

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 555114	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 05/08/2024
NAME OF PROVIDER OR SUPPLIER Driftwood Healthcare Center		STREET ADDRESS, CITY, STATE, ZIP CODE 4109 Emerald St Torrance, CA 90503	

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 0553</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Allow resident to participate in the development and implementation of his or her person-centered plan of care.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 44958</p> <p>Based on observation, interview and record review the facility failed to ensure an interdisciplinary team meeting (conference discussing the residents care plan comprised of different members of the healthcare team from different specialties), including one of three sampled resident (Resident 1) and Resident 1's Responsible Party (RP1), convened to discuss the status of Resident 1's hearing loss, pending audiologist (specialists who evaluate, diagnose, treat, and manage hearing loss) appointment, and status of the requested hearing aids (sound amplifying device used to assist people with hearing loss).</p> <p>These deficient practices violated Resident 1's rights and resulted in Resident 1 and RP 1 feeling frustrated leading to a potential decline in Resident 1's psychosocial health.</p> <p>Findings:</p> <p>During a review of Resident 1's Admission Record (Face Sheet), the Face Sheet indicated Resident 1 was initially admitted to the facility on [DATE] with diagnoses including unspecified hearing loss and major depressive disorder (mental illness characterized by pervasive sadness and loss of interest in daily activities).</p> <p>During a review of Resident 1's History and Physical (H/P), dated 11/28/2023, the report indicated Resident 1 was aware to person, place, and time (has normal orientation). The H/P indicated Resident 1 had hearing loss on his right and left ears and the facility would be arranging an Ears Nose and Throat (ENT) specialist visit.</p> <p>During a review of Resident 1's Minimum Data Set ([MDS] a standardized assessment and care screening tool), dated 2/9/2024, the MDS indicated Resident 1 could sometimes be understood when expressing ideas, wants and sometimes could be understood by others. The MDS indicated Resident 1 had difficulty in hearing and did not have any hearing aids or hearing appliances.</p> <p>During a review of Resident 1's ENT visit summary report, dated 1/5/2024, the report indicated the reason for Resident 1's visit included diminished hearing occurring for over a month. The summary indicated the following: audiogram (hearing test) recommended, hearing abnormal by observation and Resident 1 complaint of hearing problems. The summary report indicated an audiogram was ordered.</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 0553</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>During an interview on 5/7/2024 at 1:00 p.m., RP1 stated since 2022, he has been inquiring with the Social Services Director (SSD) about the status of Resident 1's audiology appointments and status of hearing aids. RP 1 stated Resident 1 has been requesting hearing aids for several years. RP 1 stated it was very frustrating because the SSD has not provided any updates regarding Resident 1's audiology appointment or hearing aids. RP 1 stated Resident 1 has experienced a delay in needed services due to the facility's failure to follow up with appointments and provide updates to Resident 1 and RP1.</p> <p>During an observation and interview on 5/7/2024 at 1:55 p.m., with Resident 1, in Resident 1's room, Resident 1 was observed unable to hear and was communicating by reading lips, by making noises, and using the communication board. Resident 1 stated he had difficulty hearing and would like hearing aids. Resident 1 stated he cannot hear well.</p> <p>During an interview on 5/8/2024 at 12:28 p.m., the Social Services Assistant (SSA) stated the Social Services Director (SSD). The SSA stated as of February 2024 she has been responsible for all SSD responsibilities which entailed participating in IDT meetings. The SSA stated she was aware of the outcome of Resident 1's ENT visit on 1/5/2024. The SSA stated she should have followed up on Resident 1's audiology appointment as it has been over 4 months since the appointment has been scheduled. The SSA stated there has not been an IDT meeting with Resident 1 or RP 1 to discuss Resident 1's pending audiologist appointments and hearing aids. The SSA stated she has not provided updates to Resident 1, RP 1, and the IDT, including the nursing staff. The SSA stated the residents' and the resident's RP had the right to be updated and involved in the plan of care. The SSA stated failure to communicate to the IDT, resident, and family, and failure to follow up on the audiology appointment resulted in a delay in care and services.</p> <p>During an interview on 5/8/2024 at 2 p.m., the Registered Nurse Supervisor (RNS) stated upon her review of Resident 1's records, including care plans and progress notes, the documents do not indicate any communication between the facility, Resident 1 and/or RP 1 regarding Resident 1's ENT visits or hearing assessments. The RNS stated the SSD or SSA should have discussed the outcome of Resident 1's last ENT visit that occurred on 1/5/2024 with the IDT team, Resident 1, and RP 1. The RNS stated the delay in communication lead to a delay in resident receiving needed services to improve his ability to hear. The RNS stated Resident 1 has a history of depression and the delay in receiving hearing aids, had the patient to further Resident 1's depression.</p> <p>During a review of facility's P/P, titled Social Services Program, revised December 1, 2013, the P&P indicated residents will be provided with medically related social services needs for each resident, medically related social services are provided to residents to maintain and improve residents' wellbeing. The P/P indicated responsibilities of the social services department include but are not limited to maintaining contact with resident's family, involving them in the care planning.</p> <p>During a review of facility's P/P, titled Comprehensive Person-Center Care Planning, revised November 2018, the P&P indicated it is the policy of the facility to provide person-centered, comprehensive, and interdisciplinary care that reflects best practice standards for meeting health, safety, psychosocial, behavioral, and environmental needs of the resident to obtain or maintain the highest physical, mental, and psychosocial wellbeing. The P/P indicated the resident and or RP will actively remain engaged in his care planning process through the resident's right to participate in the development of and be informed in advanced of changes in the plan of care.</p> <p>(continued on next page)</p>		

