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F 000	INITIAL COMMENTS The State Agency (SA) conducted an annual re-certification survey with two (2) Complaint Investigations (CI), CI MS # 20413 and MS CI #20364 at the facility from 1/8/23-1/11/23. During the survey, the SA determined the facility was not in compliance with Medicare and Medicaid requirements of participation. The SA identified non-compliance and cited F677 for MS CI #20364 for Activities of Daily Living (ADL) care. There were no deficiencies cited for CI MS# 20413. The SA also cited F655, F656, F684, F686, F690, F725, and F803. The census at the time of the survey was 54 and the facility is licensed for 66 beds.	F 000		
F 677 SS=E	ADL Care Provided for Dependent Residents CFR(s): 483.24(a)(2) §483.24(a)(2) A resident who is unable to carry out activities of daily living receives the necessary services to maintain good nutrition, grooming, and personal and oral hygiene; This REQUIREMENT is not met as evidenced by: Based on observations, staff and resident interviews, record reviews and facility policy review the facility failed to provide showers, shaving and nail care for six (6) of 54 residents reviewed for activities of daily living. Resident # 7, Resident # 13, Resident #32, Resident # 37, Resident # 156, Resident # 157 Findings include: A review of the facility policy titled "Bathing/Showering" with a revision date of 4/20/2022 revealed "Policy The resident	F 677	On January 10, 2023, Resident #7 had toenails trimmed by Certified Nursing Assistant. On January 10, 2023, Resident #13 was showered by Certified Nursing Assistant. On January 10, 2023, Resident #32 was showered, nails trimmed, and shirt changed, by Certified Nursing Assistant. On January 10, 2023, Resident #37 refused shower but agreed to and received bed bath. On January 11, 2023, Resident #156 refused haircut and refused again on February 6, 2023. On January 11, 2023, Resident #156 was	2/9/23

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

Electronically Signed | 02/08/2023

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F 677	Continued From page 1 preferences on bathing/showering will be reviewed and identified upon admission, including frequency, and other preferences..." A review of the facility policy titled "Shaving Residents" with a revision date of 9/5/2017 revealed the policy did not address the frequency of shaving. A review of the facility policy titled "Care of Nails" with a revision date of 9/1/2017 revealed the policy did not address the frequency of nail care. Resident #7 An observation on 01/08/23 at 3:30 PM, revealed Resident #7 sitting up in his wheelchair in his room with long jagged nails on his right hand. An observation on 01/09/23 at 9:22 AM, revealed Resident #7 sitting up in his wheelchair in his room with long jagged nails on his right hand. An observation on 01/09/23 at 4:25 PM, revealed Resident #7 sitting up in his wheelchair in his room with long jagged nails on his right hand. An observation and interview on 01/10/23 at 6:10 AM, with Licensed Practical Nurse (LPN) #2 confirmed that Resident #7 had long jagged fingernails and they needed to be trimmed. She revealed the purpose for trimming the resident's nails was to prevent infection and injury from scratches and she was not sure why they had not been trimmed. An interview and observation on 01/10/23 at 11:40 AM, revealed Certified Nurse Assistant (CNA) #2 trimming Resident #7's nails. She	F 677	shaved and fingernails and toenails trimmed, by Certified Nursing Assistant. All residents have the potential to be affected. All residents were observed for nail care, by Certified Nursing Assistant on January 10, 2023 with nails trimmed for residents identified. Director of Nursing assessed all residents for nail care on February 2, 2023 with nail care provided to residents identified. All residents were observed for ADL care, to include facial hair on January 10, 2023 by Activity Director with shower/bath, shave, and hair washed for residents identified. All nursing staff in-serviced on bathing, showering, and nail care, by Director of Nursing, beginning on January 16, 2023. Director of Nursing completed Bath schedule and placed at nurse□s station. Each shift the staff nurses will complete a bath list from the bath schedule for the Certified Nursing Assistants informing them of baths (to include bathing, shaving, washing hair and nail care) scheduled for the shift. The staff nurse will ensure bath has been completed and sign the bath list. On February 3, 2023, Podiatrist made facility rounds, providing nail care to residents identified. Beginning on February 3, 2023, Director of Nursing in-serviced nurses and certified nursing assistants on how to add a resident to podiatry list and where the list is located. On February 3, 2023, Director of Nursing placed a Podiatry List at the nurse□s station. Staff will add any resident needing a referral to	

