

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  065230	(X2) MULTIPLE CONSTRUCTION  A. Building B. Wing	(X3) DATE SURVEY COMPLETED  05/16/2024
NAME OF PROVIDER OR SUPPLIER  South Valley Post Acute Rehabilitation		STREET ADDRESS, CITY, STATE, ZIP CODE  4450 E Jewell Ave Denver, CO 80222	
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 0584  Level of Harm - Minimal harm or potential for actual harm  Residents Affected - Few	<p>Honor the resident's right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 41032</b></p> <p>Based on observations and interviews, the facility failed to maintain a clean and sanitary homelike environment in one out of three units reviewed.</p> <p>Specifically, the facility failed to ensure the residents experienced a clean and sanitary homelike environment with living spaces free from odors, soiled and damaged floors and walls, chipped paint, clean living common area spaces and availability of clean linens.</p> <p>Findings include:</p> <p>I. Policy and procedures</p> <p>The Quality of Life Homelike Environment policy, revised December 2023, was received from the director of nursing (DON) on 5/16/24 at 6:57 p.m. It read in pertinent part,</p> <p>Staff shall provide person centered care that emphasizes the resident's comfort, independence and personal needs.</p> <p>The characteristics of the homelike environment are:</p> <ul style="list-style-type: none"><li>-Clean, sanitary, orderly environment;</li><li>-Comfortable yet adequate lighting;</li><li>-Personalized furniture and room arrangements; and,</li><li>-Clean, bed and bath linens.</li></ul> <p>II. Observations</p> <p>During the survey, from 5/15/24 to 5/16/24, the second floor unit environment common areas were observed on several occasions. The following conditions were observed:</p> <ul style="list-style-type: none"><li>-The hallway walls had a thick dried, blackish-brown substance along the bottom of the walls in the hallways.</li></ul> <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 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>-The floor in the common area outside of the elevator was soiled with bread crumbs, a sticky white substance, and pieces of brown matter.</p> <p>-The dining room tables were soiled with a sticky dried clearish-yellow substance.</p> <p>-There were three large brown recliner chairs observed in the common area. The artificial leather upholstery was cracked and had peeled off on all of the chair's armrests making them impossible to clean and disinfect properly. The seat cushions and leg rests of the chairs had holes in them and the stuffing was coming out. Pieces of the chair remained from the chairs all over the floor.</p> <p>-The dining area just off the elevators had a strong smell of body odor. The floor was heavily soiled under each table with black stains and large areas of a dried clear substance.</p> <p>-The edges of the floor at the wall were heavily soiled with a heavy build-up of a black-colored substance that extended up onto the baseboards of the walls.</p> <p>-The walls in the common area were chipped and gouged across large surfaces and the paint was chipped off the walls.</p> <p>-The nurses' station counter was soiled with dried liquid spills and there was garbage and dried liquid spills on the floor around the nurses' cart.</p> <p>-The flooring tiles in the common area room's corners were chipped and broken with large missing pieces. The countertop used during dining service was soiled and had a large dried brown substance smeared on it.</p> <p>-The hallway walls behind the handrails were soiled as were the handrails which also had chipped paint.</p> <p>The second floor shower room was observed on 5/15/24 at 1:12 p.m., the room was not clean and had been vacant for an hour in the following condition:</p> <p>-The door to the shower room had been left tied open with a garbage bag;</p> <p>-There was standing water on the floor that had flowed out into the hallway just outside of the shower room;</p> <p>-One of the shower chairs' seats had brown matter on it and both shower chair legs had several areas that were covered with a dried brown substance;</p> <p>-There were four different hair brushes in the room containing a heavy amount of hair in the bristles of the brushes. None of the hair brushes were labeled with a resident name;</p> <p>-The floor of the shower room next to the drain had pieces of brown matter remaining from an earlier morning shower.</p> <p>-The floors in rooms #222, #221, #218 and #217 were heavily soiled and covered with a dried sticky substance.</p> <p>(continued on next page)</p>		

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<p>F 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>-The flooring at the corners of the rooms near the baseboards were heavily soiled with a black substance that extended up the baseboards. The walls were chipped, exposing the white plaster underneath.</p> <p>-The sheets on the resident beds in rooms #221 and #215 were soiled with brown stains and the room smelled of urine and strong body odor that could be smelled in the hallway several doors away.</p> <p>-The privacy curtains in rooms #202 and #204 were stained with dried food and brown, black, and yellow stains.</p> <p>-There were no washcloths or towels available to the residents in rooms #202, #204, #221, #217, #206, #215 and #216. One resident said he had to use paper towels because staff did not provide him with cloth towels and washcloths.</p> <p>-The walls in the residents' bathrooms in rooms #202, #205, #206, #217 #218, #221 and #222 contained a dried brown substance. The flooring in the bathrooms was heavily soiled with a black substance that extended up onto the baseboards and around the base of the toilet. The linoleum floor in the rooms was coming loose and had missing pieces of flooring.</p> <p>-room [ROOM NUMBER] had chipped walls and heavily gouged doors that exposed the material underneath the paint and stained the surface. The built-in dresser in the room had one drawer that was missing the veneer and its pull handle did not match the rest of the unit which stood out. The facing on the front of the sink was broken and a big piece was missing.</p> <p>III. Resident interviews</p> <p>Resident #12 was interviewed on 5/15/24 at 11:41 a.m. Resident #12 said there was no housekeeper working on the second floor that day. She said when the housekeepers took a day off there was no one to replace them to clean.</p> <p>Resident#12 said she usually had to ask the housekeeper to mop her floor two or three times because it rarely came clean with a one-time mopping. She said sometimes the floor was not mopped if she was not in the room to request it get mopped and there had been a recent occasion when the floor in the room was left dirty for several days.</p> <p>Resident #12 said her privacy curtain had not been taken down or washed in a long time and it was dingy and stained. Resident #12 pointed out a red stain on the privacy curtain and said it had been there for weeks.</p> <p>Resident #12 said she was concerned about the lack of cleanliness in her bathroom because it was heavily soiled and no matter how much the housekeeper cleaned it, it never came clean.</p> <p>Resident #12 said there was talk of renovations from the facility's management but she was not confident it would happen soon because the facility had been talking about completing renovations for several years.</p> <p>(continued on next page)</p>		

