STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	255249	A. BUILDING _____ B. WING _____	C 01/11/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
COMPERE NH INC	865 NORTH STREET JACKSON, MS 39202

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F 000	INITIAL COMMENTS The State Agency (SA) conducted an annual recertification survey and Complaint Investigation (CI MS #23785) at the facility from 1/08/23 through 1/11/23. The SA investigated CI MS #23785 for dietary services, and environment and cited F584 for bathing dependent residents in a cold shower room. During the annual recertification survey, the SA determined the facility was not in compliance with the requirements of participation in Medicare and Medicaid and cited F561 and F758. The facility was licensed for 60 beds and had a census of 50 at the time of survey.	F 000		
F 584 SS=D	Safe/Clean/Comfortable/Homelike Environment CFR(s): 483.10(i)(1)-(7) §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. The facility must provide- §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. (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. (ii) The facility shall exercise reasonable care for the protection of the resident's property from loss or theft. §483.10(i)(2) Housekeeping and maintenance	F 584		2/16/24

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE | TITLE | (X6) DATE

Electronically Signed | 02/02/2024

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F 584	Continued From page 1 services necessary to maintain a sanitary, orderly, and comfortable interior; §483.10(i)(3) Clean bed and bath linens that are in good condition; §483.10(i)(4) Private closet space in each resident room, as specified in §483.90 (e)(2)(iv); §483.10(i)(5) Adequate and comfortable lighting levels in all areas; §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 §483.10(i)(7) For the maintenance of comfortable sound levels. This REQUIREMENT is not met as evidenced by: Based on observation, interviews, record review, and facility policy review, the facility failed to ensure the shower room was at a comfortable temperature while providing showers for three (3) of fifteen (15) sampled residents. Residents #8, #9, and #23. Findings Include: A record review of the facility policy titled, "Resident Rights," dated 4/2012, revealed, "Policy Statement: Employees shall treat all residents with kindness, respect, and dignity... Policy Interpretation and Implementation ...3. Our facility will make every effort to assist each resident...is always treated with respect, kindness, and dignity ...9. Is treated with consideration...in treatment and in care for his personal needs..."	F 584	F584 SAFE ENVIRONMENT " Shower room is being maintained at comfortable temperature for each individual while all residents and #8, #9 and #23 are receiving shower. The knob on electric heater in shower room was repaired on 1/9/24 by the maintenance director. In addition, a wall thermometer was added on 1/18/2024 for temperature tracking. The heater is being turned on during showers for all residents to their personal preference. " All residents who use shower room have the potential to be affected. " Nursing staff and shower team were in-serviced by Director of Nursing on ensuring shower room is at a comfortable	

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F 584	Continued From page 2 Resident #8 Observation on 1/8/23 at 1:00 PM, revealed Resident #8 lying in bed with the head of her bed elevated. The resident was alert and oriented, and able to make her needs known. During an interview with Resident #8 on 1/8/23 at 1:15 PM, revealed she doesn't go to the shower because it's cold in there. Resident #8 said the staff told her the heater does not work in the shower room. Resident #8 said she feels better when she gets a shower, but it's too cold to bathe without heat. The resident said she had talked to the Certified Nursing Assistance (CNA) that assists her with a shower about the room being cold. During an interview on 1/8/23 at 6:15 PM, with Resident #8's daughter, she stated that her mother complains, as well as other residents, that the shower room is cold during their showers. The daughter also said her mother complains that the facility does not dry her hair after shampooing it. The daughter said the facility towel dries the resident's head, which could cause her to get sick. The daughter said she has discussed her complaints with several staff members. A record review of the Admission Record for Resident #8 revealed the resident was admitted to the facility on 7/17/23, with diagnoses that included Anemia, Essential (Primary) Hypertension, and Chronic Systolic (Congestive) Heart Failure. A record review of the MDS (Minimum Data Set), with an Assessment Reference Date (ARD)	F 584	temperature for resident by staff member administering shower, on 1/9/24. The 11/7 shift nurse will turn heater unit on at 5AM each day. Shower team will be responsible for ensuring the heat is on and working properly before bringing resident to shower room. Each resident will be completely covered up and head is to be wrapped with a towel. " The Maintenance Supervisor, Director of Nursing or the Manager on Duty will check to ensure heater is on, temperature is at a warm level and working properly daily when showers are administered x 30 days beginning 1/18/24 . Maintenance will ensure heater working properly monthly thereafter beginning 2/19/24. Findings of heater working and shower room at comfortable temperature will be brought to the QA committee weekly x 2 months beginning 2/1/24 by the Director of Nursing to ensure continued compliance. Findings will be brought to Quality Assurance meeting monthly by Maintenance Director beginning March 2024.	