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F 677	Continued From page 2 confirmed that the resident's nails were too long. An interview on 01/11/23 at 7:30 AM, with LPN #3 revealed that nails need to be trimmed to prevent skin issues and infection control issues. She revealed if the resident is not a diabetic then the CNAs are responsible for trimming the resident's nails as needed. She confirmed that Resident #7 is not a diabetic and the plan of care is in the resident's paper record which the CNA's have access to. An interview on 01/11/23 at 7:45 AM, with LPN #4 revealed that nails need to be trimmed to prevent infections and the plan of care is on the record for any staff to see. She revealed the CNA's can look at the resident's record to see if they are a diabetic. An interview on 01/11/23 at 8:00 AM, with CNA #1 revealed he is responsible for doing Resident #7's nails. He revealed it was his fault that the resident's nails were long and needed trimming, because he thought the resident was a diabetic and the treatment nurse was going to do it. He revealed he should have looked at the resident's record to verify he was a diabetic. He revealed that Resident #7 has had a stroke that affected his right side, so he cannot trim his own nails. . An interview on 01/11/23 at 11:00 AM, with the Director of Nurses (DON) confirmed that Resident #7 could not trim his own nails. Record review of Resident #7's Admission Record indicated the resident was admitted to the facility on 09/19/19 with medical diagnoses that included Contracture of the right hand and Cognitive communication deficit.	F 677	the Podiatrist to the list. Activity Director will perform rounds three (3) times per week for four (4) weeks, then monthly times three (3) months, to observe showers, nail care, hair care, and facial hair, beginning on January 10, 2023. Findings will be brought to the Quality Assurance Performance Improvement Committee Meeting by Activity Director beginning on February 7, 2023 and will continue monthly times three (3) months to determine the effectiveness and make any necessary changes as indicated.	

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Record review of Resident #7's Minimum Data Set (MDS) with an Assessment Reference Date (ARD)of 12/31/22 revealed in Section C a Brief Interview for Mental Status (BIMS) score of 06 which indicates the resident has severe cognitive impairment.

Resident #13

An interview with Resident #13's daughter on 01/09/23 at 10:10 AM, revealed that her mother goes multiple days without showers. She stated that her mother wore the same gown last week on Friday and Saturday and then on Sunday staff came in and changed her gown but did not bathe her. She states they do not have enough staff to take care of the residents. She stated the resident's legs were discolored and when she wiped her leg it was brown like dirt. Resident #13's daughter stated she verbalized her concerns to the Minimum Data Set (MDS) Nurse.

A review of the Documentation Survey Report v2 revealed Resident #13 had not had a shower or bath from 1/1/23 through 1/10/23.

An interview on 01/10/23 at 7:25 AM, with CNA #1 revealed that many times there are only two (2) CNAs on duty so residents may not get a shower, but he tries to give them a good bed bath.

An interview on 1/10/23 at 7:30 AM, the MDS nurse stated that she did receive a concern from Resident #13's daughter regarding not receiving showers. The MDS nurse stated that she addressed the concerns with the Certified Nursing Assistants (CNAs).

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A record review of Resident #13's Admission Record revealed she was admitted to the facility on 9/30/2011 with diagnoses which included Cerebral Infarction, Hemiplegia unspecified, affecting right dominant side.

A record review of Resident #13's MDS with an Assessment Reference Date (ARD) of 12/15/2022 revealed in Section C a Brief Interview for Mental Status (BIMS) score of 3 , indicating severe cognitive impairment and extensive assistance for bathing in Section G, Functional Status.

