

Department of Health & Human Services  
Centers for Medicare & Medicaid Services

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Form Approved OMB  
No. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  265654	(X2) MULTIPLE CONSTRUCTION  A. Building B. Wing	(X3) DATE SURVEY COMPLETED  09/27/2024
NAME OF PROVIDER OR SUPPLIER  Fountainbleau Nursing Center		STREET ADDRESS, CITY, STATE, ZIP CODE  1349 Highway 61 Festus, MO 63028	
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 - Some	<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**</b> 39360</p> <p>Based on observation, interview, and record review, the facility failed to provide a safe, clean, comfortable, and homelike environment. This deficient practice affected two residents (Resident #13 and #23) outside of the 19 sampled residents and had the potential to affect all residents in the facility. The facility census was 95.</p> <p>The facility did not provide a policy regarding environment.</p> <p>1. Observation on 09/24/24 at 11:44 A.M. of the 300 and 400 halls showed the halls with a strong urine odor.</p> <p>2. Observation on 09/26/24 at 3:45 P.M. of the south shower room showed:</p> <ul style="list-style-type: none"><li>- A used razor on the shower room floor;</li><li>- A brown slimy substance caked around the shower drain;</li><li>- Part of the shower room floor rotten with exposed layers of subfloor showing;</li><li>- Dingy tile with dirty, black grout under the hand rail;</li><li>- The shower room door scratched with missing and chipped paint on the bottom half of the door.</li></ul> <p>3. Observation on 09/26/24 at 4:05 P.M. of the north shower room showed:</p> <ul style="list-style-type: none"><li>- Five brown spots of varying sizes on the ceiling;</li><li>- A dirty shower chair with a red substance and two flies on the seat;</li><li>- Multiple used wet linens on the floor;</li><li>- The majority of the surface of the shower floor brown, stained, and dingy;</li><li>- The shower floor peeling up around the shower drain;</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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F 0584  Level of Harm - Minimal harm or potential for actual harm  Residents Affected - Some	<ul style="list-style-type: none"><li>- A brown slimy substance caked around the shower drain;</li><li>- The wall immediately to the right upon entering the shower room with dents, scratches, and exposed corner bead and drywall;</li><li>- The sink basin detached from the wall leaving caulking exposed.</li></ul> <p>4. Observations on 09/27/24 from 9:40 A.M. to 10:00 A.M. showed dirt and stains with a musty odor on carpets in the following resident rooms: 102, 103, 106, 112, 201, 202, 205, 207, 208, 209, 210, 211, 212, 213, 214, 215, 217, 304, 305, 308, 311, 312, and 416.</p> <p>5. Observation on 09/27/24 of room [ROOM NUMBER] showed the light fixture above the bed cracked with a baseball-sized hole in the front.</p> <p>During an interview on 09/27/24 at 12:35 P.M., Resident #23 said that the carpets are rough on his/her feet and staff throw soiled briefs on the floor. He/She is unhappy with all the paint colors and patches on the wall.</p> <p>During an interview on 09/27/24 at 12:44 P.M., the Housekeeping Manager said he/she does not clean the carpets as part of the regular rotation of cleaning. He/She will clean them if the residents complain about them or if housekeepers report they need cleaned. There are several rooms that are on a list to have the carpet replaced.</p> <p>During an interview on 09/27/24 at 12:48 P.M., Resident #13 said he/she is bothered by the carpet in his/her room. He/she always wears shoes in the room because he/she doesn't want to get anything from the floors.</p> <p>During an interview on 09/27/24 at 2:40 P.M., the Administrator said he/she would expect resident rooms to be free from dirt, debris, stains, and odors.</p> <p>46555</p> <p>49754</p>		

