

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 155228	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 01/18/2024
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NAME OF PROVIDER OR SUPPLIER WILLOWS OF RICHMOND	STREET ADDRESS, CITY, STATE, ZIP COD 2070 CHESTER BLVD RICHMOND, IN 47374
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F 0000 Bldg. 00	<p>This visit was for the Investigation of Complaint IN00424062.</p> <p>Complaint IN00424062- Federal deficiencies related to the allegations are cited at F-584, F-812, F-814 & F-925</p> <p>Survey date: January 18, 2024</p> <p>Facility number: 000133 Provider number: 155228 AIM number: 100266080</p> <p>Census Bed Type: SNF/NF: 51 Total: 51</p> <p>Census Payor Type: Medicare: 5 Medicaid: 42 Other: 4 Total: 51</p> <p>These deficiencies reflect State Findings cited in accordance with 410 IAC 16.2-3.1.</p> <p>Quality review completed on January 24, 2024</p>	F 0000	<p>Preparation and/or execution of this Plan of Correction does not constitute admission or agreement by the provider of the truth of the facts alleged or conclusions set forth in the statement of deficiencies. The Plan of Correction is prepared and/or executed solely because it is required by the provisions of Federal and State Law. Please accept this Plan of Correction as Credible Allegations of Compliance. The facility respectfully requests paper compliance for this citation.</p>	
F 0584 SS=D Bldg. 00	<p>483.10(i)(1)-(7) Safe/Clean/Comfortable/Homelike Environment §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.</p>			

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
Merry Goodwin	Health Facility Administrator	02/02/2024

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined other safeguards provide sufficient protection to the patients. (see instructions.) Except for nursing homes, the findings stated above are disclosable 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 disclosed 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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	<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 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>Based on observation and interview the facility failed to maintain the dining room in a clean and sanitary manner for 1 of 1 observation.</p> <p>Finding include:</p>	F 0584	It has and will continue to be the policy of this facility for the residents to have housekeeping and maintenance services necessary to maintain a sanitary,	01/29/2024

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F 0812 SS=F Bldg. 00	<p>During an observation on 1/18/24 at 11:20 a.m., there were 2 dining room tables with food underneath them and two cockroaches walking around close to the food debris. There were 6 residents in the dining room attending an activity.</p> <p>During an observation and interview with Assistant Director Of Nursing (ADON) on 1/18/24 at 11:25 a.m., the two dining room tables with food underneath them and the 2 cockroaches were observed. The ADON indicated the facility had snack time at 10:00 a.m., and that is where the food under the tables had come from. The ADON indicated the activity staff should have reported to housekeeping of the food debris so it could have been cleaned up.</p> <p>This Federal tag relates to Complaint IN00424062.</p> <p>3.1-19(f)</p> <p>483.60(i)(1)(2) Food Procurement,Store/Prepare/Serve-Sanitary §483.60(i) Food safety requirements. The facility must -</p> <p>§483.60(i)(1) - Procure food from sources approved or considered satisfactory by federal, state or local authorities. (i) This may include food items obtained directly from local producers, subject to applicable State and local laws or regulations. (ii) This provision does not prohibit or prevent facilities from using produce grown in facility gardens, subject to compliance with</p>		<p>orderly, and comfortable interior Although 6 residents could have been affected by this practice there were none that were directly affected.</p> <p>All staff reeducated on properly cleaning up food debris immediately when they are seen (Attachment 1).</p> <p>Housekeeping Supervisor or Designee will audit dining room 5 times a week for 4 weeks, 3 times a week for 4 weeks and randomly ongoing thereafter to ensure that dining area is free of any food debris (Attachment 2).</p> <p>Any findings will be immediately corrected, and Housekeeping Supervisor or designee will report all audit findings during QAPI meetings, and all recommendations will be addressed.</p>	

