Department of Health and Human Services

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	205120	A. BUILDING: _____ B. WING _____	C 01/13/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
WATERVILLE CENTER FOR HEALTH AND REH	7 HIGHWOOD ST WATERVILLE, ME 04901

(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) COMPLETE DATE
T 001	Initial Comments On 1/13/25, an on-site visit was conducted at Waterville Center for Health and Rehab for the purpose of completing complaint investigations #ME00040173 and #ME00040174. It was determined that Waterville Center for Health and Rehab was not in substantial compliance with 10-144 CMR Chapter 110-Regulations Governing the Licensing and Functioning of Skilled Nursing Facilities and Nursing Facilities.	T 001	Waterville Center for Rehab provides this plan of correction without admitting or denying the validity or existence of the alleged deficiencies. The plan of correction is prepared and executed as evidence of the facility's continued compliance with state and federal regulations	
T 663	20.N.6.a-c Linen Supply Linen Supply a. Requirements In each facility there shall be an adequate supply of linen. For each licensed bed there shall be a minimum of: 3 sets of sheets 3 pillow cases 3 large bath towels 2 pillows 3 hand towels 1 bath blanket 3 wash cloths 2 blankets 2 bedspreads b. Reserve Supply for Incontinent Residents There shall be an adequate reserve supply of clean linen and other incontinent supplies available at all times so that incontinent residents can be kept clean and comfortable.	T 663	It is facility policy to ensure there is an adequate supply of linen available for each resident. For each licensed bed there shall be a minimum of : 3 sets of sheets 3 pillow cases 2 pillows 3 large bath towels 1 bath blanket 3 hand towels 3 washcloths 2 blankets 2 bedspreads The Director of Facilities Operations and/or designee will conduct a house inventory to ensure facility has an adequate supply of linen. The Director of Facilities Operations and/or designee will provide re-education to laundry staff regarding inventory maintenance and stocking of linen closets on units. .	2/18/2025

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T 663	Continued From page 1 c. Quality of Linens All linens shall be in good condition and free of rips, holes and stains. This Regulation is not met as evidenced by: Based on observations and interviews the facility failed to ensure there was an adequate supply of linen available for each resident for 1 of 2 units reviewed during a complaint investigation (Freedom Harbor). Findings: Review of facility census dated 1/13/25 revealed there are 27 residents residing on Friendship Harbor which would require 81 washcloths, and 81 large bath towels, and 81 hand towels to be available for use on the unit. Observations of Friendship Harbor linen closet near kitchenette on 1/13/25 at 11:25 a.m., and 1:08 p.m., and 2:05 p.m., revealed there were no washcloths or large bath towels available for use. Observation of Friendship Harbor linen closet near skilled nurses' station on 1/13/25 at 11:27 a.m., 1:10 p.m., and 2:07 p.m., revealed linen closet containing 2 pillowcases, 1 fitted sheet, and 2 flat sheets available for use. During an interview on 1/13/24 at 11:08 a.m., Certified Nursing Assistant (CNA)1 stated there's never enough bath linens available on the unit in the mornings, and this morning used a bed sheet to give a shower because there were no towels in the closet. CNA1 further stated there are 2 linen closets on the unit. During an interview on 1/13/25 at 11:10 a.m.,	T 663	The Director of Facilities Operations and/or designee will conduct random weekly audits times (4) four weeks and than will conduct random monthly audits times (3) three months thereafter to ensure compliance. The results of the audits will be reported to the facility QAPI committee for review and further recommendations.	2/18/2025

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T 663	Continued From page 2 CNA2 stated the linen closets are usually empty every morning, and it makes it very difficult to get bed baths and showers done during your shift. CNA2 further states the charge nurse went down 2 times this a.m., and brought up what she cold, but they need more. States she gave a bath this am with hand towels because there were no washcloths or bath towels available. During an interview on 1/13/25 at 11:15 a.m., CNA3 stated there were not enough linens available in the morning to give bed baths and showers. Completed as many as she could with what was available but went downstairs 2 times this morning around 6am and 730 a.m., to ask for some and laundry staff told her that when all the linens were done, they would bring them upstairs, but they haven't brought it up yet and still has a bath do to. CNA3 further stated that laundry is supposed to stock linen early in the morning and again at 2 p.m., but it doesn't often happen in the morning. During an interview on 1/13/25 at Laundry Staff (L2) stated that the laundry department closes at 3 p.m., and is not staffed again until 5 a.m., and laundry staff have to sort the linen, wash and fold all the items sent down from 3 p.m., and 5 a.m., along with keeping up with the items that are being sent down throughout the day. States there is supposed to be 2 sets of everything for each resident on each unit, but currently there are only 150 washcloths in the entire facility even though they got a shipment of 25 dozen washcloths (300) on 11/24/24. States linen should be brought up to the floor at 6:45 a.m. and again at 2 p.m. for the last time until the next morning but does not know who delivered to Friendship Harbor this am. During an interview on 1/13/25 at 2:35 p.m.,	T 663		

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T 663	Continued From page 3 Laundry (L)3 stated that she brought up a few linens to Friendship Harbor this am after staff requested it but does not know who delivered the morning stock. States the laundry cart is left on all units except Friendship Harbor because there's nowhere to store it. Observation on Friendship Harbor on 1/13/24 at 2:40 p.m., L3 was observed restocking linen closet on Friendship Harbor near kitchenette, then observed bringing laundry cart down the hall and onto the elevator but was not observed restocking linen closet by skilled nursing station. At this time a surveyor asked Director of Nursing (DON) to observe linen closet and confirmed there were 2 pillowcases and 1 flat sheet in the linen closet available for use. During an interview in conference room with 2 surveyors with Administrator and Director of Nursing (DON) at 4:05 p.m., Administrator stated the building automatically has linen delivered according to a par level, and confirmed last delivery was received 11/23/24 and at that time 25 dozen washcloths were received, along with other ordered linens. States it is CNA's responsibility to restock the linen closets when laundry department brings the laundry cart upstairs. Administrator further stated on 1/3/25, the DON noticed the linens were running low again and did an investigation and believes the washcloths are being used for incontinence care and staff are throwing them away. At this time DON states there are 3 linen closets on the Friendship Harbor unit, and if there's no linen on one of them, they can go to the storage closet located in the common area across from the nursing station, because there's a supply of briefs and linens in	T 663		

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T 663	Continued From page 4 there as well. During an observation of linen closet in common area across from nursing station on 1/13/25 at 5:20 p.m., a 4 tiered metal shelf was observed containing 1 shelf of wound care supplies, and 3 shelves of incontinent briefs. There are no linens observed in this closet. During a follow-up interview on 1/13/25 at 5:22 p.m., CNA2 indicated that there are only 2 linen closets on Freedom Harbor and there has never been any linen stored in the brief closet. CNA2 stated there is one linen closet up by the kitchenette and the other one is down the other end of the hall.	T 663		