

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 555229	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 05/28/2024
NAME OF PROVIDER OR SUPPLIER Valley Healthcare Center		STREET ADDRESS, CITY, STATE, ZIP CODE 1205 8th Street Bakersfield, CA 93304	

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 0576</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Ensure residents have reasonable access to and privacy in their use of communication methods.</p> <p>37697</p> <p>Based on interview and record review, the facility failed to provide reasonable access to a telephone that provided privacy for three of three sampled residents (Resident 1, Resident 2, and Resident 3). This failure resulted in a violation of residents' rights to a private conversation.</p> <p>Findings:</p> <p>During an interview on 5/28/24 at 11:29 a.m. with Licensed Vocational Nurse (LVN) 1, LVN 1 stated residents wanting to use the phone need to be able to get up out of bed and use the phone in the Administrator's office and/or use the facility main office phone.</p> <p>During an interview on 5/28/24 at 11:44 a.m. with LVN 2, LVN 2 stated residents want to use the phone were taken to the nursing station to make phone calls. LVN 2 stated if the call needed to be private it is difficult as there are no cordless phones for the residents to use to allow privacy.</p> <p>During a review of Resident 1's MDS (Minimum Data Set - an assessment tool) under the section Brief interview for Mental Status (BIMS - an assessment tool for cognition [mental processes including perception, memory, and thought], dated 5/5/24, the BIMS indicated, Resident 1 had a score of 15 (cognitively intact).</p> <p>During an interview on 5/28/24 at 11:49 a.m. with Resident 1, Resident 1 stated, There is no way for the facility to provide a private conversation for residents, since there is not a portable phone that can be used. There are [other] residents that have the same concerns.</p> <p>During a review of Resident 2's MDS under the section BIMS, dated 5/6/24, the BIMS indicated, Resident 10 had a score of 10 (moderate cognitive impairment).</p> <p>During an interview on 5/28/24 at 11:57 a.m. with Resident 2, Resident 2 stated there is no way for a resident to have a private phone conversation in the facility.</p> <p>During an interview on 5/28/24 at 12:03 p.m. with Certified Nursing Assistant (CNA) 1, CNA 1 stated residents had no private phone conversation. CNA 1 stated, Right now since there are no portable phones, we need to get the residents up and bring them to the [nurses] station to take the phone call.</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 0576</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>During an interview on 5/28/24 at 12:07 p.m. with CNA 2, CNA 2 stated she was assigned to Resident 3. CNA 2 stated she would have to take Resident 3 to the nurses station to talk to her family on the phone.</p> <p>During an interview on 5/28/24 at 12:20 p.m. with Administrator in Training (AIT), AIT stated the facility had no portable phones for the residents since June of 2023. AIT stated calls for residents were done by taking them to the nursing station or having a family member call a staff member cell phone and providing the call to the resident. AIT stated there was no current way for a private phone call to be made for the residents.</p> <p>During a review of the facility's policy and procedure (P&P) titled, Telephone Access, dated 11/1/17, the P&P indicated, Purpose . To ensure access to a telephone by residents at the Facility. The Facility makes telephones available and accessible to residents, visitors, and Facility staff. Designated telephones are available to residents to make local telephone calls and to receive private telephone calls that may not be overheard by others. The Facility makes a private telephone line available, installs a line in the resident's room or permits the resident to use a cellular phone. Facility Staff phone lines are used for the purpose of conducting day-to-day business and are not used for private calls by residents.</p>		