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| D 000 | Initial Comments<br><br>The Adult Care Licensure Section conducted an Annual and Follow Up Survey and a Complaint Investigation on 01/10/24 to 01/11/24. The complaint investigation was initiated by the Pamlico County Department of Social Services on 01/08/24. | D 000 | | |
| D 079 | 10A NCAC 13F .0306(a)(5) Housekeeping and Furnishings<br><br>10A NCAC 13F .0306 Housekeeping and Furnishings<br>(a) Adult care homes shall<br>(5) be maintained in an uncluttered, clean and orderly manner, free of all obstructions and hazards;<br>This Rule shall apply to new and existing facilities.<br><br>This Rule is not met as evidenced by:<br>Based on observations and interviews, the facility failed to ensure the residents rooms and bathrooms floors were swept and mopped and other furnishings and fixtures remained free from dust.<br><br>The findings are:<br><br>Review of the facility's Inspection of Hospital, Nursing Homes, Adult Care Homes, and Other Institutions dated 12/18/23 revealed:<br>-The status code was grade A with a 92.5 score.<br>-There was a total of 7.5 points deducted from the overall score.<br>-One point was deducted for floors and carpets not being clean, in good repair and carpet odor free.<br>-One point was deducted for the facility's failure to provide clean toilets and in good repair. | D 079 | | |

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| D 079 | Continued From page 1<br>-Three points were deducted for the facility's failure to provide cleaned and disinfected toilets.<br><br>Observation of room 402 bathroom on 01/10/24 at 9:21 am revealed:<br>-The toilet had hard water stains inside of the commode.<br>-The sink's faucet had white hard water stains.<br>-The bathroom floor had small white and brown particles scattered throughout the floor.<br>-The hand soap and paper towel dispensers had thick dust.<br><br>Interview with the resident in room 402 on 01/10/24 at 9:22am revealed:<br>-Her room and bathroom floors had not been swept and mopped since November 2023.<br>-She had complained to the Residential Care Coordinator (RCC) but was told the housekeeping staff was laid off and the cleaning had fallen behind.<br><br>Observation of room 407 on 01/10/24 at 9:27am revealed:<br>-The room floor had not been swept.<br>-There was dust on the tv, tv stand and nightstand.<br><br>Observation of bathroom 407 on 01/10/24 at 9:31am revealed:<br>-The sink's faucet had hard water stains.<br>-The bathroom mirror had not been cleaned.<br>-The toilet had cleanser powder in the commode.<br>-The bathroom floor had small white particles on the floor.<br><br>Interview with the resident in room 407 on 01/10/24 at 9:27am revealed:<br>-Staff had not cleaned her room and bathroom daily. | D 079 | | |

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| D 079 | Continued From page 2<br>-When staff cleaned the room, it would be "so-so".<br>-The staff had not swept and mopped her room in weeks.<br><br>Observation of resident room 412 on 01/10/24 at 9:12am and 9:43am revealed:<br>-The resident was not present.<br>-There were 2 crushed plastic drinking cups under the edge of the bed that was visible from the entrance.<br>-There were several used tissues under the edge of the bed and on the floor behind the recliner that was visible from the entrance.<br>-There were cobwebs in the corners of the walls.<br><br>Interview with the resident in room 412 on 01/10/24 at 9:43am revealed:<br>-His bathroom had not been cleaned in three days.<br>-There was not any housekeeping staff, only maintenance.<br><br>Observation of room 402 room on 01/11/24 at 11:27am revealed the floor had small gray lent and black particles.<br><br>Second observation of room 402 bathroom on 01/11/24 at 11:27am revealed:<br>-The bathroom floor had small black and brown particles throughout the floor.<br>-There was dust on the soap and paper towel dispensers.<br><br>Observation of room 407 on 01/11/24 at 11:29am revealed:<br>-The dust remained on the tv stand and nightstand.<br>-There were small white and black particles through the bedroom floor. | D 079 | | |