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<p>F 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Resident #12 said the resident council had been complaining about poor housekeeping practices and a need to repaint and repair several damaged walls and floors throughout the facility. The resident council wanted the facility to put more effort into improving the facility environment. The resident said facility leadership had promised the resident council for the past year that they would renovate the facility but the only unit that was renovated was the short term rehabilitation unit.</p> <p>Resident #15 was interviewed on 5/15/24 at 11:50 a.m. Resident #15 said her room was not cleaned on a daily basis because the facility had trouble keeping staff. She said the most concerning thing was the dirty floor. She said the floor was left soiled for days sometimes when they didn't have a housekeeper or when the housekeeper was running behind.</p> <p>IV. Record review</p> <p>Resident council minutes, dated 5/7/24, read in pertinent part: Housekeeping: The second-floor housekeeper needs training.</p> <p>-Previous minutes were not available because the facility accidentally shredded the originals and did not have any other copies of the resident council minutes.</p> <p>V. Staff interviews</p> <p>Certified nurse aide (CNA) #1 was interviewed on 5/16/24 at 12:30 p.m. CNA #1 said the shower floor was dried by propping the door open. CNA #1 said the shower room and the hair brushes were cleaned by the housekeepers. She said it was the housekeeper's responsibility to clean the shower room. (The housekeeper was not available to answer questions about the shower room.)</p> <p>Housekeeper (HSK) #1 was interviewed on 5/16/24 at 1:00 p.m. HSK #1 said she cleaned each of the residents' rooms in her assigned area every day. She said she started by cleaning the back of the room and moving forward to the front of the room. HSK #1 said she sprayed down and cleaned the resident's bedside table furniture and then cleaned the call light, the pull cord for the room light, the door handles and then moved to the bathroom to clean the sink and toilet. HSK #1 said then she swept and mopped the room.</p> <p>HSK #1 said it was hard to get the floors clean, especially at the edges of the room because the dirt did not come up with regular mopping. HSK#1 said she had a scraper to remove stuck on dirt but that did not work well to get the residents' room floors clean and she did not know what else to use to clean the floors and baseboards which were also heavily soiled.</p> <p>HSK #1 said the privacy curtains in the residents' rooms were supposed to be taken down every two to three days and sent to be washed. She said since it required a ladder to remove the curtains, the maintenance department had to help with the process.</p> <p>HSK #1 said she swept and mopped the floors in the common areas daily but they were heavily soiled and the areas did not come completely clean.</p> <p>(continued on next page)</p>		

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<p>F 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>The maintenance director (MTD) and the housekeeping supervisor (HSKS) were interviewed on 5/16/24 at 1:15 p.m. The MTD said he had identified the second floor maintenance and housekeeping issues and the facility had a plan to renovate the unit with paint and refreshed flooring. He said he observed the heavy dirt build up on the floors in residents' rooms and common areas and, because someone had rewaxed the floors without properly cleaning them, they were unable to remove the soiled buildup without stripping the floors first.</p> <p>The MTD said the facility hired a floor technician to strip and re-wax all of the flooring on the second and third floors but that process would take a couple of weeks to complete. The MTD said the residents' room walls were in the renovation plan due to a need to repair the chipped and scraped walls.</p> <p>The MTD said the privacy curtains were taken down and washed when the resident's room was deep cleaned (quarterly) with the deep clean. He said the leadership staff had talked about putting the privacy curtains on a more frequent cleaning schedule but that was not yet in place.</p> <p>The MTD said there was a schedule for daily cleaning in every resident room and a schedule for a deeper cleaning once a quarter. He said the second floor was the most problematic and hard to maintain. The MTD said there were several larger maintenance environment improvement projects occurring, such as window washing, and the facility planned to repaint all of the walls on the second floor.</p> <p>The HSKS said she recently took over the role as HSKS and she had recognized some housekeeping concerns. The HSKS said the residents' rooms were to be cleaned daily but they struggled to keep housekeeping staff so they were revising housekeeping services to ensure the resident areas were cleaned properly.</p> <p>The HSKS said housekeepers could remove dirty sheets if the resident was not in the room. She said maintenance of linens was the responsibility of the nursing staff.</p> <p>The MTD presented the facility's plan of improvement for facility cleanliness and said they had identified maintenance and housekeeping concerns and were currently working on improvements. The plan included creating an HSKS position because, per the MTD, he was unable to keep up with his identified concerns.</p> <p>The plan revealed that the facility had identified the following opportunities for an improved home-like environment and the facility had just started on the improvement. The plan documented:</p> <p>Action Plan Facility Cleanliness: Issues Identified: After receiving several complaints (from Google reviews, hospital case managers, families and residents) the facility completed a review of the complaints and identified the following issues:</p> <ul style="list-style-type: none"> <li>-Areas where dirt is in the corners and on the flooring where the wall meets the floor;</li> <li>-Flooring on the fourth floor in several rooms with scratches in the vinyl flooring;</li> <li>-Elevators are dirty and outdated;</li> <li>-Leaves and debris outside of the front door;</li> </ul> <p>(continued on next page)</p>		

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