

<b>STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTIONS</b>		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: <b>12760961</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING B. WING	(X3) DATE SURVEY COMPLETED <b>06/24/2025</b>
NAME OF PROVIDER OR SUPPLIER <b>LAKE WALES WELLNESS AND REHABILITATION CENTER</b>			STREET ADDRESS, CITY, STATE, ZIP CODE <b>730 N SCENIC HWY , LAKE WALES, Florida, 33853</b>	
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N0000	<p>INITIAL COMMENTS</p> <p>An unannounced complaint survey for complaint numbers 2025006035, 2025006245, and 2025006416 was conducted in conjunction with a revisit survey (event ID #KKGD12) for complaint numbers 2025004170, 2025005444, 2025004862, and 2025004313 on 06/23/2025 to 06/24/2025 at Lake Wales Wellness and Rehabilitation Center. Deficiencies were identified during the survey. The facility has been out of compliance since 4/30/2025.</p> <p>Complaint number 2025006035 had deficiency cited at N0112.</p> <p>Complaint numbers 2025006245 and #2025006416 had no deficiencies.</p>	N0000		
N0112 SS = G	<p>Physical Environment and Physical Maintenance</p> <p>CFR(s): 59A-4.122(3-6)</p> <p>(3) Each nursing home licensee must establish written policies designed to maintain the physical plant and overall nursing home environment to assure the safety and well-being of residents.</p> <p>(4) The building and mechanical maintenance programs must be supervised by a person who is knowledgeable in the areas of building and mechanical maintenance as determined by the facility.</p> <p>(5) All mechanical and electrical equipment must be maintained in working order and must be accessible for cleaning and inspection.</p> <p>(6) All heating, ventilation and air conditioning (HVAC) systems must be maintained in accordance with the manufacturer's recommendation to ensure they are operating within specified parameters to meet manufacturers' specifications. Operation manuals and as-built drawings must be maintained for equipment installed after June 1, 2015.</p>	N0112	<p>Resident #5 was immediately moved to another room on 06/23/2025 with no adverse effects noted. Room # 202 was closed on 06/23/2025. On 06/23/2025, a portable air conditioner was placed in room 202. An outside HVAC contractor detected a refrigerant leak on 06/26/2025 recommendation for roof top unit (RTU) #3 replacement was received. A replacement unit was ordered on 06/26/2025. On 06/30/2025 and outside HVAC contractor added refrigerant to RTU # 3. The new unit was installed on 07/11/2025 by an outside HVAC contractor.</p> <p>On 06/25/2025 the Maintenance Director tested room and hallway temperatures with no concerns identified. On 06/26/2025 an outside HVAC contractor completed a system check for the remaining RTUs to determine functionality. Recommendation was for the replacement of RTU #5 was received. Replacement unit was ordered on 06/26/2025. No other recommendations received for remaining units.</p> <p>The NHA re-educated the Maintenance Director on 06/25/2025 on comfortable and safe temperature levels. Facility staff were re-educated on comfortable and safe temperature levels and submitting electronic work</p>	07/11/2025