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| D 079 | Continued From page 3<br><br>Observation of room 302 bathroom on 01/11/24 at 11:31am revealed:<br>-The bathroom toilet had brown stains inside of the commode and there were small black particles on the toilet seat..<br>-There was hard water stains on the faucet.<br><br>Observation of room 312 bathroom on 01/11/24 at 11:36am revealed:<br>-The mirror had smudges and white stains.<br>-There was small black particles and lent on the floor.<br><br>Observation of room 310 on 01/11/24 at 3:41pm revealed the floor had small particles in various.<br><br>Interview with the resident in room 310 on 01/11/24 at 3:41pm revealed:<br>-The housekeeping staff would clean her room daily until they were laid off.<br>-Her family comes in at least 3 to 4 times a week to clean her room.<br><br>Observation of resident's bedroom and bathroom in room 413 on 01/10/24 at 9:14am revealed:<br>-There were boxes of clipboards and other items on the floor and on the bed.<br>-There was dust on the surfaces of furniture.<br>-There were cobwebs in and around shoes under a side table.<br>-There were cobwebs in the corner of the door frame leading into his bathroom.<br>-There was a cobweb from the wall to the light fixture over the sink in his bathroom.<br><br>Interview with the resident in room 413 on 01/10/24 at 9:14am revealed:<br>-Staff cleaned his bathroom and bedroom every couple of days. | D 079 | | |

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| D 079 | Continued From page 4 | D 079 | | |

-He did not know there were cobwebs in and around his shoes.

Interview with a family member on 01/11/24 at 1:30pm revealed:
-He had concerns about the overall cleanliness of the facility.
-He had spoken to the Administrator and was informed the entire housekeeping staff was laid off.
-His family member's room was filthy and had a lot of accumulated dust.
-Another family member would clean the family member's room and bathroom at each visit.

Telephone interview with second family member on 01/11/24 at 5:40am revealed:
-She cleaned her family member's room at each visit.
-She lasted cleaned the room and bathroom on 01/10/24.
-She cleaned the room in other to ensure her family member received the level of care that she was used to.
-She did not have any issues with the cleanliness of the facility until they laid off the housekeeping staff.

Telephone interview with the resident in room 413's Registered Nurse (RN) case manager on 01/11/24 at 3:31pm revealed:
-She was at the facility weekly and was last at the facility on 01/08/24.
-She observed bathrooms that with dirty toilets and toilet paper holders and dust was everywhere.
-The dirty environment could be an infection control issue and the dust could trigger allergies.

Interview with a personal care aide (PCA) on

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| D 079 | Continued From page 5<br><br>01/10/24 at 2:14pm revealed:<br>-All staff were responsible for housekeeping duties.<br>-The maintenance staff did some cleaning, but she did not know what or when.<br>-She cleaned in a resident room when she saw an issue.<br>-She cleaned the first resident's room on 01/09/24 but he had a habit of throwing things down.<br>-She did not usually go into the resident room 413 because he had so much stuff.<br><br>Interview with a second PCA on 01/11/24 at 12:54pm revealed:<br>-Her duties included assisting with showers, laundry, taking out the trash and make the beds for each resident and some light housekeeping duties.<br>-The Maintenance Director was responsible for cleaning the bathrooms and heavier housekeeping duties that included sweeping, mopping, wiping sinks, toilets and showers and dusting.<br>-She would complete heavier cleaning on weekends if it was needed but there had been times that housekeeping duties were not completed because staff prioritized patient care.<br>-Resident families had complained about the cleanliness of the facility since there have been no housekeeping staff.<br><br>Interview with the medication aide (MA) on 01/10/24 at 9:53am revealed:<br>-There was no housekeeping staff for the facility.<br>-There was usually 1 MA and 1 personal care aide (PCA) assigned each shift and they would help with housekeeping duties when they could, but she could not say how often those duties were completed. | D 079 | | |

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| D 079 | Continued From page 6 | D 079 | | |

-Family members of the resident in room 413 had cleaned out his room within the last 6 months but he would order more things online.

Second interview with the MA on 01/11/24 at 1:17pm revealed:
-Some staff did better than others with housekeeping duties.
-Residents had complained about floors and sinks being dirty and she reported it the Maintenance Director because he was responsible for heavy cleaning of resident bathrooms.
-Th residents deserved a clean space for their safety.

Interview with the Resident Care Coordinator (RCC) on 01/11/24 at 10:29am revealed:
-The corporate office made the decision to get rid of housekeeping positions in November 2023.
-The PCAs were expected to help keep resident rooms "tidy" which included sweeping, mopping, emptying trash receptacles and clean the residents' bedrooms.
-The staff tried to do it daily along with their other duties but completed the cleaning as often as they could.
-She and the Maintenance Director made 2 rounds each day to ensure beds were made and trash was taken out.
-She was busy with many duties and could not do rounds like she should but she tried to look at 3-4 bedrooms on each hall during rounds.
-The Maintenance Director was responsible for cleaning the resident bathrooms and floors.
-The Activities Director was responsible for assisting the Maintenance Director with cleaning the bathrooms.
-The resident in room 413 did not like staff in his room and she did not go in his room.

