



**Ledgewood**  
*Where the heart is*

7. On 9/24/24, the facility census was 46 and the facility was staffed for 45 residents at the beginning of the day shift.

8. On 10/4/24, the facility census was 45 and the facility was staffed for 40 residents at the beginning of the day shift.

9. On 10/5/24, the facility census was 44 and the facility was staffed for 40 residents at the beginning of the day shift.

10. On 10/6 /24, the facility census was 44 and the facility was staffed for 40 residents at the beginning of the day shift.

*“Direct Care” means hands-on care provided to residents, including, but not limited to feeding, bathing, toileting, dressing, lifting, moving residents, treatments, and medication administration. Direct care does not include food preparation, housekeeping or laundry services except in circumstances when such services are required to meet the needs of an individual resident on a given occasion.*

*“Direct Care Provider” means Registered Professional Nurses and Licensed Practical Nurses, Certified Nursing Assistants, and Personal Support Specialists who provide direct care to nursing facility residents.*

*“Director of Nursing/Director of Nursing Services” means a Registered Professional Nurse who has the responsibility for the management and direction of nursing services.*

#### **PLAN:**

Out of the last 10 days listed above, the director of nursing worked 5 of those days on the floor. At our last state survey on 6/2022, the DON and nursing scheduler were instructed to add a section to the bottom or top of the daily assignment sheets to have each position listed. The surveyor stated that if we were listed on the assignment sheets, we would count toward the census. We have been doing this since 6/2022. During the current review, the DON was advised that if these positions are to count towards census, the name must be moved up on the assignment sheet and a list of tasks that DON is helping with must be listed.

By definition, the DON position here at Ledgewood is a hands-on position. The DON’s job description includes assisting and overseeing direct patient care. She assists with direct patient care daily through assessments, assistance with meals, answering call bells, etc. It’s unclear why it would be necessary to list the job function or expectations any clearer than they are. We are confused why one surveyor would have different expectations than another from 2 years ago unless there’s been a change in regulations.

Out of the 10 days, 4 were weekend days. Charge nurses will be issued a reminder about on-call duties and responsibilities. This will include the staffing ratios for them to review and sign. They will complete this by November 8<sup>th</sup>, 2024.

*See attached handout.*

#### **F 609 Reporting of Alleged Violations:**



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*In response to allegations of abuse, neglect, exploitation, or mistreatment, the facility must: §483.12(c)(1) Ensure that all alleged violations involving abuse, neglect, exploitation or mistreatment, including injuries of unknown source and misappropriation of resident property, are reported*

*immediately, but not later than 2 hours after the allegation is made, if the events that cause the allegation involve abuse or result in serious bodily injury, or not later than 24 hours if the events that cause the allegation do not involve abuse and do not result in serious bodily injury, to the administrator of the facility and to other officials (including to the State Survey Agency and adult protective services where state law provides for jurisdiction in long-term care facilities) in accordance with State law through established procedures.*

*§483.12(c)(4) Report the results of all investigations to the administrator or his or her designated representative and to other officials in accordance with State law, including to the State Survey Agency, within 5 working days of the incident, and if the alleged violation is verified appropriate corrective action must be taken. This REQUIREMENT is not met as evidenced by:*

*Based on record review and interviews, the facility failed to ensure that an alleged violation of resident sexual abuse was reported to the State Agency within 24 hours when an incident occurred for 1 of 6 residents reviewed for neglect/abuse (#1).*

**PLAN:**

The resident in question was out of the building at the time of the reported alleged abuse. The incident was reported to APS on 8/9/24 when a resident was at MMC. Ledgewood staff were not notified of these allegations until 8/14/24, 6 days after the report was initially made. An investigation was immediately initiated by the DON. Per APS worker, Andrea Locke- no further actions were required by Ledgewood manor. We certainly take any kind of abuse or allegations thereof very seriously and spend much time on determining how best to handle these matters for the benefit of our residents and staff. It was not our intention to leave any agency out of the loop. Our residents are our top priority and have been since we were founded in 1980. Per APS worker, Andrea Locke- no further actions were required by Ledgewood manor. Going forward, regardless of who, or where the alleged abuse, neglect, exploitation, or mistreatment is reported, Ledgewood will also submit a report to the State Survey Agency. Ledgewood also has been utilizing resident satisfaction surveys. A nurse has been completing these monthly since July 2024. These are reviewed by the DON and administrator, if necessary. There have been no complaints from any residents that have been surveyed. Please see attached blank form. Ledgewood will continue to conduct these samples monthly. The resident council has also made positive comments over the past few months, with no nursing concerns related to staff (see attached nursing dept responses). At the next resident council meeting on November 26<sup>th</sup>, 2024, this will be on the agenda to follow up with the residents, so they clearly understand ways to report concerns or complaints to staff. Residents have also been reminded by nursing staff already that we have a no male list if they prefer to only have female caregivers. Lastly, all staff will review with their department head what to do if any alleged abuse, neglect, exploitation, or mistreatment is seen or reported. This in-service will be completed by November 8<sup>th</sup>, 2024.