Office of Primary Care and Health Systems Management

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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N0112 SS = G	<p>Continued from page 1 This LICENSURE REQUIREMENT is NOT MET as evidenced by:</p> <p>Based on observations, record reviews and interviews, the facility failed to ensure safe and comfortable temperatures were maintained in residents' bedrooms by failing to repair one of eight rooftop air-conditioning (A/C) units resulting in temperature readings between 89.8- and 90.0-degrees Fahrenheit (F) on 06/23/2025, for one resident (#5) of twenty sampled residents. These failures resulted in physical discomfort for a dependent resident and the likelihood of significant harm due to unsafe temperatures exceeding 81-degrees Fahrenheit.</p> <p>Findings included:</p> <p>During the tour of the facility on 06/23/2025 at 8:32 a.m. Resident #5 was observed in a private bedroom. Upon entering the room, noticeable uncomfortable room air temperature was identified due to excessive warmth with palpable humidity present. A fan, approximately 18 inches, was observed operating on an over the bed table. Resident #5 was observed in a low bed, in a curled position, eyes open, observed to be watching the television in the corner of the room. Two windows, that were approximately the length of the bed, were observed to be open approximately 1 inch. The room was observed to have no wall cooling A/C units. An air vent was observed to be located in the ceiling, right inside the resident's room door. During this tour, there was no noticeable cool air flow. During this tour, Resident #5 was noted not interviewable and could not speak of his temperature preferences.</p> <p>A review of Resident #5's Admission Record revealed a re-admission date of 05/23/2025. The diagnosis information included, but not limited to: Severe intellectual disabilities, acute and chronic respiratory failure; contracture, unspecified joint, cognitive communication deficit, muscle weakness (generalized); and need for assistance with personal care.</p> <p>Review of a progress note dated 06/04/2025 at 4:13 p.m. revealed Resident #5 was unable to speak on behalf of self. It showed, "Social Determinations of Health note by the Minimum Data Set Coordinator: "Resident is unable to respond regarding ethnicity. Resident is unable to respond regarding race. Language: English. Residents do not need or want an interpreter to</p>	N0112	<p>Continued from page 1 orders by 07/14/2025. Any staff not receiving education by 07/14/2025 will receive education prior to their next scheduled shift.</p> <p>The Maintenance Director/designee will complete random audits of temperatures in hallway and resident rooms 5 times a week for 4 weeks, 3 times a week for 4 weeks, and 1 time a week for one month. Any concerns will be addressed at the time of audit. Audit results along with any concerns related to compliance will be presented to the QA Committee (Administrator, Director of Nursing, Medical Director, MDS Coordinator, Social services Director, Admissions Director, Maintenance Supervisor, Dietary Director) monthly at the Quality Assurance Performance Improvement meeting for review and any needed recommendations x 3 months. If non-compliance is identified, audits will start back at the beginning of the cycle occurring 4 weeks, 3 times a week for 4 weeks, and 1 time a week for one month.</p>	

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N0112 SS = G	<p>Continued from page 2</p> <p>communicate with doctor or health care staff. Resident is unable to respond to lack of transportation. How often do you need to have someone help you when you read instructions, pamphlets, or other written material from your doctor or pharmacy: Resident unable to respond. How often do you feel lonely or isolated from those around you: Resident unable to respond".</p> <p>On 06/23/2025 at 10:33 a.m., an interview was conducted with the Maintenance Director. He stated the facility had three ground unit air conditioners (A/C) and eight rooftop A/Cs. He stated, "Yes, they are all keeping temperatures". He stated he checks the working order of the A/Cs by using the thermal gun, pointing it at the vents for temperature. He said he did this about once per month.</p> <p>On 06/23/2025 at 10:47 a.m., observations were conducted of Resident #5's room with the Maintenance Director. The windows were observed open in the same position. The Maintenance Director stated he was unaware of the warmth of the room, and he did not know why the residents' windows were open. He was observed to close the windows. When asked if he had a tool to measure the temperature in the room, he said he did and he was observed to leave to retrieve it. During the Maintenance Director's absence, at 10:50 a.m. Staff C, Licensed Practical Nurse (LPN) was observed outside of Resident #5's room, she confirmed she was assigned to Resident #5. When asked about the temperature in Resident #5's room, she said, it was warm in the room. She said, "It has been like that for about one month. All of them are aware".</p> <p>On 06/23/2025 at 11:55 a.m., the Maintenance Director returned with a thermal temperature gun. He pointed the thermal gun at the ceiling and the reading on the tool was 90.0 degrees Fahrenheit. He pointed the thermal gun at the floor, approximately two and a half feet from Resident #5's bed, and the reading on the tool was 89.8 degrees Fahrenheit. The Maintenance Director said, "It is very warm, we can see about moving him."</p> <p>On 06/23/2025 at 11:13 a.m. an interview was conducted with Staff C, LPN. When asked if and how the temperature was monitored in Resident #5's room, she stated she did not know how to take temperatures. She stated "they" were aware of it. She said, for maintenance issues, they enter maintenance requests electronically through a portal.</p>	N0112		

