individual must have intended to inflict injury or harm .'Verbal Abuse' means the use of oral, written or gestured communication or sounds that willfully includes disparaging and derogatory terms to residents or their families, or within their hearing distance regardless of their age, ability to comprehend, or disability .III. Prevention of Abuse, Neglect and Exploitation: The facility will make every effort to prevent and prohibit all types of abuse, neglect, misappropriation of resident property, and exploitation that achieves: A. Establishing a safe environment .B. Identifying, correcting, and intervening in situations in which abuse, neglect, exploitation, and/or misappropriation of resident property is suspected or identified by: 1. Taking immediate action to correct any issues that can reduce the risk of further harm continuing or occurring to resident or other residents. 2. Review and evaluation of like instances to determine if the appropriate actions to correct noncompliance was taken and documented.</p>		

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<p>F 0607</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>Develop and implement policies and procedures to prevent abuse, neglect, and theft.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 41781</p> <p>Based on observation, interview, and record review, the facility failed to ensure residents were free from abuse for one of six residents (Resident #1) reviewed for abuse.</p> <p>The facility failed to ensure Resident #1 was free from abuse per the policy when the Administrator verbally abused Resident #1 when he cursed at him during a conversation.</p> <p>This failure could place residents at risk for physical harm, psychosocial harm, unsafe environment, and further abuse.</p> <p>Findings included:</p> <p>Review of the facility's policy revised 09/06/24, and titled Abuse, Neglect and Exploitation reflected: Policy: It is the policy of this facility to provide protections for the health, welfare and rights of each resident by developing and implementing written policies and procedures that prohibit and prevent abuse, neglect, exploitation, and misappropriation of resident property. Definitions: 'Staff' includes employees .who provide care and services to residents . 'Abuse' means the willful infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain or mental anguish, which can include staff to resident abuse and certain resident to resident altercations .Instances of abuse of all residents, irrespective of any mental or physical condition, cause physical harm, pain or mental anguish. It includes verbal abuse, sexual abuse, physical abuse, and mental abuse including abuse facilitated or enabled through the use of technology . 'Willful' means the individual must have acted deliberately, not that the individual must have intended to inflict injury or harm . 'Verbal Abuse' means the use of oral, written or gestured communication or sounds that willfully includes disparaging and derogatory terms to residents or their families, or within their hearing distance regardless of their age, ability to comprehend, or disability .III. Prevention of Abuse, Neglect and Exploitation: The facility will make every effort to prevent and prohibit all types of abuse, neglect, misappropriation of resident property, and exploitation that achieves: A. Establishing a safe environment .B. Identifying, correcting, and intervening in situations in which abuse, neglect, exploitation, and/or misappropriation of resident property is suspected or identified by: 1. Taking immediate action to correct any issues that can reduce the risk of further harm continuing or occurring to resident or other residents. 2. Review and evaluation of like instances to determine if the appropriate actions to correct noncompliance was taken and documented.</p> <p>Review of Resident #1's Admission Record, dated 09/17/24, reflected the resident was a [AGE] year-old male who admitted to the facility on [DATE] and discharged on [DATE].</p> <p>Review of Resident #1's Quarterly MDS Assessment, dated 07/03/24, reflected he had a BIMS score of 15 indicating no cognitive impairment. Review of Resident #1's active diagnoses included paraplegia (paralysis of the legs and lower body caused by a problem with the spinal cord or nerve) and hyponatremia (a condition where the sodium level in your blood is too low).</p> <p>(continued on next page)</p>		

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<p>F 0607</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>Administrator: I don't have time for this right now.</p> <p>Resident #1: Well then let me-</p> <p>Administrator: No, I don't wanna let you have-</p> <p>Resident #1: Mr. [Administrator].</p> <p>Administrator: I've gotta make half a dozen phone calls in the next five minutes-</p> <p>Resident #1: Okay, let me let this go real quick like-</p> <p>Administrator: Let it go</p> <p>Resident #1: Okay, let me go real quick.</p> <p>Administrator: It's not, the temperature down there is not a problem.</p> <p>Resident #1: Yes it is, but sir I don't want-</p> <p>Administrator: [unintelligible] [city name].</p> <p>Resident #1: Listen, sir.</p> <p>Administrator: You're the only person who's come down here from that whole hallway that's complaining about the temperature.</p> <p>Resident #1: Sir, is [Resident #2] had a heat stroke the other day.</p> <p>Administrator: No, he didn't.</p> <p>Resident #1: Yes, he did.</p> <p>Administrator: No he didn't. You ain't a doctor.</p> <p>Resident #1: Okay.</p> <p>Administrator: Are you a doctor?</p> <p>Resident #1: That's an emergency.</p> <p>Administrator: Are you a doctor?</p> <p>Resident #1: That's not-</p> <p>Administrator: I don't have time</p> <p>(continued on next page)</p>