Resident #156

An observation and interview on 1/9/23 at 11:28 AM, with Resident #156 revealed his hair was oily, disheveled, approximately six (6) inches long, extending halfway over his ears and a full beard that was approximately one (1) and a half (1/2) inches long. Resident #156's toenails were approximately 1/2 inch long and were curving over the ends of his toes on both feet. Resident #156's fingernails were approximately 1 third (1/3) of an inch long, extending above the tips of his fingers on both hands, and had a build-up of a black substance under each fingernail on both hands. Resident #156 revealed he wanted his hair washed and cut, he wanted his toenails cut, his fingernails cleaned and cut, and the hair shaved from his face. Resident #156 revealed he did not like looking like this, he liked being well groomed and that no staff had offered to help him with this personal care. He revealed he had not had a full bath or shower since admission to the

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nursing center.

An observation and interview on 1/9/23 at 4:25 PM, with Resident #156 revealed his appearance was the same as the observation at 11:28 AM. Resident #156 revealed he did not normally look this way and he was not satisfied with the level of help he was getting from the nursing staff with his personal care needs. He revealed a CNA had been in his room but did not offer to give him a full bed bath or shower.

An observation and interview in Resident #156's room on 1/10/23 at 9:35 AM, with the Director of Nursing (DON) and the Administrator (ADM) confirmed Resident #156's hair was oily, disheveled and long over his ears. They confirmed he had a full beard, approximately 1/2 inches long, his toenails were approximately 1/2 an inch long and curved over the ends of his toes on both feet. They confirmed his fingernails were approximately 1/3 an inch long, extending above the fingertips on both hands, with a build-up of a black substance under each fingernail on both hands. Resident #156 informed the DON and ADM that he did not want long, oily hair, a beard, long, dirty fingernails and long toenails. Resident #156 informed the DON and ADM that no nursing staff member offered to wash or cut his hair, to shave him, to cut or clean his fingernails or toenails, or to give him a full bed bath or shower since he was admitted to the nursing facility and that he wanted to be groomed. The DON confirmed that Resident #156 was not being provided adequate activities of daily living (ADL) care by the nursing facility and he should have received personal care from the nursing staff on the day of admission and the facility was not providing adequate ADL care to the resident

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according to the resident person-centered needs and requests for service.

An observation and interview on 1/10/23 at 4:00 PM, with Certified Nursing Aide (CNA) #4, that worked 7-3 shift. CNA #4 confirmed Resident #156's hair was oily disheveled, long, over his ears a full beard, his toes were long and curved over the ends of his toes on both feet, and his fingernails were long on both hands with a dark substance built up under each fingernail. State Agency (SA) observed as CNA #4 ask Resident #156 if he remembered when she asked if he wanted to be shaved on 12/31/22 and he informed her that no staff had asked him if he wanted his hair washed or cut, shaved clean or cut his fingernails or toenails. CNA #4 revealed she did not remember if she had bathed or showered Resident #156 and confirmed he needed assistance grooming his hair, beard, fingernails and toenails and needed a bath.

An observation and interview on 1/10/23 at 4:05 PM, with CNA #5 revealed she partners with CNA #4 with Resident #156's care and confirmed he needed personal care and grooming.

Record review of the Documentation Survey Report, for Resident #156, revealed he did not have a bath or shower documented as being completed on the days of January 1, 4, 5, 6, 7, 2023.

Record review of the Admission Record for Resident #156 revealed an admission date of 12/30/22.

Record review of the Diagnosis Information for Resident #156 revealed diagnoses that included

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Unspecified Protein-Calorie Malnutrition.

Record review of the Admission Minimum Data Set (MDS) with an Assessment Reference Date (ARD) of 1/6/23, for Resident #156 revealed a Brief Interview for Mental Status (BIMS) score of 15, indicating that the resident is cognitively intact.

Resident #157

An observation on 1/9/23 at 2:41 PM, with Resident #157 revealed his hair to be 12 inches long, tangled, matted to the back of his head, disheveled, and greasy, his beard was approximately nine (9) inches long, extending down to his chest. Resident #157's fingernails were approximately one fourth (1/4) inches long, with a build-up of a black substance underneath each fingernail on both hands. His toenails were approximately 1/2 inches long, extending above the end of each toe on both feet. Resident #157 noted he wanted his hair washed and combed out, if possible, he did not usually wear his beard this long and really wanted it to be cut and shaped. Resident revealed he would like the nursing facility staff to clean and cut his fingernails and toenails but will not go out to an appointment because it hurts his broken ribs to travel. He revealed he wanted to get groomed and no nursing staff member had offered to wash or comb his hair, offered to cut his beard, offered to cut or clean his fingernails, or offered to cut his toenails.