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N0112 SS = G	<p>Continued from page 3</p> <p>An interview was conducted with Staff A, Certified Nursing Assistant (CNA) on 06/23/2025 at 11:38 a.m. She stated the Maintenance Assistant and Director knew about the warm temperatures in Resident #5's room. She said, "He (The Maintenance Director) has been aware of it. I asked them if they are going to do anything about it." She said, (referring to Resident #5) you can go in there and he will be hot visibly, but he will say he is cold. Staff A stated, "hot visibly", meant "sweat". She stated the resident has a ten-word vocabulary and would not go in there expecting him to answer.</p> <p>On 06/23/2025 at 11:48 a.m., the Maintenance Director stated they were going to move Resident #5 out of the room today and they were currently working on another room for him. He stated this was the first time he had taken temperatures in the resident's room. He said his goal for the temperature level was to be "no more than 82 degrees or below".</p> <p>On 6/23/2025 at 12:00 p.m., a telephone interview was conducted with the Maintenance Assistant. He stated (Resident #5)'s room was hooked up to a roof top unit; it should be cooling. When asked his expectation for the temperature of the air coming out of the vent in the room, he stated he would expect the temperature of the air coming out of the vent to be 75 degrees. He stated he was unaware of any problems in the last 30 days with Resident #5's room, hallway, or the A/C unit serving the area. He stated, "Not that I am aware of". He stated, "Yes" he should be aware of any problems. He said, "For the temperature in the room, the goal is to be 74 to 75 degrees; the maximum, believe it to be 80 degrees." He stated he had not received any concerns about warm temperatures in the resident's room. He stated, "Not that I am aware of". When asked about the temperature obtained from (Resident #5)'s room, the floor at 89.9 degrees Fahrenheit, the ceiling at 90.0 degrees Fahrenheit, he said, "that is not suitable for a resident in there; it is definitely too hot". The Maintenance Assistant stated he had measured the temperature coming out of the vent at the end of last month but had not written it down.</p> <p>A second observation of air vent temperature located in Resident #5's room and vents in the hallway near Resident #5's room was conducted on 06/23/2025 at 12:10 p.m. with the Maintenance Director. The following was observed:</p>	N0112		

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N0112 SS = G	<p>Continued from page 4</p> <p>Resident #5's doorway ceiling vent air output temperature reading was 87.4 degrees Fahrenheit.</p> <p>The ceiling vent air output for the vent in the hall outside of room 204 was 84.2 degrees Fahrenheit.</p> <p>The ceiling vent air output for the vent in the hall outside of room 207 was 86.4 degrees Fahrenheit.</p> <p>Observed outside of the resident's room was a thermostat on the wall which read a temperature of 79 degrees Fahrenheit, with a setting of 74 degrees Fahrenheit. The Maintenance Director was observed to remove the cover of the thermostat and lower the setting to 72 degrees Fahrenheit.</p> <p>A review of the facility's electronic communication log dated 04/01/2025 through 06/23/2025 revealed there were no listings for concerns of temperature submitted by staff.</p> <p>On 06/23/2025 at 2:15 p.m., an interview was conducted with the Director of Nursing (DON). She reported she had not been in (Resident #5's) room. She stated she had not noticed the temperature in the hall (near Resident #5's room) being warm. When asked what she would expect a staff member to do if they noticed a warm temperature in a resident room, she said, first find out if it is a preference; report it to management and maintenance that there may be a problem.</p> <p>On 06/23/2025 at 3:15 p.m., Staff C, LPN, was observed sitting at the nursing station between the 100 and the 200 halls, she was using a piece of paper to fan herself. She stated, it is "very hot here, the west side is cooler". She stated, "This is the east side. I have noticed it getting warm in May". When asked if she had reported the warm temperature, she stated "Yes, everyone knows it is warm, it is an older building."</p> <p>On 06/23/2025 at 3:20 p.m. Staff E, CNA was observed standing at the nurses' station between the 100 and 200 halls. She confirmed she was assigned rooms in the 200 hall. She said regarding Resident #5's room, "It is hot in his room; I think I had him last week. The</p>	N0112		

