| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | (X2) MULTIPLE CONSTRUCTION | (X3) DATE SURVEY COMPLETED |
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| PINE FOREST HEALTH AND REHABILITATION | 1116 FOREST AVENUE JACKSON, MS 39206 |

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| M 000 | Initial Comments<br><br>On 7/15/24 through 7/18/24 the State Agency (SA) conducted Compliant Investigations (CI) at the facility for CI MS #25800 related to neglect for pressure sores, quality of care, physical environment and quality of life. CI MS#25804 was investigated related to a facility reported allegation for neglect related to pressure sores, quality of care, insufficient supplies and quality of life. CI MS #25784 was investigated related to misappropriation of property, neglect, injury of unknown origin, physical environment and quality of care. CI MS #25345 was investigated related to resident rights and physical environment. CI MS #25245 was investigated related to resident not treated with dignity, physical environment and quality of care. CI MS #25244 was investigated related to quality of care for care not received per physician instructions, call light not answered in a timely manner, rehabilitation services, and neglect. CI MS #25614 was investigated related to nursing services, neglect and quality of care. CI MS #25836 was investigated related to a facility reported incident related to allegations of neglect. CI MS #25890 was investigated related to neglect. CI MS #25894 was investigated related to neglect. During the survey, the SA determined the facility was not in compliance with Minimum Standards for Institutions for the Aged or Infirm, state licensure requirement and cited M610 related to CI MS #25784 and CI MS #25245. | M 000 | | |
| M 610 | 45.21.2 Activities of daily living<br><br>Activities of daily living. Each resident shall receive assistance as needed with activities of daily living to maintain the highest practicable well being. These shall include, but not be limited to: | M 610 | | 8/22/24 |

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| M 610 | Continued From page 1<br>1. Bath, dressing and grooming;<br><br>2. Transfer and ambulate;<br><br>3. Good nutrition, personal and oral hygiene; and<br><br>4. Toileting.<br><br>This Statute is not met as evidenced by:<br>Level II<br><br>Based on observations, interviews, facility policy review,and record review, the facility failed to ensure dependent residents received necessary services to maintain adequate grooming, related to nail care and removal of unwanted facial hair for four (4) of seven (7) sampled residents. Residents #1, Resident #5, Resident #6, and Resident #7<br><br>Findings included:<br><br>Record review of the facility policy titled, "Resident Hygiene," revised June 2022, revealed, Bath and Shower Standard ... It is the practice of this facility to assist residents with bathing/showering to maintain proper hygiene and help prevent skin infections...Procedure ...9. Each resident will have his or her nails cleaned and trimmed, (unless medically contraindicated), facial hair shaved or trimmed ...Staff Responsibilities ...1. Assistance can be given by a CNAs (Certified Nursing Assistant) or a licensed nurse ...7. Staff providing assistance will provide nail care (unless medically contraindicated), shampoo, and shave each resident on every bath/shower day ... Care of Fingernails and Toenails ... The purpose of this procedure is to clean the nail bed, to keep nails trimmed and to prevent infections. Nail care includes cleaning | M 610 | 1. On 7/18/2024, Resident #□s 1, 5,6, & 7 were assessed by Registered Nurse (RN) Unit Manager and Lead Certified Nursing Assistant (CNA) and were properly shaved, received nail care, and given proper care associated with acceptable hygiene and grooming and determined to be in compliance. Furthermore, Residents 1,5,6,&7 were immediately added to upcoming podiatry visit for further evaluation/care.<br>2. All 95 residents require some level of assistance with ADLs and have the potential to be affected.<br>3. Facility Quality Assurance Performance Improvement (QAPI) Committee (consisting of Administrator, Director of Nursing (DON), Infection Control Preventionist (IFCP), Medical Director (MD), Social Services (SS), Activity Director (AD), Certified Dietary Manager (CDM), and Therapy Director (DOR)) met on 7/25/2024 to review cited regulation. QAPI Committee reviewed the policy, Resident Assistance with ADLs Pertaining to Grooming/Hygiene with no recommended changes to policy. On 7/18/2024, Nurse Educator conducted an in-service for present direct care staff on morning, evening, and night shifts on the provision of ADL Care with an emphasis | |