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<p>F 0607</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Develop and implement policies and procedures to prevent abuse, neglect, and theft.</p> <p>49754</p> <p>Based on interview and record review, the facility failed to follow their background screening policy regarding screening staff members for the Family Safety Care Registry (FCSR), Employee Disqualification List (EDL), Criminal Background Check (CBC), and Nurse Aide (NA) Registry prior to the employment start date for three out of ten employees reviewed. The facility census was 95.</p> <p>Review of the facility's policy titled, Nurse Aide Registry Verification, revised August 2022, showed:</p> <ul style="list-style-type: none"> <li>- Certified nurse aide (CNA) licenses shall be verified through the state registry of nurse aides before individuals may serve as nurse aides or nursing assistants;</li> <li>- The Human Resources (HR) director, or other designee, is responsible for contacting the state nurse aide registry to determine the validity of the individual's certification status from every state registry that the facility believes will include information concerning the individual.</li> </ul> <p>Review of the facility's policy titled, Background Screening Investigations, revised 08/23/24, showed:</p> <ul style="list-style-type: none"> <li>- The facility conducts employment background screening checks, reference checks and criminal conviction investigation checks on all applicants for positions with direct access to residents (direct access employees) prior to the employment start date;</li> <li>- The director of personnel, or designee, conducts background checks, reference checks and criminal conviction checks (including fingerprinting as may be required by state law) on all potential direct access employees and contractors. Background and criminal checks are initiated within two days of an offer of employment or contract agreement and completed prior to employment. These checks include but are not limited to Criminal Background Check (CBC) or Office of Inspector General (OIG), Family Care Safety Registry (FCSR), and Employee Disqualification List (EDL);</li> <li>- The director of personnel, or designee, checks the state nurse aide registry to determine if any finding of abuse, neglect, mistreatment of individuals, and/or theft of property have been entered into the applicant's file on all potential direct access employees and contractors prior to the employment start date.</li> </ul> <p>1. Review of NA A's personnel file showed:</p> <ul style="list-style-type: none"> <li>- A hire date of 12/28/23;</li> <li>- The facility failed to conduct the CBC until 02/23/24.</li> </ul> <p>2. Review of CNA B's personnel file showed:</p> <ul style="list-style-type: none"> <li>- A hire date of 01/02/24;</li> </ul> <p>(continued on next page)</p>		

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<p>F 0607</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>- The facility failed to conduct the CBC until 01/05/24.</p> <p>3. Review of the Assistant Director of Nursing (ADON) C's personnel file showed:</p> <p>- A hire date of 12/26/23;</p> <p>- The facility failed to conduct the NA Registry check.</p> <p>During an interview on 09/27/24 at 1:10 P.M., the Director of Nurses (DON) said that the HR/Business Office Manager checks the NA registry and does background checks upon hire and quarterly.</p> <p>During an interview on 09/27/24 at 2:40 P.M., the Administrator said she would expect the NA Registry to be run on all new hires and that the CBC, EDL, and/or FCSR should be completed upon hire.</p>		

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<p>F 0925</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Make sure there is a pest control program to prevent/deal with mice, insects, or other pests.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> 46555</p> <p>Based on observation, interview, and record review, the facility failed to maintain an effective pest control program to control the fly population in the facility. This affected four residents (Resident #17, #45, #73 and #88) out of 19 sampled residents and three residents (Resident #25, #69, and #199) outside the sample and had the potential to affect all residents. The facility's census was 95.</p> <p>Review of the facility's policy entitled, Pest Control, revised July 2023, showed:</p> <ul style="list-style-type: none"> <li>- The facility shall maintain an effective pest control program;</li> <li>- This facility maintains an on-going pest control program to ensure that the building is kept free of insects and rodents;</li> <li>- Windows are screened at all times;</li> <li>- Only approved Food and Drug Administration (FDA) and Environmental Protection Agency (EPA) insecticides and rodenticides are permitted in the facility and all such supplies are stored in areas away from food storage areas;</li> <li>- Garbage and trash are not permitted to accumulate and are removed from the facility daily;</li> <li>- Maintenance services assist, when appropriate and necessary, in providing pest control services.</li> </ul> <p>1. Observation on 09/24/24 at 11:47 A.M. showed two flies buzzing around Resident #45 as he/she sat in a wheelchair in his/her room.</p> <p>During an interview on 09/27/24 at 10:10 A.M., Resident #45 said the flies are worse in the summer, and he/she hasn't seen as many lately.</p> <p>2. Observation on 09/24/24 at 12:01 P.M. showed Resident #199 lay in bed with a fly buzzing around in the room.</p> <p>3. Observation on 09/24/24 at 12:11 P.M. showed a fly buzzing around in room [ROOM NUMBER] near Resident #69, who had a cover over his/her head.</p> <p>4. Observation on 09/24/24 at 1:30 P.M. showed a fly buzzed Resident #73's head and face while he/she sat in a wheelchair in the hallway.</p> <p>5. Observation on 09/25/24 at 3:45 P.M. showed a fly on the resident's bed in room [ROOM NUMBER].</p> <p>6. Observation on 09/25/25 at 4:00 P.M. of the north shower room showed two flies on the shower chair seat.</p> <p>(continued on next page)</p>		