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N0112 SS = G	<p>Continued from page 5 Maintenance Assistant said they were working on it." An observation was conducted at this time of a digital wall clock on the wall at the end of the nursing station. The temperature of the wall clock read "83.3" degrees Fahrenheit. Staff E, CNA, said, the wall clock will register over 80 degrees frequently.</p> <p>On 06/23/2025 at 3:30 p.m., an interview was conducted with Staff F, Housekeeper. She confirmed she performed housekeeping on certain days of the week. She said regarding the temperature in Resident #5's room, "Sometimes the room is cooler, sometimes warmer. I do not know if there is air conditioning in here (pointed to the ceiling)." Staff F stated lately it has been "warmer."</p> <p>On 06/24/2025 at 11:30 a.m., an observation and interview confirmed Resident #5 had been moved to another room. The Maintenance Director stated the roof top A/C unit, which was responsible to source the cool air for Resident #5's room, the fan was running, but he was not sure if it was cooling. He stated the thermostat in the hall was set at 72 degrees and the temperature in the hall had been between 76- and 77-degrees during frequent checks this morning. He stated he was told the A/C technician cannot come out today and is going to call back and see if another technician can come out. During the interview, the temperature in the room felt "warm" and the air coming from the vent was at a sparse rate. The Maintenance Director stated this air vent was sourced by the roof top A/C unit. He immediately used his thermal temperature gun, pointed at this air vent and obtained a temperature of 87 degrees Fahrenheit. Another temperature measurement was obtained inside the middle of Resident #5's room, by pointing the thermal temperature gun at the ceiling, which measured 87 degrees Fahrenheit, and then mid-floor, which measured 85 degrees Fahrenheit. The Maintenance Director confirmed air temperatures were not checked routinely. He stated they only checked if the A/C system goes out, then there would be frequent temperature checks done.</p> <p>On 06/24/2025 at 1:14 p.m. an interview was conducted with the Nursing Home Administrator (NHA). When asked if the facility had a policy for testing temperatures in the building, or what the process was to ensure temperatures were appropriate, the NHA said, "if we have a loss of A/C, then we take temperatures, on a daily, weekly, monthly basis." She stated they just walk through. The NHA did not provide documentation to</p>	N0112		

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N0112 SS = G	<p>Continued from page 6</p> <p>show they were monitoring temperatures. The NHA stated they can monitor temperatures by looking at the thermostats on the walls, and staff can tell if it is warm. The NHA stated she was not aware of an A/C unit that was not working. The NHA said, "No, not that I'm aware of, no one had brought anything to me, and no one had voiced concerns about temperatures." The NHA stated for staff reporting maintenance issues, she said, they should use (the electronic communications) system, she stated it is a reporting system where you can put work orders in. She stated all staff had access to the generic login. She stated all staff were trained in the Electronic Communication System. The NHA said, "Yes, they were trained on hire. I don't know the last time they were trained; I have to go look." The NHA stated her expectation for temperatures in resident rooms was to be between 71 and 81 degrees, unless it is resident preference to have it warmer. The NHA stated they were waiting on a technician to fix the roof-top unit located near 200 hall. The NHA stated she was not aware of Resident #5's room being warm. The NHA said, "No. I have been in that room two-three times a week doing spot checks." The HNA stated she was in there and the window was not open. The NHA stated the window being open would have brought more heat inside. The NHA stated her expectation was when maintenance becomes aware of a non-functional A/C unit, they should get quotes and get it fixed.</p> <p>On 06/23/2025 at 12:40 p.m. the Maintenance Director was requested to provide the policy and procedure for monitoring temperatures in the building, and the policy and procedure for how staff communicate concerns to the maintenance personnel. The policies were not provided.</p> <p>Class III.</p>	N0112		