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	<p>applicable safe growing and food-handling practices.</p> <p>(iii) This provision does not preclude residents from consuming foods not procured by the facility.</p> <p>§483.60(i)(2) - Store, prepare, distribute and serve food in accordance with professional standards for food service safety.</p> <p>Based on observation, interview and record review the facility failed to maintain the kitchen in a sanitary manner with food debris between the baseboards and walls, cockroaches walking around on the floor and baseboards loose and in disrepair this had the potential to affect 50 of 50 residents who ate their meals from the kitchen.</p> <p>Finding include:</p> <p>During an observation and interview with the Dietary Manager on 1/18/24 at 11:10 a.m., there were several cockroach traps through out the kitchen with cockroaches in them, there were three cockroaches walking around the kitchen floor. The Dietary Manager killed the three cockroaches and indicated the facility had a problem with cockroaches for several months.</p> <p>During an interview with the Dietary Manager on 1/18/24 at 11:40 a.m., indicated the kitchen had 25 cockroach traps on the floor.</p> <p>During an interview with the Owner of the pest control company on 1/18/24 at 12:35 p.m., indicated the pest control company had put down glue trappers to identify what kind of bug the facility had. The facility had German cockroaches and they reproduce very fast. The Owner of the pest control company indicated in order for the facility to have "this big of problem" someone</p>	F 0812	<p>It has and will continue to be the policy of this facility to procure food from sources approved or considered satisfactory by federal, state or local authorities.</p> <p>50 of the residents residing at the facility could have been affected due to receiving their meals from the kitchen.</p> <p>All dietary staff reeducated on cleaning schedules to ensure that food service areas are clean and sanitary (Attachment 3). A deep clean of the kitchen was immediately done. Steam table replaced and all areas that has cove based inspected and replaced if needed (Attachment 4). When Sysco (facility food vendor) delivers, all boxes will immediately be inspected, put away and will be disposed of properly (Attachment 5). The owner of the pest control company we use will continue to treat 2 X a month himself, monitor and give recommendations as needed. Dietician will complete food safety and sanitation checklist monthly (Attachment 6).</p>	02/01/2024

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	<p>was bringing them in and he thought maybe it was the facility food vendor and had reported this to the facility. The Owner of the pest control company also indicated the baseboards in the kitchen were loose and had food in between them and needed to be cleaned. The Owner had requested the facility to get this cleaned and fixed. The Owner indicated the baseboards were hard to get to because of where they were located but it had to be done. The Owner had sent pictures to the facility of the baseboards with food in them and they still had not cleaned them up.</p> <p>During an observation and interview with the Dietary Manager on 1/18/24 at 12:00 p.m., the baseboards underneath the dish sink was loose and away from the wall with food in between the wall and the baseboard. The baseboards underneath the food steam table was also loose and pulled away from the wall. The Dietary Manager indicated it was the dietary staff's responsible to clean the baseboards, but they had been short staffed. The Maintenance department was responsible to repair the baseboards. The Dietary Manager indicated the baseboards had been loose for a long time.</p> <p>During an interview with the Administrator on 1/18/24 at 3:15 p.m., indicated 50 of 51 residents residing at the facility received their meals from the kitchen.</p> <p>The sanitation inspection policy provided by the Administrator on 1/18/24 at 1:30 p.m., indicated the facility would conduct inspections to ensure food service areas were clean and sanitary. All food service areas shall be kept clean, sanitary, free from litter, rubbish and protected from roaches.</p>		<p>Maintenance Director or designee will audit the condition of the cove base in dietary 5 X a week for 2 weeks, 2 times a week for 1 month and then 1 time weekly thereafter (Attachment 7). Dietary Director or designee will audit the condition of the kitchen to ensure cleanliness daily X 2 months, 4 times a week X 1 month, and 2 times a week thereafter (Attachment 8). Any findings will be immediately corrected. Maintenance Director, Dietary Director or designee will report all audits during QAPI meetings, and all recommendations will be addressed.</p>	

