

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 11/18/2024
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 205076		(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 11/05/2024	
NAME OF PROVIDER OR SUPPLIER MARKET SQUARE HEALTH CARE CENTER, LLC				STREET ADDRESS, CITY, STATE, ZIP CODE 3 MARKET SQUARE SOUTH PARIS, ME 04281			
(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) COMPLETION DATE
F 000	INITIAL COMMENTS			F 000			
F 908 SS=F	On 11/5/24, an unannounced on-site visit was conducted at Market Square Health Care Center for the purpose of complaint investigation #ME00049284. It was determined that Market Square Health Care Center, is not in substantial compliance with 42 CFR Part 483, Subpart B-Requirements for Long Term Care Facilities. Essential Equipment, Safe Operating Condition CFR(s): 483.90(d)(2) §483.90(d)(2) Maintain all mechanical, electrical, and patient care equipment in safe operating condition. This REQUIREMENT is not met as evidenced by: Based on observations, interviews, and record review, the facility failed to ensure that the facility's laundry equipment was maintained, according to manufacturer's instructions, and operated to ensure proper cleaning and disinfecting of linens for 1 of 1 day of survey(11/5/24). This has the potential to affect all residents. Findings: On 11/5/24, review of Documentation provided by the facility from Patriot [laundry chemical supply company] noted: Stain treatments: > B-Gone grease and oil remover wash in hot water, 140 degrees Fahrenheit[F]for colors and 165°F for whites. > Blood and stain remover wash in hot water 140°F for colors and 165° for white. > For washing machines and nursing homes, especially when dealing with various products			F 908			

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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.

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F 908	Continued From page 1 like > Patriot Frontier Soap[detergent], Patriot Frontier Bleach, Patriot Powerhouse[heavy duty detergent], Patriot Ultra Soft[fabric softener], and Patriot Stain Away[stain remover], the temperature requirements are generally based on the need to disinfect linens and properly activate the chemicals in the detergents and bleach. Here's a breakdown of the typical minimum temperature requirements based on general laundry guidelines for healthcare settings: 1. Patriot Frontier Soap[detergent]: minimum temperature 140°F is generally recommended for washing linens to ensure effective cleaning, especially in healthcare environments. Some detergents may be effective in cooler water, but in nursing homes, higher temperatures are preferred for hygiene. 2. Patriot Frontier Bleach: Bleach typically works best at high temperatures. For disinfection, use water that is at least 160°F or higher, particularly for potentially contaminated linens like bedding from residents with infections. Some bleach products can be effective in lower temperatures, but for health care, sticking with 160°F or higher ensures both stain removal and disinfection. 3. Patriot Powerhouse [Heavy Duty detergent or degreaser]: This would likely require at least 140°F to work optimally, especially when dealing with heavily soiled fabrics or materials. The decreasing action is more effective at higher temperatures. 4. Patriots ultra soft fabric softener: Fabric softeners generally don't have strict temperature requirements but are typically added during the rinse cycle. Ensure rinse cycle is at a comfortable warm temperature [e.g., 90°F to 110°F]. 5. Patriots Stain Away [stain remover]: Stain	F 908			

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F 908	Continued From page 2 removers often work best in warm or hot temperatures a minimum of 120° to 140°F would typically be recommended for stubborn stains. > General recommendations for nursing homes: regular laundry [not contaminated]: minimum water temperature of 140°F for effective cleaning. Potentially contaminated laundry: water temperature of at least 160°F especially when using bleach to ensure disinfection. > Final note: it is important to verify the manufacturer's recommendations for each product, patriot products in this case, as they may have specific temperature guidelines. Additionally, always follow infection control guidelines set by your facility and local regulations, particularly in healthcare settings like nursing homes. On 11/5/24 at 9:00 a.m., in an interview, the Laundry/Housekeeping Supervisor stated that she has been in charge since May 2024 and that she has known of hot water problems for the washing machines since that time. She reported this to the Administrator and the maintenance man and was asked to keep logs in August 2024 of the hot water temperatures on the washing machines. At this time, the surveyor and the Laundry/Housekeeping Supervisor observed the temperatures of the running washing machines. Washer #1 had a hot water temperature of 86° Fahrenheit(F); Washer #2 had a hot water temperature of 110°(F); And Washer #3 had a hot water temperature of 112°(F). At this time, the Laundry/Housekeeping Supervisor confirmed that the hot water coming into the washing machines was not adequate to ensure proper cleaning and disinfecting of the linens.	F 908			