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F0000	<p><b>INITIAL COMMENTS</b></p> <p>An unannounced complaint survey for complaint numbers 2025006035, 2025006245, and 202506416 was conducted in conjunction with a revisit survey (event ID #KKGD12) for complaint numbers 2025004170, 2025005444, 2025004862, and 2025004313 on 06/23/2025 to 06/24/2025 at Lake Wales Wellness and Rehabilitation Center. The facility was not in compliance with 42 CFR 483, Requirements for Long Term Care Facilities. Previously cited deficiencies were corrected, and new deficiencies were identified during the survey. The facility has been out of compliance since 4/30/2025.</p> <p>Complaint number 2025006035 had deficiency cited at F584.</p> <p>Complaint numbers 2025006245 and #2025006416 had no deficiencies.</p>	F0000		
F0584 SS = G	<p>Safe/Clean/Comfortable/Homelike Environment</p> <p>CFR(s): 483.10(i)(1)-(7)</p> <p>§483.10(i) Safe Environment.</p> <p>The resident has a right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safety.</p> <p>The facility must provide-</p> <p>§483.10(i)(1) A safe, clean, comfortable, and homelike environment, allowing the resident to use his or her personal belongings to the extent possible.</p> <p>(i) This includes ensuring that the resident can receive care and services safely and that the physical layout of the facility maximizes resident independence and does not pose a safety risk.</p> <p>(ii) The facility shall exercise reasonable care for the protection of the resident's property from loss or</p>	F0584	<p>Resident #5 was immediately moved to another room on 06/23/2025 with no adverse effects noted. Room # 202 was closed on 06/23/2025. On 06/23/2025, a portable air conditioner was placed in room 202. An outside HVAC contractor detected a refrigerant leak on 06/26/2025 recommendation for roof top unit (RTU) #3 replacement was received. A replacement unit was ordered on 06/26/2025. On 06/30/2025 and outside HVAC contractor added refrigerant to RTU # 3. The new unit was installed on 07/11/2025 by an outside HVAC contractor.</p> <p>On 06/25/2025 the Maintenance Director tested room and hallway temperatures with no concerns identified. On 06/26/2025 an outside HVAC contractor completed a system check for the remaining RTUs to determine functionality. Recommendation was for the replacement of RTU #5 was received. Replacement unit was ordered on 06/26/2025. No other recommendations received for remaining units.</p> <p>The NHA re-educated the Maintenance Director on 06/25/2025 on comfortable and safe temperature levels. Facility staff were re-educated on comfortable and safe</p>	07/11/2025

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 reverse for further 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.

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F0584 SS = G	<p>Continued from page 1 theft.</p> <p>§483.10(i)(2) Housekeeping and maintenance services necessary to maintain a sanitary, orderly, and comfortable interior;</p> <p>§483.10(i)(3) Clean bed and bath linens that are in good condition;</p> <p>§483.10(i)(4) Private closet space in each resident room, as specified in §483.90 (e)(2)(iv);</p> <p>§483.10(i)(5) Adequate and comfortable lighting levels in all areas;</p> <p>§483.10(i)(6) Comfortable and safe temperature levels. Facilities initially certified after October 1, 1990 must maintain a temperature range of 71 to 81°F; and</p> <p>§483.10(i)(7) For the maintenance of comfortable sound levels.</p> <p>This REQUIREMENT is NOT MET as evidenced by:</p> <p>Based on observations, record reviews and interviews, the facility failed to ensure safe and comfortable temperatures were maintained in residents' bedrooms by failing to repair one of eight rooftop air-conditioning (A/C) units resulting in temperature readings between 89.8- and 90.0-degrees Fahrenheit (F) on 06/23/2025, for one resident (#5) of twenty sampled residents. These failures resulted in physical discomfort for a dependent resident and the likelihood of significant harm due to unsafe temperatures exceeding 81-degrees Fahrenheit.</p> <p>Findings included:</p> <p>During the tour of the facility on 06/23/2025 at 8:32 a.m. Resident #5 was observed in a private bedroom. Upon entering the room, noticeable uncomfortable room air temperature was identified due to excessive warmth with palpable humidity present. A fan, approximately 18 inches, was observed operating on an over the bed table. Resident #5 was observed in a low bed, in a curled position, eyes open, observed to be watching the</p>	F0584	<p>Continued from page 1 temperature levels and submitting electronic work orders by 07/14/2025. Any staff not receiving education by 07/14/2025 will receive education prior to their next scheduled shift.</p> <p>The Maintenance Director/designee will complete random audits of temperatures in hallway and resident rooms 5 times a week for 4 weeks, 3 times a week for 4 weeks, and 1 time a week for one month. Any concerns will be addressed at the time of audit. Audit results along with any concerns related to compliance will be presented to the QA Committee (Administrator, Director of Nursing, Medical Director, MDS Coordinator, Social services Director, Admissions Director, Maintenance Supervisor, Dietary Director) monthly at the Quality Assurance Performance Improvement meeting for review and any needed recommendations x 3 months. If non-compliance is identified, audits will start back at the beginning of the cycle occurring 4 weeks, 3 times a week for 4 weeks, and 1 time a week for one month.</p>	

