

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 555668	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 09/03/2024
NAME OF PROVIDER OR SUPPLIER Norwalk Skilled Nursing & Wellness Centre, LLC		STREET ADDRESS, CITY, STATE, ZIP CODE 11510 Imperial Highway Norwalk, CA 90650	

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 0726</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Ensure that nurses and nurse aides have the appropriate competencies to care for every resident in a way that maximizes each resident's well being.</p> <p>45269</p> <p>Based on interview and record review, the facility failed to ensure that a competency and skill set review on four of five sampled staff employees were completed according to the facility ' s policy and procedure.</p> <p>This failure had the potential to put residents at risk for not receiving care in a safe and competent manner.</p> <p>Findings:</p> <p>During a review of Certified Nursing Assistant ' s (CNA1) Employee Performance Review (formal assessment of an employee ' s work performance by identifying strengths, weaknesses , helping set goals and assist with skill development) , the Performance Evaluation Review indicated CNA1 was evaluated on 3/29/2022.</p> <p>During a review of CNA 2 ' s Employee Performance Review, the Employee Performance Review indicated CNA 2 was evaluated on 3/29/2022.</p> <p>During a review of CNA 3 ' s employment file, the employment file indicated employee performance review was not done.</p> <p>During a review of CNA 4 ' s Employee Evaluation, the Employee Evaluation indicated CNA 4 was evaluated on 10/21/2011 and was not signed by CNA 4.</p> <p>During a subsequent interview and record review on 9/3/2024, at 1:00 p.m. and at 1:51 p.m. with Director of Staff Development (DSD) , DSD confirmed CNA 1 ' s and CNA 2 ' s Employee Performance Review were done on 3/29/2022. DSD validated CNA 3 had no Employee Performance Review since CNA 3 was hired five months ago. DSD stated CNA 4 ' s Employee Performance Review indicated the cna was evaluated on 10/2011. DSD stated it is usually done yearly and on the anniversary of the employee ' s hire date. DSD stated Employee Performance Review is important so the employee would know what their weaknesses, strengths, and what areas in their job need improvement. DSD stated not checking or evaluating staff ' s performance annually could affect residents ' care and could lead to neglect and poor quality of care.</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 0726</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>During an interview on 9/3/2024, at 2:53 p.m., with CNA 4 stated she had her last Employee Performance review last 2022 and was waiting to be called by facility ' s DSD to get evaluated. CNA 4 stated evaluation of her performance is important because it will help her on how to improve herself.</p> <p>During an interview on 9/3/2024, at 1:52 p.m. with RN Supervisor (RNS 1), RNS 1 stated Employee Performance Review is performed annually to ensure weakness and strengths are identified which could help and improve job performance.</p> <p>During an interview on 9/3/2024, at 3:48 p.m. with Administrator (ADM), ADM stated they conduct Employee Performance Review every year but not after an employee finished their probationary period (a time to assess whether a new hire or newly promoted employee is a good fit for the position). ADM stated Employee Performance Review is an overall summary of individuals ' performance and a system the facility needed to have so they can determine the weaknesses and strengths of staff. ADM stated based on the result of Employee Performance Review , the facility would conduct and provide training and in-services for the employees.</p> <p>During a review of facility ' s policy and procedure (P/P) titled Staff Competency Assessment revised 3/17/2022, the P/P indicated competency assessment will be performed upon hire during the employee ' s 90-day employment period, annually, or anytime new equipment or a procedure is introduced. The P/P indicated all staff are required to have competency assessments by the Director of Staff Development or department manager based on their job description or assigned duties within the first 90 days of employment. The P/P indicated the purpose of completing competency assessments is to determine knowledge and performance of assigned responsibilities based on standard of practice, policy and procedure and regulatory requirement.</p>