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1/5/24, revealed a Brief Interview for Mental Status of 12, which indicated the resident had moderate cognitive impairment.

Resident #9

On 1/9/23 at 10:00 AM, the State Agency (SA) observed Resident #9 taking a shower. The resident was shivering during the shower. The shower room did not have any heat blowing during her shower. CNA #1 bathed the resident, using warm water, then dried the resident and put clean clothes on her. The resident shivered during the whole process.

During an interview on 1/9/23 at 10:45 AM, with Resident #9, she confirmed the shower room was cold. The resident said she likes to be clean, but she doesn't like the room being cold. The resident revealed she doesn't complain because she needs her showers. Resident #9 stated the shower room is always cold and she is concerned she might get sick from being so cold, however, she added, "I just take a chance."

During an interview on 1/9/23 at 2:00 PM, CNA #1 revealed she wasn't cold in the shower room because she was working and had not noticed that Resident #9 was shivering and had not complained about being cold. CNA #1 said the heater inside the shower room has not worked since she began employment at the facility. CNA #1 said she had turned the main heater on earlier this morning, but somebody must have turned it off. CNA #1 also stated she towel dried the resident's hair because the shower room does not have an electrical plug and it is the responsibility of the floor CNA to blow dry the resident's hair.

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A record Review of Resident #9's Admission Record revealed the facility admitted the resident to the facility on 4/26/22, with diagnoses that included Diabetes Mellitus, Hypertension, Hemiplegia, and Hemiparesis.

A record review of the Quarterly Minimum Data Set (MDS), with Assessment Reference Date (ARD) 12/22/23, revealed a Brief Interview for Mental Status (BIMS) score of 10, which indicated the resident had moderate cognitive impairment.

Resident #23

On 1/9/23 at 11:00 AM, the State Agency (SA) observed Resident #23 taking a shower. The resident was shivering during the shower. The shower room did not have any heat blowing during her shower. CNA #2 bathed the resident, using warm water, then dried the resident and put clean clothes on her. The resident shivered during the whole process. The State Agency (SA) asked Resident #23 if she was cold while in the shower. The resident stated, "Yes, it's cold in here."

During an interview on 1/9/23 at 11:45 AM, Resident #23 confirmed she was cold during her shower. The resident said it is always cold. Resident #23 revealed the staff told her the heater does not work. The resident also said the staff does not dry her hair. She said her head is only dried with a towel. She commented she is cold most of the day because her hair is wet, however, she doesn't complain because she doesn't want to cause problems with the staff.

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During an interview on 1/9/23 at 2:30 PM, CNA #2 confirmed Resident #23 said she was cold. CNA #2 also said the heater in the shower room has not worked for over a year, however, she thought the main heating unit for the shower was on. CNA #2 stated she didn't realize it was cold in the shower room.

A record review the "Admission Record" for Resident #23 revealed the facility admitted the resident to the facility on 6/24/22, with diagnoses that included Diabetes Mellitus, Hypertension, and Chronic Kidney Disease.

A record review of the Quarterly Minimum Data Set (MDS), with an Assessment Reference Date (ARD) 11/17/23, revealed a Brief Interview for Mental Status (BIMS) score of 12, which indicated the resident had moderate cognitive impairment.

During an interview on 1/9/23 at 2:45 PM, with the Maintenance Director, he confirmed the heater was not on. The Maintenance Director confirmed he turned on the thermostat that is located outside of the shower room on the wall, after the State Agency (SA) inquired about the heat. The Maintenance Director revealed that thermostat only regulates the shower room and the storage room and does not regulate the temperature in the hallway or at the nurse's station. The Maintenance Director also confirmed he had not realized that the knob on the electric heater located in the shower room was broken, but that it has now been replaced.

During an interview on 1/9/23 at 3:00 PM, with the Director of Nursing (DON), she stated she did not know the staff were showering the residents

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without turning on the heater. The DON confirmed the residents could get sick without heat. The DON said the staff will be in-serviced today on making sure the heater is on and that the residents' hair is dried when they are showered.

An interview with the Administrator on 1/9/23 at 3:30 PM, revealed he unaware the staff were not using the heater in the shower and that the electric heater located inside the shower room was not working. The Administrator stated the staff know how to regulate the heater by turning regulating the thermostat in the hallway outside the shower door.