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F0584 SS = G	<p>Continued from page 2</p> <p>television in the corner of the room. Two windows, that were approximately the length of the bed, were observed to be open approximately 1 inch. The room was observed to have no wall cooling A/C units. An air vent was observed to be located in the ceiling, right inside the resident's room door. During this tour, there was no noticeable cool air flow. During this tour, Resident #5 was noted not interviewable and could not speak of his temperature preferences.</p> <p>A review of Resident #5's Admission Record revealed a re-admission date of 05/23/2025. The diagnosis information included, but not limited to: Severe intellectual disabilities, acute and chronic respiratory failure; contracture, unspecified joint, cognitive communication deficit, muscle weakness (generalized); and need for assistance with personal care.</p> <p>Review of a progress note dated 06/04/2025 at 4:13 p.m. revealed Resident #5 was unable to speak on behalf of self. It showed, "Social Determinations of Health note by the Minimum Data Set Coordinator: "Resident is unable to respond regarding ethnicity. Resident is unable to respond regarding race. Language: English. Residents do not need or want an interpreter to communicate with doctor or health care staff. Resident is unable to respond to lack of transportation. How often do you need to have someone help you when you read instructions, pamphlets, or other written material from your doctor or pharmacy: Resident unable to respond. How often do you feel lonely or isolated from those around you: Resident unable to respond".</p> <p>On 06/23/2025 at 10:33 a.m., an interview was conducted with the Maintenance Director. He stated the facility had three ground unit air conditioners (A/C) and eight rooftop A/Cs. He stated, "Yes, they are all keeping temperatures". He stated he checks the working order of the A/Cs by using the thermal gun, pointing it at the vents for temperature. He said he did this about once per month.</p> <p>On 06/23/2025 at 10:47 a.m., observations were conducted of Resident #5's room with the Maintenance Director. The windows were observed open in the same position. The Maintenance Director stated he was unaware of the warmth of the room, and he did not know why the residents' windows were open. He was observed to close the windows. When asked if he had a tool to</p>	F0584		

