

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 555438	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 07/16/2025
NAME OF PROVIDER OR SUPPLIER Kei-Ai Los Angeles Healthcare Center		STREET ADDRESS, CITY, STATE, ZIP CODE 2221 Lincoln Park Ave Los Angeles, CA 90031	

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 0551 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few	Give the resident's representative the ability to exercise the resident's rights. (continued on next page)

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 0551</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on interview and record review the facility failed to notify and update the resident's responsible party (RP) for one of three sampled residents (Resident 1). For Resident 1, the facility failed to:1.Notify and update Resident 1's RP on 7/12/25 when Resident 1's transportation to take him home was delayed. 2.Review and respond accordingly to the voicemail left by Resident 1's RP. These deficient practices resulted in Resident 1 feeling anxious to go home and Resident 1's RP stated she was waiting and worried because Resident 1 had not arrived home. 1.During a review of the admission Record indicated the facility admitted Resident 1 on 6/14/25 with diagnoses including fracture (break in the bone) of the right femur (thigh bone), Parkinsons disease (a progressive disease of the nervous system marked by tremor, muscular rigidity, and slow, imprecise movements) and muscle weakness. During a review of the Minimum Data Set (MDS, resident assessment tool) dated 6/18/25 indicated Resident 1 was cognitively intact. Resident 1 was dependent on toileting hygiene, shower/bathe self, lower body dressing, putting on/taking off footwear, and substantial assistance (helper does more than the effort) with eating, oral hygiene, upper body dressing and personal hygiene. During a review of the Physician Telephone Order dated 7/10/25 at 3:52 p.m., indicated, Resident 1 was for discharge to his home on 7/12/25. During a review of Resident 1's Nurses Notes dated 7/12/25 at 10:40 a.m., indicated transportation would arrive at 1 p.m. and Resident 1 was informed of the new time. During a review of Resident 1's Nurses Notes dated 7/12/25 at 2:23 p.m., indicated Resident 1's RP .called and said she has attempted to call the facility multiple times and left messages. The Notes indicated licensed vocational nurse (LVN 1) informed Resident 1's RP that LVN 1 did not receive messages. During a telephone interview on 7/16/25 at 10:19 a.m., Resident 1's RP stated she made numerous calls to the facility on 7/12/25 and left voicemails but were unable to talk with the facility staff. Resident 1's RP stated she was worried and was waiting for Resident 1 to come home. During an interview on 7/16/25 at 10:33 a.m., the social worker (SW) stated Resident 1 was for discharge on [DATE] and the transportation was supposed to pick up Resident 1 at 10 a.m. but the transport did not arrive. The SW stated the transport arrived at 3:40 p.m. The SW further added Resident 1's RP was waiting for Resident 1, and it was important to notify the RP, give the RP estimated time of arrival so that the RP was not worried and kept waiting. During a telephone interview on 7/16/25, at 12:13 p.m., LVN 1 stated on 7/12/25, Resident 1 was for discharge home. LVN 1 stated the transport was supposed to come at 10 a.m. but was re- scheduled for 1 p.m. LVN 1 stated transport arrived at 3:40 p.m. LVN 1 stated she updated Resident 1's RP but LVN 1 stated she did not document. LVN 1 stated it is important to update Resident 1's RP because Resident 1's RP was waiting. LVN 1 stated Resident 1 was anxious to go home. LVN 1 further added, Resident 1's RP stated that she left a voicemail, but LVN 1 stated she did not get the message. 2.During an interview on 7/16/25 at 9:03 a.m., the receptionist stated the facility telephone system can record voicemail. However, the receptionist stated she does not review voicemail because she does not know how. During an interview on 7/16/25 at 11:18 a.m. , the registered nurse supervisor (RNS 1) stated nobody checks the voicemail. RNS 1 further added nobody was assigned to review the voicemail. During an interview on 7/16/25 at 1:11 p.m., the director of nursing (DON) stated nobody in the facility knows how to retrieve voicemail. During a review of the facility Policy titled Resident Rights reviewed on 3/27/25 indicated residents had the right that included:1.Communication with and access to people and services both inside and outside the facility, 2.Be notified of his or medical condition and of any changes in his or her condition.3.Be informed of and participate in his or her care planning and treatment. During a review of the facility's policy and procedures titled Change in a Resident's Condition or Status reviewed on 3/27/25, the P&P indicated the facility shall promptly notify the resident, attending physician, and representative of changes in the resident's medical/mental condition and or status.</p>		