An observation and interview on 1/9/23 at 4:29 PM, with Resident #157 revealed his physical appearance had not changed since the observation at 2:41 PM. Resident #157 revealed

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a CNA had been in his room but did not offer to assist with washing or combing his hair, cut his beard, cut or clean his fingernails or toenails.

An observation and interview on 1/10/23 at 9:40 AM, with the DON and the ADM confirmed that Resident #157's hair was long, tangled, and matted on the back of his head, disheveled, and greasy. They confirmed his beard was long and extended down to his chest, his fingernails were long, with a black residue underneath every fingernail, and his toenails were long, extended above the end of each toe on both feet. The SA observed Resident #157 as he informed the DON and ADM that he believed his hair will have to be cut off because it was matted to his head and too tangled to comb out and informed them that he did not like for his beard, fingernails and toenails to be long. The DON noted that Resident #157 was not a diabetic and should have received assistance from nursing staff to have his fingernails and toenails cut. The DON noted Resident #157 should have been receiving personal grooming beginning at the time of his admission to the nursing facility and confirmed that the facility was not providing adequate, person-centered ADL Care. The ADM confirmed that the resident was not being provided adequate care by the nursing facility.

An observation and interview on 1/10/23 at 4:05 PM, with CNA #4 confirmed that Resident #157's hair was approximately 12 inches long, tangled, matted, disheveled and greasy, his beard was long, extended down to his chest, his fingernails appeared to be approximately 1/4 inches long, with black residue underneath every fingernail, and his toenails were approximately 1/2 inches long, extending above the end of each toe on

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both feet. The SA observed Resident #157 as he informed CNA #4 he did not remember any staff offering to cut his beard. CNA #4 revealed she could not recall an offer to cut or clean the resident's fingernails or toenails and did not recall an offer to give him a bed bath or shower. CNA #4 did confirm Resident #157 needed care to his hair, beard, fingernails, toenails and needed a bath.

An observation and interview on 1/10/23 at 4:05 PM, with CNA #5 revealed she partners with CNA #4 to provide care for Resident #157 and confirmed the resident's hair was long, tangled, matted, disheveled, and greasy, his beard was long and extended down to his chest, his fingernails were long with black residue underneath every fingernail on both hands and his toenails were long and extended above the end of each toe on both feet. CNA #5 confirmed she did not offer to wash or comb Resident #157's hair, cut or clean his fingernails or toenails, and provide him with a bed bath or shower.

Record review of the Admission Record for Resident #157 revealed an admission date of 12/30/22, and had diagnoses that included "Multiple Fractures of Ribs left Side, Sequela, Sarcopenia, History of Falling and Localized Edema."

Record review of the Documentation Survey Report, for Resident #157 revealed that no bed bath or shower was documented as being completed on the days of January 1, 4, 5, 6, and 7, 2023. No documentation was provided by the nursing facility for December 30-31, 2022.

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Record review of the Admission/five day MDS with an ARD of 1/6/23 revealed a BIMS score of 10 that indicates the resident has moderately impaired cognition.

Resident #32

An observation on 1/08/23 at 4:00 PM, revealed Resident #32 with a long white beard that was unkept, with a dried orange substance in his beard, nails long with a brown substance under them and wearing a white shirt with stains around the neckline.

An observation on 1/09/23 at 09:39 AM, revealed Resident # 32's beard remains with dried orange substance in his beard and nails remain long with a brown substance underneath the nails and still wearing a white shirt with stains.

An observation on 1/10/23 at 7:00 AM, revealed Resident # 32 wearing a white shirt with stains around the neck and nails remain long with brown substance under nail beds.

An observation and interview on 1/10/23 at 7:37 AM, of Resident # 32 with the Director of Nursing (DON) confirmed Resident #32's fingernails were long with a brown substance under the nails and the resident was wearing a dirty stained white shirt and his beard was long and unkept.