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 455606	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 09/19/2024
NAME OF PROVIDER OR SUPPLIER Park View Care Center		STREET ADDRESS, CITY, STATE, ZIP CODE 3301 View St Fort Worth, TX 76103	

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<p>F 0607</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>Resident #1: Wait a minute, [Administrator] I need a- let me just say this and let it go they stole- Administrator: You don't gotta let it go.</p> <p>Resident #1: Yes I am, I am fixin' to let it go. Sir, they told you I did not have that fan in my room. Administrator: I don't care.</p> <p>Resident #1: It was on the hall. Administrator: Well then you don't get to determine where it goes.</p> <p>Resident #1: I didn't say- Administrator: You were.</p> <p>Resident #1: The whole hall is hot, sir. Administrator: Leave me alone.</p> <p>Resident #1: They told you that I did not have that fan in my room sir. I never had it in my room. It was. Administrator: I didn't say it was in your room. I said we had to have the fan. Period. I don't have time for this argument. And I don't-</p> <p>Resident #1: You say it sometimes; I feel special or something and I'm not. Administrator: You are; you do think you're special.</p> <p>Resident #1: No, the hall is hot sir. Administrator: You called me at 2:30 in the morning so I could get you a damn burrito warmed up.</p> <p>Resident #1: I hadn't eaten in 3 days, sir. Administrator: Because you choose not to. It's not part of your religion.</p> <p>Resident #1: Yes, it is. Administrator: There's not a religion that says you fast every other day.</p> <p>Resident #1: Yes its [unintelligible]fast. Yes it is sir, but- Administrator: I don't care.</p> <p>(continued on next page)</p>

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<p>F 0607</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>Resident #1: That's [unintelligible]-</p> <p>Administrator: You don't wanna be here and you wanna cause us problems every time you turn around.</p> <p>Resident #1: Sir.</p> <p>Administrator: Take to one of the places we found for you to go.</p> <p>Resident #1: Where? Who gave me-</p> <p>Administrator: We found a couple places for you to go, and you and you refused both of them</p> <p>Resident #1: Who, sir, who told me that. Ain't nobody came and told me nothin' like that</p> <p>Administrator: Aright, I'll find you a place to go and you can go there. I don't have time for this right now.</p> <p>Resident #1: This is how all our conversations go.</p> <p>Administrator: What do you not understand about I need to deal with this? This is a problem.</p> <p>Resident #1: Okay sir. That. But I just, I just don't appreciate no one lying on me. And lying to you on me. Sir I did not have that fan in my room.</p> <p>Administrator: But you said something about not having it moved.</p> <p>Resident #1: Because its hot.</p> <p>Administrator: Okay.</p> <p>Resident #1: Because its hot in there.</p> <p>Administrator: But it's not 80 degrees down there.</p> <p>Resident #1: But [Administrator] you got, you getting' all upset with me [Administrator]. I don't want this between us.</p> <p>Administrator: Well its between us because.</p> <p>Resident #1: I don't want this between us.</p> <p>Administrator: I tried to tell you to go- I don't have time to deal with this shit right now.</p> <p>Resident #1: but I didn't want nobody to lie to you and tell you I had the.</p> <p>Administrator: I don't give a fuck about that right now; excuse my French.</p> <p>Resident #1: Okay, sir, but Mr. [Administrator], Mr. [Administrator].</p> <p>(continued on next page)</p>