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F0584 SS = G	<p>Continued from page 3</p> <p>measure the temperature in the room, he said he did and he was observed to leave to retrieve it. During the Maintenance Director's absence, at 10:50 a.m. Staff C, Licensed Practical Nurse (LPN) was observed outside of Resident #5's room, she confirmed she was assigned to Resident #5. When asked about the temperature in Resident #5's room, she said, it was warm in the room. She said, "It has been like that for about one month. All of them are aware".</p> <p>On 06/23/2025 at 11:55 a.m., the Maintenance Director returned with a thermal temperature gun. He pointed the thermal gun at the ceiling and the reading on the tool was 90.0 degrees Fahrenheit. He pointed the thermal gun at the floor, approximately two and a half feet from Resident #5's bed, and the reading on the tool was 89.8 degrees Fahrenheit. The Maintenance Director said, "It is very warm, we can see about moving him."</p> <p>On 06/23/2025 at 11:13 a.m. an interview was conducted with Staff C, LPN. When asked if and how the temperature was monitored in Resident #5's room, she stated she did not know how to take temperatures. She stated "they" were aware of it. She said, for maintenance issues, they enter maintenance requests electronically through a portal.</p> <p>An interview was conducted with Staff A, Certified Nursing Assistant (CNA) on 06/23/2025 at 11:38 a.m. She stated the Maintenance Assistant and Director knew about the warm temperatures in Resident #5's room. She said, "He (The Maintenance Director) has been aware of it. I asked them if they are going to do anything about it." She said, (referring to Resident #5) you can go in there and he will be hot visibly, but he will say he is cold. Staff A stated, "hot visibly", meant "sweat". She stated the resident has a ten-word vocabulary and would not go in there expecting him to answer.</p> <p>On 06/23/2025 at 11:48 a.m., the Maintenance Director stated they were going to move Resident #5 out of the room today and they were currently working on another room for him. He stated this was the first time he had taken temperatures in the resident's room. He said his goal for the temperature level was to be "no more than 82 degrees or below".</p> <p>On 6/23/2025 at 12:00 p.m., a telephone interview was conducted with the Maintenance Assistant. He stated</p>	F0584		

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F0584 SS = G	<p>Continued from page 4 (Resident #5)'s room was hooked up to a roof top unit; it should be cooling. When asked his expectation for the temperature of the air coming out of the vent in the room, he stated he would expect the temperature of the air coming out of the vent to be 75 degrees. He stated he was unaware of any problems in the last 30 days with Resident #5's room, hallway, or the A/C unit serving the area. He stated, "Not that I am aware of". He stated, "Yes" he should be aware of any problems. He said, "For the temperature in the room, the goal is to be 74 to 75 degrees; the maximum, believe it to be 80 degrees." He stated he had not received any concerns about warm temperatures in the resident's room. He stated, "Not that I am aware of". When asked about the temperature obtained from (Resident #5)'s room, the floor at 89.9 degrees Fahrenheit, the ceiling at 90.0 degrees Fahrenheit, he said, "that is not suitable for a resident in there; it is definitely too hot". The Maintenance Assistant stated he had measured the temperature coming out of the vent at the end of last month but had not written it down.</p> <p>A second observation of air vent temperature located in Resident #5's room and vents in the hallway near Resident #5's room was conducted on 06/23/2025 at 12:10 p.m. with the Maintenance Director. The following was observed:</p> <p>Resident #5's doorway ceiling vent air output temperature reading was 87.4 degrees Fahrenheit.</p> <p>The ceiling vent air output for the vent in the hall outside of room 204 was 84.2 degrees Fahrenheit.</p> <p>The ceiling vent air output for the vent in the hall outside of room 207 was 86.4 degrees Fahrenheit.</p> <p>Observed outside of the resident's room was a thermostat on the wall which read a temperature of 79 degrees Fahrenheit, with a setting of 74 degrees Fahrenheit. The Maintenance Director was observed to remove the cover of the thermostat and lower the setting to 72 degrees Fahrenheit.</p> <p>A review of the facility's electronic communication log dated 04/01/2025 through 06/23/2025 revealed there were no listings for concerns of temperature submitted by staff.</p>	F0584		