Record review of Resident # 32's Documentation Survey Report V2 revealed no documentation of baths given for the month of January 2023 and 15 shifts from January 1 through January 10th with missing documentation for personal hygiene.

A record review of Resident #32's Admission

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Record revealed he was admitted 12/08/2018 with diagnoses which include, Hemiplegia and Hemiparesis following a Cerebral Infarction on the right dominant side.

A record review of Resident # 32's Minimum Data Set (MDS) with an Assessment Reference Date (ARD) of 11/24/2022 revealed in Section C a Brief Interview for Mental Status (BIMS) score of 4, indicating severely impaired for decision making.

Resident #37

During an interview with Resident #37 on 1/8/23 at 3:15 PM, revealed she had not had a bath the previous week and has complained to her nurse about not getting a bath but does not recall which nurse it was.

A record review of the Documentation Survey Report v2 revealed Resident #37 has received no showers or bed baths from 1/1/2023 through 1/10/2023.

During an interview with Licensed Practical Nurse #1 (LPN) on 1/10/23 at 6:10 AM, she revealed the CNAs do not have enough time to give showers.

A record review of Resident's #37's Admission Record revealed she was admitted to the facility on 10/29/2019 with diagnoses which included Hemiplegia and Hemiparesis following cerebral infarction affecting right dominant side.

A record review of Resident's #37's MDS with an ARD of 10/20/2022 revealed in Section C a BIMS score of 7 indicating severe cognitive impairment and total dependence for bathing in Section G, Functional Status.

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	255294	A. BUILDING _____ B. WING _____	C 01/11/2023

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
GREENBOUGH HEALTH AND REHABILITATION CENTER	340 DESOTO AVE EXTENDED CLARKSDALE, MS 38614

(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 677	Continued From page 12 During an interview on 01/10/23 at 1:00 PM, the Director of Nursing (DON) and the Corporate Nurse revealed that staffing shortages were the main reason residents may not be getting nail care and showers. They both revealed that resident's not getting showers and nail care can lead to medical issues and concerns.	F 677		
F 725 SS=F	Sufficient Nursing Staff CFR(s): 483.35(a)(1)(2) §483.35(a) Sufficient Staff. The facility must have sufficient nursing staff with the appropriate competencies and skills sets to provide nursing and related services to assure resident safety and attain or maintain the highest practicable physical, mental, and psychosocial well-being of each resident, as determined by resident assessments and individual plans of care and considering the number, acuity and diagnoses of the facility's resident population in accordance with the facility assessment required at §483.70(e). §483.35(a)(1) The facility must provide services by sufficient numbers of each of the following types of personnel on a 24-hour basis to provide nursing care to all residents in accordance with resident care plans: (i) Except when waived under paragraph (e) of this section, licensed nurses; and (ii) Other nursing personnel, including but not limited to nurse aides. §483.35(a)(2) Except when waived under paragraph (e) of this section, the facility must designate a licensed nurse to serve as a charge nurse on each tour of duty.	F 725		2/9/23