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F 0814 SS=D Bldg. 00	<p>This Federal tag relates to Complaint IN00424062.</p> <p>3.1-21(i)(3)</p> <p>483.60(i)(4) Dispose Garbage and Refuse Properly §483.60(i)(4)- Dispose of garbage and refuse properly. Based on observation, interview and record review the facility failed to keep 4 of 4 dumpster lids closed and failed to keep the area around the 4 dumpster free from food and trash for 1 of 1 observations.</p> <p>Finding include:</p> <p>During an observation on 1/18/24 at 11:00 a.m., 4 of 4 dumpster's behind the facility had their lids open with bags of trash visible and there was food and trash around the dumpster's. There were large black birds inside the dumpster's and outside the dumpster's.</p> <p>During an interview with the Administrator on 1/18/24 at 11:45 a.m., indicated it was the responsibility of all staff who took out trash to ensure the dumpster lids were closed and food/trash was not around the dumpster's.</p> <p>The disposal of garbage and refuse policy provided by the Administrator on 1/18/24 at 1:30 p.m., indicated facility would properly dispose of kitchen garbage and refuse. Dumpster's kept outside the facility shall be designed and constructed to have tightly fitting lids, doors or covers. Dumpster's shall be kept covered when not being loaded. Surrounding area shall be kept clean so that accumulation of debris and insect/rodent attractions were minimized.</p>	F 0814	<p>It has and will continue to be the practice of this facility to ensure the facility properly disposes of garbage and refuse properly.</p> <p>All residents could have been affected since they live at this facility. Staff immediately cleaned area and dumpster lids were closed.</p> <p>All staff were re educated on area to be kept cleaned by dumpsters and properly closing dumpster lids when not in use (Attachment 9).</p> <p>Garbage disposal company contacted, and they have replaced lids on two receptacles (Attachment 10).</p> <p>Housekeeping Supervisor or designee will complete the Dumpster lid closure and dumpster area audit (Attachment 11) 5 times a week for 4 weeks, 3 times a week for 4 weeks and then randomly ongoing thereafter.</p> <p>Any findings will be immediately corrected, and housekeeping supervisor or designee will report all audits during QAPI meetings, and all recommendations will be</p>	01/31/2024

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F 0925 SS=F Bldg. 00	<p>This Federal tag relates to Complaint IN00424062.</p> <p>3.1-21(i)(5)</p> <p>483.90(i)(4) Maintains Effective Pest Control Program §483.90(i)(4) Maintain an effective pest control program so that the facility is free of pests and rodents.</p> <p>Based on observation, interview and record review the facility failed to maintain an effective pest control program to prevent the facility from being free of cockroaches this had the potential to affect 51 of 51 residents residing at the facility.</p> <p>Finding include:</p> <p>During an observation on 1/18/24 at 11:00 a.m., 4 of 4 dumpster's behind the facility had their lids open with bags of trash visible and there was food and trash around the dumpster's. There were large black birds inside the dumpster's and outside the dumpster's.</p> <p>During an observation and interview with the Dietary Manager on 1/18/24 at 11:10 a.m., there were several cockroach traps through out the kitchen with cockroaches in them, there were three cockroaches walking around the kitchen floor. The Dietary Manager killed the three cockroaches and indicated the facility had a problem with cockroaches for several months.</p> <p>During an observation on 1/18/24 at 11:20 a.m., there were 2 dining room tables with food underneath them and two cockroaches walking around close to the food debris. There were 6 residents in the dining room attending an activity.</p>	F 0925	<p>addressed.</p> <p>It has and will continue to be the policy of this facility to maintain an effective pest control program so the facility is free of pests and rodents.</p> <p>All residents could have been affected since they reside at this facility. Staff immediately cleaned area and dumpster lids were closed. All staff re educated on area to be kept cleaned by dumpsters and properly closing dumpster lids when not in use (Attachment 12). Garbage disposal company contacted, and they have replaced lids on two receptacles (Attachment 13).</p> <p>All dietary staff reeducated on cleaning schedules to ensure that food service areas are clean and sanitary (Attachment 14). A deep clean of the kitchen was immediately done. Steam table replaced and all areas that has cove based inspected and replaced if needed (Attachment15). When Sysco (facility food vendor) delivers, all boxes will immediately be</p>	02/01/2024