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<p>F 0553</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>During a review of facility's Job description, titled Social Services Coordinator, undated, the job description indicated the Social services coordinator will ensure resident's psychosocial and concrete needs are identified and met in accordance with federal, stated and company requirements, implement and update Resident Care Plan, communicate needs and plan of care to the resident, families, responsible parties and appropriate staff, arrange ancillary services that have been determined necessary to maintain the residents' concrete needs , coordination and maintenance of IDT invitation process to residents and resident representatives.</p>

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<p>F 0685</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Assist a resident in gaining access to vision and hearing services.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 44958</p> <p>Based on interview and record review the facility failed to ensure one of three sampled residents (Resident 1), who had hearing loss and requested hearing aids (sound amplifying device used to assist people with hearing loss) had an appointment with the audiologist (specialists who evaluate, diagnose, treat, and manage hearing loss) to perform an audiogram (hearing test) after the Otolaryngologist (specialist who treats conditions of the ears, nose and throat) ordered for the resident to see the audiologist on 1/5/2024.</p> <p>These deficient practices resulted in a delay in the process for Resident 1 to acquire hearing aids leading to a potential decline in Resident 1's psychosocial health. As of 5/8/2024, four months after the order was made, Resident 1 has not had the audiogram.</p> <p>Findings:</p> <p>During a review of Resident 1's Admission Record (Face Sheet), the Face Sheet indicated Resident 1 was admitted to the facility on [DATE] and readmitted on [DATE] with diagnoses including hypertensive heart disease (high blood pressure leading to damage to heart), diabetes (high sugar in the blood), and hearing loss.</p> <p>During a review of Resident 1's History and Physical (H/P), dated 11/28/2023, the report indicated Resident 1 was aware to person, place, and time (has normal orientation). The H/P indicated Resident 1 had hearing loss on his right and left ears and the facility would be arranging an ENT visit.</p> <p>During a review of Resident 1's Minimum Data Set ([MDS] a standardized assessment and care screening tool), dated 2/9/2024, the MDS indicated Resident 1 could sometimes be understood when expressing ideas, wants and sometimes could be understood by others. The MDS indicated Resident 1 had difficulty in hearing and did not have any hearing aids or hearing appliances. The MDS indicated Resident 1 had a diagnosis of depression (mental illness characterized by persistent sadness or loss of interest impacting daily activities).</p> <p>During a review of Resident 1's ENT visit summary report, dated 1/5/2024, the report indicated the reason for Resident 1's visit included diminished hearing occurring for over a month. The summary indicated the following: audiogram (hearing test) recommended, hearing abnormal by observation and Resident 1 complained of hearing problems. The summary report indicated an audiogram was ordered.</p> <p>During an interview on 5/7/2024 at 1:00 p.m., RP1 stated since 2022, he has been inquiring with the Social Services Director (SSD) about the status of Resident 1's audiology appointments and status of hearing aids. RP 1 stated Resident 1 has been requesting hearing aids for several years. RP 1 stated it was very frustrating because the SSD has not provided any updates regarding Resident 1's audiology appointment or hearing aids. RP 1 stated Resident 1 has experienced a delay in needed services due to the facility's failure to follow up with audiology appointments.</p> <p>During an interview on 5/7/2024 at 1:55 p.m., Resident 1 stated he had difficulty hearing and would like hearing aids. Resident 1 stated he cannot hear well.</p> <p>(continued on next page)</p>		

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<p>F 0685</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>During an interview on 5/8/2024 at 12:28 p.m., the Social Services Assistant (SSA) stated as of February 2024 she has been responsible for all SSD responsibilities which entailed making appointments, arranging transportation, arranging follow up appointments, and participating in IDT meetings. The SSA stated she was aware of the outcome of Resident 1's ENT visit on 1/5/2024 and that Resident 1 needed an audiology appointment. The SSA stated she should have followed up on Resident 1's audiology appointment as it has been over 4 months since the appointment has been scheduled.</p> <p>During an interview on 5/8/2024 at 2 p.m., the Registered Nurse Supervisor (RNS) stated upon her review of Resident 1's records, the facility failed to follow up on Resident 1's audiology appointment. The RNS stated the delay in communication lead to a delay in resident receiving needed services to improve his ability to hear. The RNS stated Resident 1 has a history of depression and the delay in receiving hearing aids, had the patient to further Resident 1's depression.</p> <p>During a review of facility's Policy and Procedure (P/P), titled Deaf and Hearing-impaired resident-Care of, revised January 12, 2012, the P&P indicated social services will refer the resident to an audiologist if indicated.</p> <p>During a review of facility's P/P, titled Social Services Program, revised December 1, 2013, the P&P indicated residents will be provided with medically related social services needs for each resident, medically related social services are provided to residents to maintain and improve residents' wellbeing.</p> <p>During a review of facility's Job description, titled Social Services Coordinator, undated, the job description indicated the Social services coordinator will ensure resident's psychosocial and concrete needs were identified and met in accordance with federal, stated and company requirements.</p>		