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| M 610 | Continued From page 2<br>and trimming as needed. Proper nail care can aid in the prevention of skin problems around the nail bed. Trimmed and smooth nails prevent the resident from accidentally scratching and injuring his/her skin ..."<br><br>Resident #1<br><br>During an observation on 7/15/24 at 10:45 AM, revealed Resident #1 had short, smooth rounded fingernails which had a dark brownish black substance beneath each of his fingernails.<br><br>During a telephone interview on 7/16/24 at 9:39 AM, with the Resident Representative (RR) for Resident #1, she stated that she had observed incidents of inadequate grooming.<br><br>During an interview on 7/17/24 at 3:10 PM, with CNA #1 revealed the nurses provided fingernail trimming and the CNAs could clean fingernails. She stated she had observed Resident #1 moving his left hand which indicated he may be able to scratch himself.<br><br>During an interview on 7/17/24 at 3:20 PM, with Licensed Practical Nurse (LPN) #1 revealed fingernail cleaning could be performed by CNAs during daily care. She stated if CNAs observed long or jagged fingernails or toenails, they could notify the resident's nurse or the wound care nurse. She confirmed that unless contraindicated by the resident's diagnoses or condition nurses could provide trimming of fingernails or toenails. She stated that long or jagged fingernails or toenails could cause scratches or lead to infections for residents.<br><br>Record review of the Order Summary Report, with active orders as of 7/1/24 revealed a | M 610 | on hygiene (nail care, grooming). Remaining staff will be in-serviced prior to receiving resident care assignment. On 7/24/2024, a complete audit of 95 residents was conducted by DON, Assistant Director of Nursing (ADON), and Infection Preventionist Nurse. The results of that audit showed 7 residents presenting a need for toenail care. All other levels of nail care, shaving, and overall hygiene were sufficient and determined to be in compliance. All 7 residents were added to Podiatry List for upcoming visit on 7/29/24.<br>4. On 7/18/24, RN Unit Mangers will begin auditing 25 residents per week for 52 weeks for proper ADL Care, including but not limited to facial hair, hygiene, and nail care. Audits will be reported to the Assistant Director of Nursing (ADON) upon completion. The ADON will communicate results of audits during weekly high risk meeting for a period of no less than 52 weeks beginning on 7/25/24. Any concerns identified will be assessed and corrected by the nurse management staff immediately. Beginning 8/15/24, the Facility QAPI Committee will review the results of all the reported audits and monitor for effectiveness and continued compliance for no less than 12 months. Any concerns identified will be noted, assessed, and addressed immediately. | |

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physician order dated 8/8/23 "Provide nail care weekly (Mondays) and PRN (as needed).

Record review of the Admission Record for Resident #1 revealed the facility admitted the resident on 8/07/23 with diagnoses which included Chronic Respiratory Failure with Hypoxia, Hemiplegia and Hemiparesis Following Cerebral Infarction (stroke) Affecting Left Side, and Aphasia following Cerebral Infarction.

Record review of the Quarterly Minimum Data Set (MDS), with Assessment Reverence Date (ARD) 5/08/24 for Resident #1, revealed in CO100 "Should Brief Interview for Mental status be conducted. The answer was coded "0" indicating "No" due to "resident is rarely/never understood." Further documentation revealed Resident #1 had memory problems and moderately impaired cognitive skills for daily decision making. Section GG revealed Resident #1 was dependent on staff for all Activities of Daily Living (ADLs).

Resident #5

During an observation on 7/15/24 at 10:50 AM, revealed all of Resident #5's fingernails were long, with a dark brownish substance beneath each of them. Resident #5 was not verbal and not able to communicate in any way. Observation of the resident's toenails revealed that the toenails on both of his great toes were long, and extended past the end of his toes. The toenails of the middle three toes on both feet were long and curved around the ends of the resident's toes.

Record review of the Admission Record for Resident #5 revealed that the facility admitted the resident on 10/04/23, with the most recent admission date 11/21/23. The resident had

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diagnoses that included Nontraumatic Intracerebral Hemorrhage in Brain Stem, Hydrocephalus, and Limitation of Activities Due to Disability.