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<p>F 0607</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>Administrator: Bye I gotta get deal with this.</p> <p>Resident #1: Okay but.</p> <p>Administrator: We're not okay.</p> <p>Resident #1: Why? Wait a minute.</p> <p>Administrator: Leave me alone. I gotta go deal with this if you don't mind. I've got people's lives down here and you're telling me that you you're making diagnoses on somebody that you don't know.</p> <p>Resident #1: That's what they told me.</p> <p>Administrator: Well, but you, you don't know.</p> <p>Resident #1: That's what they told me, but I don't know.</p> <p>Administrator: Well, but you don't know for sure or not.</p> <p>Resident #1: That's what they told me.</p> <p>Administrator: But you're spreading rumors about it in the entire facility.</p> <p>Resident #1: No, no I didn't.</p> <p>Administrator: Well you just told me.</p> <p>Resident #1: That's because, that's because you said ain't nobody complaining.</p> <p>Administrator: Well there hadn't been anybody complaining; not down there and I don't have a problem with any of the air conditioning units down there.</p> <p>Resident #1: Its hot down there but.</p> <p>Administrator: I'll have them turn it down. I don't have time for this. You're not listening to me at all you don't ever listen to me.</p> <p>Resident #1: Yes I am and I'm.</p> <p>Administrator: Let me go do my job.</p> <p>A door slams.</p> <p>Resident #1: See how he slammed the door on me.</p> <p>Audio stops.</p> <p>(continued on next page)</p>

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<p>F 0607</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>Interview on 09/18/24 at 10:40 AM with the DON revealed if a staff member cursed at or towards a resident during a conversation that was considered abuse. The DON said it was never appropriate for staff to curse at a resident. The DON said each staff member was responsible for how they responded to residents, and she expected them to be accountable for their own behavior. The DON said if a staff member cursed at a resident that could breed an environment of fear. The DON said any abuse should be reported to the Administrator immediately.</p> <p>Interview on 09/18/24 at 12:06 PM with the Administrator revealed he was the Abuse Coordinator, and all abuse was supposed to be reported to him. The Administrator said it was not relevant what he thought if something was abusive or not but how the individual felt about it who was spoken to in that manner. The Administrator said staff cursing at or towards a resident was considered abuse. The Administrator said he did not have any tolerance for staff cursing at or towards a resident. The Administrator said the purpose of residents being free from abuse was that the facility was their home, and they should have a safe and comfortable environment to live in. The Administrator said ultimately, he was responsible for ensuring all residents in the facility were free from abuse, but the staff helped to make sure that happened. The Administrator said if he found out that staff cursed at or towards a resident they would no longer work at the facility. The Administrator said he remembered having a conversation with Resident #1 about an A/C problem in the facility one day but did not recall cursing at the resident. The Administrator said he may have said I don't have time to deal with this shit towards the resident because he was trying to deal with a situation. The Administrator said it was not wrong for him to use that phrase because he was trying to make Resident #1 understand that he was not important right then because of other things going on. The Administrator said he did not remember using the f word and would have to hear the recording to determine if that was said and if it was him who said it but that was not acceptable to use towards the resident.</p> <p>Follow -up interview on 09/18/24 at 1:39 PM with the Administrator while he listened to the audio recording detailed above, he identified Resident #1 in the recording, and said he would not question that. The Administrator said he was not sure that was his voice in the recording, but he remembered having the conversation with Resident #1. The Administrator said he heard there were curse words used in the recording, but it could have been AI generated or someone used a phone app to say the words and used his voice. The Administrator said he was simply having a conversation with Resident #1 to make him understand what he was trying to do with dealing with the crisis. The Administrator said what he heard on the recording was not considered verbally abusive because he was trying to explain to Resident #1 in a language he could understand since the resident cursed a lot at staff. The Administrator said since Resident #1 interrupted him all the time the conversation in the recording was not considered abusive because it was with Resident #1. The Administrator said Resident #1 had tried several times that morning to talk to him because Resident #1 thought he was special when he had something he wanted to talk about it needed to be addressed right there and then.</p> <p>Interview on 09/18/24 at 3:00 PM with the Administrator and the DON revealed the Administrator said he never intended to abuse Resident #1. The Administrator said there was an allegation that Resident #1 was abused by him, so he was suspending himself and leaving the DON to complete the investigation. The Administrator said he was leaving the facility due to the suspension.</p>		