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	<p>During an interview with the Owner of the pest control company on 1/18/24 at 12:35 p.m., indicated the pest control company had put down glue trappers to identify what kind of bug the facility had. The facility had German cockroaches and they reproduce very fast. The Owner of the pest control company indicated in order for the facility to have "this big of problem" someone was bringing them in and he thought maybe it was the facility food vendor and had reported this to the facility. The Owner of the pest control company also indicated the baseboards in the kitchen were loose and had food in between them and needed to be cleaned. The Owner had requested the facility to get this cleaned and fixed. The Owner indicated the baseboards were hard to get to because of where they were located but it had to be done. The Owner had sent pictures to the facility of the baseboards with food in them and they still had not cleaned them up.</p> <p>During an observation and interview with the Dietary Manager on 1/18/24 at 12:00 p.m., the baseboards underneath the dish sink was loose and away from the wall with food in between the wall and the baseboard. The baseboards underneath the food steam table was also loose and pulled away from the wall. The Dietary Manager indicated it was the dietary staff's responsible to clean the baseboards, but they had been short staffed. The Maintenance department was responsible to repair the baseboards. The Dietary Manager indicated the baseboards had been loose for a long time.</p> <p>During a Confidential interview on 1/18/24 at 1:10 p.m., indicated on 12/13/23 they were at the facility and observed cockroaches in resident rooms and various places in the facility.</p>		<p>inspected, put away and will be disposed of properly (Attachment 16). The owner of the pest control company we use will continue to treat 2 X a month himself, monitor and give recommendations as needed. Dietician will complete food safety and sanitation checklist monthly (Attachment 17). All staff reeducated on making Maintenance Director or Administrator aware of pests. Pest reporting log placed at nurses stations and in dietary to record and monitor any issues. The findings will be provided to the pest control company during scheduled visits (Attachment 18). All staff reeducated on properly cleaning up food debris immediately (Attachment 19). Maintenance Director or designee will audit the condition of the cove base in dietary 5 X a week for 2 weeks, 2 times a week for 1 month and then 1 time weekly thereafter (Attachment 20). Dietary Director or designee will audit the condition of the kitchen to ensure cleanliness daily X 2 months, 4 times a week X 1 month, and 2 times a week thereafter (Attachment 21). Any findings will be immediately corrected. Maintenance Director, Dietary Director or designee will report all audits during QAPI meetings, and all recommendations will be addressed.</p>	

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	<p>During an interview with CNA 1 on 1/18/24 at 1:36 p.m., indicated yes she had seen cockroaches in the facility.</p> <p>During an interview with CNA 2 on 1/18/24 at 1:42 p.m., indicated yes she had seen cockroaches in the facility.</p> <p>During an interview with CNA 3 on 1/18/24 at 1:47 p.m., indicated yes she had seen cockroaches in the facility.</p> <p>During an interview with CNA 4 on 1/18/24 at 1:52 p.m., indicated yes she had seen cockroaches in the facility.</p> <p>The pest control logs provided by the Maintenance Supervisor on 1/18/24 at 12:06 p.m., indicated the facility had cockroaches on 10/24/23, 11/7/23, 11/28/23, 12/12/23, 1/9/24 and 1/17/24.</p> <p>The facility census provided by the Administrator on 1/18/24 at 11:15 a.m., indicated the facility had 51 residents residing in the facility.</p> <p>The pest control policy provided by the Administrator on 1/18/24 at 1:30 p.m., indicated the facility would maintain an effective pest control program that eradicates and contains common household pest and rodents such as cockroaches.</p> <p>This Federal tag relates to Complaint IN00424062.</p> <p>3.1-19(f)(4)</p>			