

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICESPRINTED: 03/20/2017
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 555348	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 03/21/2017
NAME OF PROVIDER OR SUPPLIER ROYAL OAKS CARE CENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 3555 E. IMPERIAL HWY. LYNWOOD, CA 90262		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE	
F 000	INITIAL COMMENTS The following reflects the findings of the Department of Public Health during the investigation of one complaint. Complaint number: CA00522199- Substantiated Representing the Department: HFEN #36289 The inspection was limited to the specific complaint investigated and does not represent the findings of a full inspection of the facility. One deficiency was written as a result of complaint number CA00522199.	F 000			
F 252 SS-E	483.10(e)(2)(i)(1)(ii) SAFE/CLEAN/COMFORTABLE/HOMELIKE ENVIRONMENT (e)(2) The right to retain and use personal possessions, including furnishings, and clothing, as space permits, unless to do so would infringe upon the rights or health and safety of other residents. §483.10(i) Safe environment. 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 safely. The facility must provide- (i)(1) A safe, clean, comfortable, and homelike environment, allowing the resident to use his or her personal belongings to the extent possible. (i) This includes ensuring that the resident can receive care and services safely and that the physical layout of the facility maximizes resident	F 252		2017 APR -5 AM 8:15 RECEIVED	

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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.

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F 252	<p>Continued From page 2.</p> <p>Inspections of resident rooms so each room is inspected at least monthly and repaired as necessary. The policy and procedure indicated to check the wallpaper, paint, door jams, and door closure visually for damage and tears.</p> <p>A review of the "Resident Council Minutes," dated 2/7/17, indicated the "ceilings were dripping."</p> <p>On 2/13/17, at 2:26 p.m., during an interview and initial observation tour of Station 1 of the facility, accompanied by the licensed vocational nurse (LVN 1), the following rooms were observed with brown, and or black discoloration in the ceiling, paint was peeling, and plastered surfaces had cracked holes that formed a cone-shaped deformity:</p> <ol style="list-style-type: none"> 1. There were brown stains, cracks, and bubbles that formed in the ceiling of room 5. The resident's bed was positioned sideways against the wall. In another area of the ceiling in room 5, were brown stains and chipped paint on the ceiling. 2. The ceiling in Room 6 had black spots and brown stains with bubbles formed. The ceiling's paint was observed chipped. 3. The ceiling in Room 7 had brown stains with bubbles formed on the ceiling. The ceiling's paint was chipped, and a hole was observed near the head of the resident's bed. Resident 6 stated when it rained, the rain water sometimes drips from where the ceiling hole was located and that, the rain water dripped through the ceiling about two weeks ago when it rained. 4. The ceiling in Room 8 had a light brown stain 	F 252	<p>The facility also hired a licensed contractor inspect the roof on 3/23/17 to further assess repairs needed to avoid future leaks and ceiling damage.</p> <p>Monitoring of corrective action</p> <p>Maintenance Director and housekeeping Director will make rounds and communicate with Administrator if any leaks or discolorations of resident ceilings are observed.</p> <p>Administrator and all department managers shall also make weekly facility rounds in order to ensure no brown stains on the ceilings or leaks are present. Findings will be reported to Quality Assurance committee.</p>	3/23/17	

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12:28:41 p.m. 03-21-2017

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F 252	<p>Continued From page 1 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 theft. This REQUIREMENT is not met as evidenced by: Based on observation, interview, and record review, the facility failed to maintain a safe, comfortable, and sanitary environment, by ensuring that the ceiling plaster surface was not leaking water or, damaged, or forming brown and black stained discoloration in the resident's rooms (5, 6, 7, 8, 9, 10, 11, 12, 15, and 17). Seven out of seven sampled residents verbalized that the ceiling in their room leaked water.</p> <p>These deficient practices had the potential to spread disease-causing organisms, and wetness on the floor that may compromise the health, safety, and comfort of the residents, staff, and visitors.</p> <p>Findings:</p> <p>A review of the facility's undated policy and procedure titled, "Interior Maintenance: Painting," indicated ceilings, walls, doors, and doorframes should be inspected for chipping and blistering. The policy and procedure indicated each room should be inspected at least monthly.</p> <p>A review of the facility's undated policy and procedure titled, "Interior Maintenance: Resident Room and equipment," indicated to maintain all interior surfaces and fixtures in good repair, to provide a safe, clean, and comfortable environment for residents and employees. The policy and procedure indicated to rotate weekly</p>	F 252	<p>This plan of correction constitutes the facility's credible allegation of compliance for the deficiency noted.</p> <p>Royal Oaks Care Center makes its best effort to operate in full compliance with both Federal and State law. Nothing included in this Plan of Correction is an admission otherwise Royal Oaks Care Center has submitted this Plan of Correction in order to comply with its regulatory obligation and does not waive any objections to the merits or form any allegations contained herein.</p> <p>For the residents identified</p> <p>Facility room rounds were made and resident rooms (5,6,7,8,9,10,11,12,15,17) ceilings were repaired to ensure ceiling plaster surface is no longer leaking water and does not have brown or black stained discolorations, peeling or blistering.</p> <p>For all residents</p> <p>Facility rounds were made and resident rooms ceilings were repaired to ensure ceiling plaster surface is no longer leaking water and does not have brown or black stained discolorations, peeling or blistering.</p> <p>Measures to ensure compliance</p> <p>DSD inserviced all department heads on 3/31/17 in regards to informing the maintenance supervisor of any physical plant/environmental concerns, which includes any repairs needed.</p> <p>Administrator inserviced Maintenance supervisor on 3/30/17 on reporting any leaks or stains on the resident rooms ceilings. Any other physical plant/environmental concerns or repairs should also be reported to the Administrator as soon as possible.</p>	3/31/17	3/31/17