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<p>F 0921</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</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>41781</p> <p>Based on observations, interviews, and record review, the facility failed to provide a safe, functional, sanitary, and comfortable environment for 2 (the Main Dining Room and the North Station Dining Room) of 3 dining rooms reviewed for environment.</p> <p>The facility failed to ensure that chairs were in good condition and not in need of repair in the Main Dining Room and North Station Dining Room.</p> <p>This failure could affect residents and the staff by placing them at risk for diminished quality of life due to lack of a well-kept environment.</p> <p>Findings included:</p> <p>Observation on 09/17/24 at 8:56 AM of the Main Dining Room revealed there were six chairs total which all had ripped, cracked, and frayed seat cushions that were indented inwards. Some of the chairs had exposed foam from the cushion.</p> <p>Observation on 09/17/24 at 9:00 AM of the North Station Dining Room revealed there were five chairs total which all had ripped, cracked, and frayed seat cushions that were indented inwards. Some of the chairs had exposed foam from the cushion.</p> <p>Observation on 09/17/24 at 11:40 AM of the Main Dining Room revealed there were two residents playing cards with each other at one of the tables. One resident sitting in the chairs that was ripped said the chair was very uncomfortable for her to sit in, it hurt her back, and it looked terrible. This resident said the chair seat was all sunken in and the material was ripped. The resident said since the chair hurt her back she could not sit in the chair for very long which was disappointing because she liked to be out of her room. The resident said all the chairs in the dining room were all the same.</p> <p>Interview on 09/17/24 at 11:45 AM with Resident #7 revealed she was in a wheelchair but liked to play cards with her friends in the dining room area. Resident #7 said the chairs in the dining room were all ripped and shredded, and the seat cushions were indented down and looked terrible. Resident #7 said her friends told her that the chairs were very uncomfortable, so they did not sit in them for very long. Resident #7 said she had talked to the Administrator about the chairs multiple times before and had been told he would take care of it, but nothing had been done.</p> <p>Interview on 09/17/24 at 11:55 AM with Resident #9 revealed he was the Resident Council president. Resident #9 said the dining room chairs were not in good condition and he had told the Administrator about it but was told it would cost too much money to replace. Resident #9 said nothing had been done about the chairs since then, but he did not think it was fair that the residents paid to be at the facility and the chairs were very uncomfortable and looked bad. Resident #9 said he had been at the facility for two years and the chairs had always been in that condition.</p> <p>(continued on next page)</p>		

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<p>F 0921</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Observation on 09/17/24 at 12:00 PM of the Main Dining Room and North Station Dining Room revealed residents were sitting in the chairs.</p> <p>Interview and observation on 09/17/24 at 1:43 PM with the Maintenance Director in the Main Dining Room and North Station Dining Room revealed the chairs were all ripped, cracked, and the seat cushions were indented inwards with foam exposed on some of them. The Maintenance Director said he had worked at the facility for six years and he knew the chairs were in bad condition but did not realize how bad. The Maintenance Director said the facility had been looking into getting fabric to reupholster the chairs or buy new ones to replace them, but nothing had been decided on yet. The Maintenance Director said the purpose of having chairs in good condition for residents was for safety reasons. The Maintenance Director said he was responsible for ensuring that the chairs were in good condition. The Maintenance Director said if the chairs were in that condition it could be a hazard to the resident if they were sitting in them.</p> <p>Interview on 09/18/24 at 10:40 AM with the DON revealed she had noticed the condition of the dining room chairs in that they were ripped and frayed. The DON said the facility had known about the chairs for a while but just changed management and the old management did not take care of the issue.</p> <p>Interview on 09/18/24 at 12:06 PM with the Administrator revealed the facility just went through a change in management and when they priced new chairs it was going to cost \$275 per chair, costing the facility a total of \$10,000 so the old management did not want to replace the chairs. The Administrator said since there was nothing wrong the structure of the chair and the issue was just that the seat cushions were ripped, indented, and had foam coming out that it was still okay for residents to use them. The Administrator said the dining room chairs had been that way for a while but was not sure how long. The Administrator said the purpose of having chairs in good condition was for the residents safety and comfort. The Administrator said since the chairs were not in good condition it might not be comfortable for a resident to sit in one and it also did not look good.</p> <p>Review of the maintenance logs from June 2024 to September 2024 reflected there were not entries related to the condition of the dining room chairs.</p> <p>Review of the facility's policy, dated May 2003, and titled Housekeeping Standards reflected: 2. The facility will provide a written quality control program that insures a clean, safe, pleasant and functional environment for residents, staff and visitors [sic].</p>		