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F 908	Continued From page 3 On 11/5/24, review of the August 2024 washing machine temperature logs noted: Washer #1: hot water coming into washing machine August 1st -7:47 a.m. 89° Fahrenheit(F); 10:19 a.m. 89°(F); 2:15 p.m. 64°(F); 4:00 p.m. 84°(F) August 2nd -8:03 a.m. 89°(F); 10:40 a.m. 87°(F); 2:16 p.m. 87°(F) August 5th - 10:00 a.m. 87°(F); 2:00 p.m. 86°(F) August 6th - 7:38 a.m. 91°(F); 11:49 a.m. 87°(F); 3:06 p.m. 86°(F) August 7th - 8:51 a.m. 93°(F); 11:05 a.m. 87°(F); 1:40 p.m. 86°(F); 3:32 p.m. 87°(F) August 8th - 10:01 a.m. 86°(F); 12:51 p.m. 86°(F); 3:20 p.m. 89°(F) Washer #2: hot water coming into washing machine August 1st -7:47 a.m. 104°(F); 10:12 a.m. 108°(F); 2:13 p.m. 102°(F); 4:00 p.m. 7°(F) August 2nd -8:03 a.m. 114°(F); 10:41 a.m. 95°(F); 2:16 p.m. 122°(F) August 5th - 10:00 a.m. 93°(F); 2:00 p.m. 116°(F) August 6th - 7:33 a.m. 122°(F); 11:50 a.m. 96°(F); 3:07 p.m. 93°(F) August 7th - 8:51 a.m. 103°(F); 11:05 a.m. 101°(F); 1:40 p.m. 123°(F); 3:32 p.m. 111°(F) August 8th - 10:01 a.m. 114°(F); 12:51 p.m. 101°(F); 3:20 p.m. 81°(F) Washer #3: hot water coming into washing machine August 2nd - 10:45 a.m. 102°(F); 2:17 p.m. 120°(F) August 5th - 10:00 a.m. 78°(F); 2:00 p.m. 87°(F) August 6th - 7:32 a.m. 100°(F); 11:50 a.m.			F 908			

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F 908	Continued From page 4 109°(F) On 11/5/24 at 9:45 a.m., in an interview, Maintenance Worker #1 and the surveyor observed a propane furnace hooked to a large hot water supply tank which supplied hot water to resident areas, the kitchen, and the laundry room. The maintenance worker stated and showed the surveyor the thermostat on the large, enclosed tank which was set at 120°F. On the side of the large, enclosed tank, there was a tank target range of 115°(F) written. The maintenance worker went on to state that the temperature can't be turned up higher than 120°(F) because it would make the water too hot for the resident areas. On 11/5/24 at 10:15 a.m., the surveyor then stepped back into the laundry room and observed the three washers and the hot water temperatures coming into the washers at this time. Washer #1 was 86°F. Washer #2 was 86°F. Washer #3 was 107°F. On 11/5/24 at 10:45 a.m., in an interview, the Maintenance Worker #2 and the surveyor observed a propane boiler with a large storage tank that supplied hot water to the resident areas, the kitchen, and the laundry room. He stated the boiler and the hot water tank were set at 120° and that is all that was sent out to all three areas because it can't be turned up any higher to help the laundry room because then the residential areas would be too hot. He stated that a while ago the facility had put in two quick recovery propane units however they were turned off at this point in time. When asked what they did, the maintenance worker stated they did the exact			F 908			

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F 908	Continued From page 5 same thing that the propane furnace and hot water tank did. They supplied hot water to the resident areas, the laundry, and the kitchen and we're set at 120°F. The surveyor then asked if he remembers there being a hot water booster in the laundry room for the washing machines. The maintenance worker stated there had always been one there since he had been there since May 2024 but it had never worked and had never been hooked up and approximately 5 years ago it was taken out by the maintenance director who was no longer at the facility. He also stated the propane furnace and storage tank had been there for years and had been there ever since he had been there. At this time, Maintenance Worker #2 confirmed that the hot water coming into the washing machines was not adequate to ensure proper cleaning and disinfecting of the linens. On 11/5/24 at 10:57 a.m., in an interview, the Quality Improvement Specialist and the surveyor observed he the hot water temperatures coming into the washing machines at this time. Washer #1 was at 90°F. Washer #2 was at 121°F. And washer #3 was at 114°F. At this time, the Quality Improvement Specialist confirmed that the water temperatures were not hot to ensure proper cleaning and disinfecting. The Quality Improvement Specialist also confirmed that she had reported this issue to corporate employees in July of 2024. On 11/5/24 at 11:15 a.m., review of documentation of a facility email dated October 10th 2024 noted the facility Education Coordinator notified the Administrator that "she	F 908			

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F 908	Continued From page 6 found that the hot water temperatures coming in the washing machines were 62°F and 84°F, which fell well below the required minimum and manufacturer's recommendations. In reviewing State and Federal guidelines for laundry and healthcare settings, the facility Education Coordinator found that Water temperature for laundry must reach a minimum of 160°F and be maintained for at least 25 minutes to effectively kill pathogens. The boiler is set to 120°F and cannot be increased due to its connection with the resident water systems, posing a risk of scalding. The facility once had a hot water booster behind the washers, but it was removed after breaking during [prior] to the pandemic. Upon reviewing the temperature requirements for our laundry chemicals provided by Patriot, the facility Education Coordinator found the following: Frontier Soap: requires a minimum temperature of 140° F. Frontier bleach: requires a minimum temperature of 140°F. Stain Away: requires temperatures between 120° and 140°F. Mostly importantly, we are potentially failing to disinfect the laundry adequately, putting both residents and staff at risk of exposure to contagious contaminants. The facility should refer to the manufacturer's recommendations for the use of the detergent and items being laundered." On 11/5/24 at 11:45 a.m., the surveyor reviewed documentation of the Patriot Company's, monthly laundry Complete Service Reports and found that in July, August, September, October, and November, the reports all stated under "Conclusion section: Overall conditions found and followed up on issues above area" that the water temperatures were too low and it was reported to maintenance and the	F 908			

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F 908	Continued From page 7 laundry/housekeeping supervisor. On 11/5/24 at 12:45 p.m., in an interview, the surveyor discussed the problem of the lack of required and manufacturer's recommended hot water accessible to the washing machines to ensure proper cleaning and disinfecting for linens with the Administrator, the Director of Nursing and the Quality Improvement Specialist.			F 908			