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F 725	Continued From page 13 This REQUIREMENT is not met as evidenced by: Based on observation, staff and resident interviews, record review, and facility policy review, the facility failed to ensure that there were sufficient nursing staff in the facility to provide adequate care and assistance for residents for three (3) of four (4) days of survey. Findings include: Cross reference F677. Review of the PBJ Staffing Data Report revealed for Fiscal Year Quarter 4 2022 (July 1-September 30) revealed the facility triggered for one star staffing Rating and for Excessively Low Weekend Staffing. Record review of a typed document on facility letterhead, undated, and signed by the facility Administrator revealed, ..."We are currently unable to provide the above requested information/documentation, due to not having said policy." An entrance interview with the Director of Nursing (DON) and the Administrator (ADM) on 1/08/23 at 3:30 PM, revealed the DON is also working as the Infection Control Nurse, Staffing Nurse and Floor Nurse if needed. The ADM confirmed they are actively trying to hire staff and that she had only been employed at the facility for one week. During an interview with Licensed Practical Nurse (LPN) #1 on 1/9/23 at 3:35 PM, she stated that she usually works the 11 PM to 7 AM shift, but since they have been so short staffed she has been coming in at 3:00 PM and usually works	F 725	Administrator and Director of Clinical services confirmed adequate staffing, on January 11, 2023, to provide adequate care and assistance for residents. All residents have the potential to be affected. Director of nursing and Administrator were in-serviced on January 11, 2023 on ensuring staffing is adequate to provide care to the residents, by Regional Clinical Nurse. Beginning January 11, 2023 Director of Nursing and Administrator began monitoring daily staffing to ensure adequate staff are available to assist residents. All staff in-serviced, beginning January 16, 2023, on notifying Director of nursing or Administrator of call offs to ensure adequate staff are in the center, to provide adequate care and assistance for residents. Beginning on January 11, 2023, staffing will be monitored daily for compliance by Administrator and Director of Nursing. In the event of staffing shortages, the Administrator and Director of Nursing will be notified by staff. The Administrator and Director of Nursing will be responsible for calling staff to come in or arrange staff to stay over to cover the next shift. Monitoring staff will be ongoing and reports will be made monthly to the Quality Assurance Performance Improvement Committee beginning	

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F 725	Continued From page 14 three (3) extra shifts from 3 PM to 11 PM every week. An interview on 01/10/23 at 5:30 AM, with CNA #3, revealed there were 3 CNA's on duty for 11PM to 7 AM shift last night, and there are only two (2) CNAs that are direct hires of the facility for 11 PM-7 AM shift and they fill in with agency staff. CNA #3 revealed there have been times where there were only one (1) CNA on duty for 11 PM-7 AM and times where there were only 2 CNAs for that shift. She revealed that when they have just 2 CNAs on duty they do not give showers, because they don't have time to do that and their rounds. CNA #3 revealed they always make sure the residents are turned and changed as close to every 2 hours, no matter how many CNAs are on duty. She revealed she pulls a double shift about 3 days per week because they are short staffed. An interview on 01/10/23 at 6:02 AM, with LPN #5, revealed there were 2 LPNs and 3 CNAs on duty for this 11 PM-7 AM shift. She revealed the least amount of CNAs she has had on this shift is 2 since she has been here the last 3-4 weeks. She revealed she does not feel like they have enough staff on duty when there are only 2. An interview on 01/10/23 at 7:25 AM, with CNA #1, revealed that they are supposed to have four (4) CNAs on the day shift , but that sometimes it is just 2. CNA #1 revealed the residents may not get a shower, but he tries to give them a good bed bath. He revealed we do need more staff and I hope they get us some, because we are doing the best we can. During an interview on 01/10/23 at 7:40 AM, with the Director of Nursing (DON) revealed she is	F 725	February 7, 2023.	

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F 725	Continued From page 15	F 725		

responsible for wound treatments, but does have an agency Registered Nurse (RN) that comes in at night some and a PRN (As Needed) RN that works a few days a month and both of those RN's help with wound treatments. She confirmed that there are 25 wound treatments due today.

An interview with the ADM on 01/10/23 at 8:40 AM, revealed she has contacted the corporate office about halting admissions due to low staffing, and confirmed when the facility is low on staff there is no possible way they can provide all the care they are supposed to with the current census.

An interview on 01/10/23 at 11:06 AM, with the DON, the Minimum Data Set (MDS)/Careplan Nurse, Corporate Nurse and ADM all confirmed they need more staff. They confirmed that they felt like they did not have enough staff to take care of the number of residents they currently have. The ADM revealed they had two new admissions coming today. All four (4) revealed they have no control over halting admissions, that would be a corporate decision.

An interview on 01/10/23 at 1:00 PM, with the DON and Corporate Nurse revealed that staffing shortages were the main reason residents may not be getting nail care and showers. They revealed that resident's are not getting showers and nail care.

An interview on 01/11/23 at 9:34 AM, with the DON, ADM and the Corporate Nurse confirmed that according to the past 14 days on the staffing grid, the facility had been short a lot.