Record review of the Quarterly MDS for Resident #5 with ARD 5/21/24, revealed the resident had no Brief Interview for Mental Status (BIMS) score due to 'resident is rarely/never understood) with documentation of Memory problem and Severely Impaired cognitive skills for daily decision making. Section GG revealed Resident #5 was dependent on staff for all ADLs.

Resident #6

During an observation and interview on 7/15/24 at 10:53 AM, with Resident #6 revealed all of the resident's fingernails were long, extended past the ends of his fingers. There was with a brownish substance noted underneath all the fingernails. The resident stated he did not prefer his fingernails long, but was unable to trim them by himself and none of the staff had assessed or offered to trim his fingernails for him.

During an interview on 7/15/24 at 11:10 AM, Certified Nurse Aide (CNA) #1, stated the nurses were responsible for trimming a resident's fingernails, and the CNAs could clean fingernails. CNA #1 explained they had been instructed to report long nails to the resident's nurse.

Record of the Admission Record Resident #6 revealed that the facility initially admitted the resident on 9/12/23, with most recent admission on 2/28/24. The resident had diagnoses that included Diabetes, Complete Lesion at T2-T6 Level of Thoracic Spinal Cord and Paraplegia, and Limitation of Activities Due to Disability.

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| M 610 | Continued From page 5<br><br>Record review of the Quarterly MDS with ARD 6/22/24 revealed that the resident had a BIMS score of 15, which indicated no cognitive impairment.<br><br>Resident #7<br><br>During an observation and interview on 7/15/24 at 2:00 PM, revealed Resident #7 had a thick patch of curly gray hair under her chin. Resident #7 stated she did not like facial hair being there, but was not able to remove it herself.<br><br>During an interview on 7/15/24 at 4:48 PM, CNA #2 revealed she was assigned to the care of Resident #7 from 7:00 AM through 3:00 PM for 7/15/24. She confirmed she had not provided removal of unwanted hair for the resident before, during or after the resident's shower.<br><br>During an interview on 7/16/24 at 3:23 PM, with Licensed Practical Nurse (LPN) #1 revealed she had been in the room of Resident #7, as she had made rounds every two (2) hours, but had not noticed the patch of curly gray hair under the chin of Resident #7. LPN#1 stated unwanted facial hair should have been removed during daily ADL care or shower.<br><br>During a telephone interview on 7/18/24 at 10:39 AM, with the family member of Resident #7, revealed she had discussed concerns related to grooming with the facility Social Worker and Administrator in the past and they had taken care of issues, but said that it was an ongoing process. She stated Resident #7 was her own RR and was able to speak for herself.<br><br>Record review of the Admission Record for | M 610 | | |

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Resident #7 revealed that the facility initially admitted the resident on 6/09/22, with the most recent admission date of 7/11/23. The resident had diagnoses that included Spina Bifida, Paraplegia, and Limitation of Activities Due to Disability.

Record review of the Annual MDS with, ARD 5/14/24 revealed Resident #7 had a BIMS score of 9, which indicated the resident had moderate cognitive impairment.

During an interview on 7/18/24 3:30 PM, the facility Staff Development Nurse (SDN), confirmed that in-service training related to resident grooming and ADL care had been provided for all direct care staff and included removal of facial hair and cleaning providing trimming for all residents per their preferences.

During an interview on 7/18/24 at 4:30 PM, the Director of Nurses (DON), stated she expected facility nursing staff to provide ADL care including fingernail care and removal of unwanted facial hair according to resident preferences. She confirmed that meeting ADL/grooming needs was important for residents' physical and psychosocial well-being and that long fingernails could result in scratches to residents' skin/body.

During an interview on 7/18/24 at 5:00 PM, in an interview with the Administrator, he revealed he had noted the curly gray hair under Resident #7's chin on the morning of 7/18/24 and had requested staff remove the hair prior to the resident's physician appointment. He confirmed he had observed Resident #7 leaving for her appointment and the hair had been removed. The Administrator stated he expected ADL care to include adequate grooming of fingernails and

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| M 610 | Continued From page 7<br>toenails and the removal of unwanted facial hair to be provided daily for all residents according to their care plans and preferences. | M 610 | | |