FORM CMS-2567(02-99) Previous Versions Obsolete

Event ID: SWKC11

Facility ID: CA940000076

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6262887213

HFID

12:29:17 p.m.

03-21-2017

12/14

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NAME OF PROVIDER OR SUPPLIER ROYAL OAKS CARE CENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 3885 E. IMPERIAL HWY. LYNWOOD, CA 90262		
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F 252	<p>Continued From page 3 with bubbles formed on the ceiling.</p> <p>5. The ceiling in Room 9 had a large brown spots, bubbles, and a hole, approximately the size of a nickel in the ceiling. The ceiling was observed with black colored stains. Resident 1 stated that the ceiling leaked rain water near the left side of the resident's bed (close to Bed A and Bed B's privacy curtains). The evaluator observed black and brown stains on the ceiling near Bed-B. The plastered surface formed a large pointed cone-shaped deformed structure that was dripping brown water on the resident's mattress. There was no resident on the bed at the time of the observation. Resident 2 stated when there was a resident who occupied Bed-B; staff members would position the bed sideways against the wall to prevent water from dripping directly on the resident. Resident 2 stated the leak in the ceiling by Bed-B occurred three weeks ago. Resident 2 stated the facility kept patching the ceiling, but water still leaked out. Resident 2 stated she had been a resident for two years at the facility and the ceilings had been an ongoing problem. Resident 2 stated she would like to see the facility in better condition, and was hoping the facility would fix the roofing.</p> <p>6. The ceiling in Room 10 near Bed-B had brown stains and bubbles on the ceiling. LVN 1 stated the facility patched the ceiling and wall when it rains, but repair was only a temporarily fixed. Room 10 near Bed-C had brown spots in the ceiling.</p> <p>7. The ceiling in Room 11 near Bed-B had brown stains on the ceiling. Resident 5 stated the leak first started as a small hole. Resident 5 stated the facility fixed the hole, but when the</p>	F 252			

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F 252	<p>Continued From page 4</p> <p>ceiling leaked again, the ceiling formed a larger hole. Resident 5 stated she was afraid the ceiling might collapse.</p> <p>8. The ceiling in Room 12 near Bed-C had brown stain and bubbles that formed on the ceiling. Resident 4 stated there was some leaking in the ceiling last week.</p> <p>9. The ceiling in Room 15 near Bed-B had brown stain in the ceiling. Room 15, Bed C, had a brown stain with bubbles formed on the ceiling.</p> <p>10. The ceiling in Room 17 near Bed-B had a crack on the ceiling. Room 17 close to Bed-A had brown stains on the ceiling. Resident 3 stated last Friday and Saturday, the facility patched the ceiling because "water was leaking into the room last week".</p> <p>During an interview on 2/13/17 at 3:20 p.m., the maintenance supervisor (MS), stated that Room 18 had a leakage in the ceiling almost one month ago, and was currently repairing the damages. MS stated the resident's rooms in Station 1 were mainly affected by the damages. MS stated even if there was only a small leak from in the resident's room, the facility would move the residents into another room to prevent injuries from occurring.</p> <p>During an interview on 2/13/17 at 3:38 p.m., the administrator (ADMIN) stated his plan was to place a bucket on Room 9 close to Bed-B to temporarily catch the water that was leaking from the ceiling. There were no residents in the room.</p> <p>During an interview on 2/13/17, at 4:15 p.m., Resident 7 stated she used to reside in Room 7,</p>	F 252			

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Event ID: SWK011

Facility ID: CA94000070

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12:29:54 p.m.

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F 252	<p>Continued From page 5</p> <p>but was transferred to her current room on December 2016, because the ceiling paint was swelling, leaking water, and had black molds. Resident 7 stated, "I was afraid the ceiling would fall." Resident 7 stated that when she was in Room 7, the staff would move her bed to the side against the wall, so that the water would not fall directly on the resident.</p> <p>During an interview and record review of the facility's "Daily Rounds Inspection Report and "Maintenance Supervisor's Daily Rounds Inspection Report," 2/13/17, at 5:30 p.m., the MS stated that the environmental rounds of the resident's rooms should be documented on the designated forms. MS stated for January and February 2017, he forgot to document his inspection of the facility on the "Daily Rounds Inspection Report." MS stated the inspection reports should be submitted to the administrator weekly for review. MS stated he was also not able to find documentation of his environmental resident room rounds for December 2016.</p>	F 252			

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Event ID: SWKC11

Facility ID: CA94060078

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