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F0584 SS = G	<p>Continued from page 5</p> <p>On 06/23/2025 at 2:15 p.m., an interview was conducted with the Director of Nursing (DON). She reported she had not been in (Resident #5's) room. She stated she had not noticed the temperature in the hall (near Resident #5's room) being warm. When asked what she would expect a staff member to do if they noticed a warm temperature in a resident room, she said, first find out if it is a preference; report it to management and maintenance that there may be a problem.</p> <p>On 06/23/2025 at 3:15 p.m., Staff C, LPN, was observed sitting at the nursing station between the 100 and the 200 halls, she was using a piece of paper to fan herself. She stated, it is "very hot here, the west side is cooler". She stated, "This is the east side, I have noticed it getting warm in May". When asked if she had reported the warm temperature, she stated "Yes, everyone knows it is warm, it is an older building."</p> <p>On 06/23/2025 at 3:20 p.m. Staff E, CNA was observed standing at the nurses' station between the 100 and 200 halls. She confirmed she was assigned rooms in the 200 hall. She said regarding Resident #5's room, "It is hot in his room; I think I had him last week. The Maintenance Assistant said they were working on it." An observation was conducted at this time of a digital wall clock on the wall at the end of the nursing station. The temperature of the wall clock read "83.3" degrees Fahrenheit. Staff E, CNA, said, the wall clock will register over 80 degrees frequently.</p> <p>On 06/23/2025 at 3:30 p.m., an interview was conducted with Staff F, Housekeeper. She confirmed she performed housekeeping on certain days of the week. She said regarding the temperature in Resident #5's room, "Sometimes the room is cooler, sometimes warmer. I do not know if there is air conditioning in here (pointed to the ceiling)." Staff F stated lately it has been "warmer."</p> <p>On 06/24/2025 at 11:30 a.m., an observation and interview confirmed Resident #5 had been moved to another room. The Maintenance Director stated the roof top A/C unit, which was responsible to source the cool air for Resident #5's room, the fan was running, but he was not sure if it was cooling. He stated the thermostat in the hall was set at 72 degrees and the temperature in the hall had been between 76- and</p>	F0584		

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F0584 SS = G	<p>Continued from page 6</p> <p>77-degrees during frequent checks this morning. He stated he was told the A/C technician cannot come out today and is going to call back and see if another technician can come out. During the interview, the temperature in the room felt "warm" and the air coming from the vent was at a sparse rate. The Maintenance Director stated this air vent was sourced by the roof top A/C unit. He immediately used his thermal temperature gun, pointed at this air vent and obtained a temperature of 87 degrees Fahrenheit. Another temperature measurement was obtained inside the middle of Resident #5's room, by pointing the thermal temperature gun at the ceiling, which measured 87 degrees Fahrenheit, and then mid-floor, which measured 85 degrees Fahrenheit. The Maintenance Director confirmed air temperatures were not checked routinely. He stated they only checked if the A/C system goes out, then there would be frequent temperature checks done.</p> <p>On 06/24/2025 at 1:14 p.m. an interview was conducted with the Nursing Home Administrator (NHA). When asked if the facility had a policy for testing temperatures in the building, or what the process was to ensure temperatures were appropriate, the NHA said, "If we have a loss of A/C, then we take temperatures, on a daily, weekly, monthly basis." She stated they just walk through. The NHA did not provide documentation to show they were monitoring temperatures. The NHA stated they can monitor temperatures by looking at the thermostats on the walls, and staff can tell if it is warm. The NHA stated she was not aware of an A/C unit that was not working. The NHA said, "No, not that I'm aware of, no one had brought anything to me, and no one had voiced concerns about temperatures." The NHA stated for staff reporting maintenance issues, she said, they should use (the electronic communications) system, she stated it is a reporting system where you can put work orders in. She stated all staff had access to the generic login. She stated all staff were trained in the Electronic Communication System. The NHA said, "Yes, they were trained on hire. I don't know the last time they were trained; I have to go look." The NHA stated her expectation for temperatures in resident rooms was to be between 71 and 81 degrees, unless it is resident preference to have it warmer. The NHA stated they were waiting on a technician to fix the roof-top unit located near 200 hall. The NHA stated she was not aware of Resident #5's room being warm. The NHA said, "No. I have been in that room two-three times a week doing spot checks." The HNA stated she was in there and the window was not open. The NHA stated the window being open would have brought more heat inside. The NHA stated her expectation was when maintenance becomes</p>	F0584		

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F0584 SS = G	Continued from page 7 aware of a non-functional A/C unit, they should get quotes and get it fixed.  On 06/23/2025 at 12:40 p.m. the Maintenance Director was requested to provide the policy and procedure for monitoring temperatures in the building, and the policy and procedure for how staff communicate concerns to the maintenance personnel. The policies were not provided.	F0584		