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<p>F 0925</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>7. Observation on 09/26/24 at 11:15 A.M. showed two flies on the nurse's shoe at the med cart on 400 hall.</p> <p>8. Observation of room [ROOM NUMBER] showed:</p> <ul style="list-style-type: none"> <li>- On 09/24/24 at 2:21 P.M., three flies flying around and landing on Resident #25 while he/she tried to take a nap. Resident #25 covered his/her head with a blanket in an attempt to keep the flies from crawling on his/her face;</li> <li>- On 09/25/24 at 2:11 P.M., two flies buzzed around the room while Residents #25 and #17 tried to nap;</li> <li>- On 09/27/24 at 9:30 A.M., five flies flew around, landed, and crawled on surfaces in the room while Resident #25 watched television.</li> </ul> <p>9. Observation of room [ROOM NUMBER] showed:</p> <ul style="list-style-type: none"> <li>- On 09/24/24 at 9:36 A.M., two flies buzzed around Resident #17;</li> <li>- On 09/25/24 at 2:11 P.M., three flies flew around the resident's divider curtain and bed.</li> </ul> <p>During an interview on 09/24/24 at 2:20 P.M., Resident #25 said he/she will sometimes sleep with the blanket over his/her head to try and prevent flies from crawling on his/her face. The flies bother him/her and wake him/her up, preventing the resident from getting restful sleep.</p> <p>During an interview on 09/24/24 at 2:21 P.M., Resident #17 said there has been ongoing issues with flies at the facility and they have been particularly bad over the last two months. They are a big nuisance.</p> <p>10. Observation of the hallways showed:</p> <ul style="list-style-type: none"> <li>- On 09/24/24 at 11:44 A.M., a fly buzzed around in the 400 hall between rooms [ROOM NUMBERS].</li> <li>- On 09/25/24 at 2:13 P.M., two flies buzzed about in the 300 hall outside room [ROOM NUMBER];</li> <li>- On 09/27/24 at 9:40 A.M., a fly in the hallway by the entrance to room [ROOM NUMBER];</li> <li>- On 09/27/24 at 9:42 A.M., a fly near the nurses station by the entrance to the 300 hallway;</li> <li>- On 09/27/24 at 9:46 A.M., a fly buzzed around residents in the seating area near the nurses station by the 200 hallway;</li> <li>- On 09/27/24 at 10:15 A.M., a fly flew around 100 and 200 hall.</li> </ul> <p>11. Observation on 09/26/24 at 9:53 A.M. showed:</p> <ul style="list-style-type: none"> <li>- A fly buzzing around in the hall and near the treatment cart as the nurse prepared wound dressings for Resident #88;</li> </ul> <p>(continued on next page)</p>		

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F 0925  Level of Harm - Minimal harm or potential for actual harm  Residents Affected - Some	<p>- A fly buzzed around the room as the nurse performed wound care for Resident #88.</p> <p>During an interview on 09/24/24 at 09:36 A.M., Resident #88 said there's a ton of flies. It bothers the crap out of him/her. Half the time he/she has to turn the light off to try and get them to leave the room.</p> <p>During an interview on 09/27/24 at 12:44 P.M., the Housekeeping Supervisor said the pest control company comes once a month to spray for pests. There is a log in his/her office staff can complete if they see pests. The pest control company will come more than once a month if needed. There have been residents complain about flies because they are always harder to control from the doors being open to go outside during warmer months.</p> <p>During an interview on 09/27/24 at 2:40 P.M., the Administrator said he/she would expect the facility to be free from flies and other pests.</p>		