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| D 079 | Continued From page 7 | D 079 | | |

-No one had reported the cobwebs in his rooms but staff should have made more attempts to get his room clean.
-Housekeeping staff were needed to keep the community clean and some things have fallen off since they were let go.

Interview with the Maintenance Director on 01/11/24 at 11:57am revealed:
-He would sweep common areas a couple of times each week, but he did not clean in resident rooms except when someone moved out.
-No one had assigned housekeeping duties to him, but he was told by the Administrator that all staff were to assist with housekeeping when housekeeping staff were let go in November 2023.
-He inspected resident rooms weekly when he checked hot water temperatures but due to staffing and filling in cooking and cleaning, it had been done once in January 2024 and once December 2023.
-Housekeeping staff were especially needed on weekends because the carpets and staff bathrooms were "filthy" on Monday morning when he returns to work.
-Housekeeping was a problem that needed to be addressed because residents and families were not happy.
-The environment not being clean could cause contamination or illness from infection.

Interview with the Transportation Coordinator on 01/11/24 at 3:44pm revealed:
-She was the Activities Director for the facility until November 2023 when the position was dissolved along with housekeeping staff positions.
-She continued employment with the facility and her duties included transportation and continued providing activities for the residents as well as

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filling in as a cook.
-She was not responsible for cleaning anything in the residents' rooms.
-The Maintenance Director was responsible for pulling trash and cleaning bathrooms, but he had other duties in maintenance of the facility and did the best he could.
-Residents and/or their families were cleaning the resident rooms.
-There was no one to clean commodes, sinks and showers, especially on weekends.
-Residents and families had complained about the cleanliness since December 2023 and she relayed those complaints to the Administrator.

Interview with the Administrator on 01/11/24 at 4:23pm revealed:
-Housekeeping in the facility had declined since housekeeping staff were no longer employed.
-She was informed in November 2023 by the corporate office that they were doing away with housekeeping positions effective immediately.
-She was not given instructions on how to ensure housekeeping duties were to be performed without those staff.
-She delegated cleaning of the floors to the Maintenance Director and cleaning of the bathrooms to the facility Managers but there was no written assignment of duties; the facility Managers included the RCC, the Transportaion Director and the Administrator.
-The RCC was expected to complete rounds twice daily to see if cleaning was needed but the RCC had to administer medications in addition to other duties often.
-Some residents and their families had complained about the bathrooms not being clean.
-Cleanliness was important to the residents for infection control and control of odors in the facility.

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| D 199 | 10A NCAC 13F .0604 (d-5) Personal Care And Other Staffing<br><br>10A NCAC 13F .0604 Personal Care And Other Staffing<br><br>(5) In addition to the staff member(s) on duty to attend to the residents, there shall be staff available daily to perform housekeeping and food service duties.<br><br>This Rule is not met as evidenced by:<br>Based on interviews and observations the facility failed to ensure there were staff available to provide housekeeping services for the residents.<br><br>The findings are:<br><br>Review of the facility's census report on 01/10/24 revealed the census was 23.<br><br>Review of the facility's Inspection of Hospital, Nursing Homes, Adult Care Homes, and Other Institutions dated 12/18/23 revealed:<br>-The status code was grade A with a 92.5 score.<br>-There was a total of 7.5 points deducted from the overall score.<br>-One point was deducted for floors and carpets cleanable, clean, and in good repair carpet odor free.<br>-One point was deducted for the facility failure to provide clean toilets and in good repair.<br>-Three points were deducted for the facility's failure to provide cleaned and disinfected toilets.<br><br>Interview with a resident on 01/10/24 at 9:07am revealed:<br>-Staff did not clean her room and bathroom daily.<br>-When staff cleaned the room, it would be | D 199 | | |

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"so-so".
-The staff had not swept and mopped her room in weeks.

Interview with a second resident on 01/10/24 at 9:12am revealed:
-Her room and bathroom floors had not been swept and mopped since November 2023.
-She had complained to the Residential Care Coordinator (RCC) but was told the housekeeping staff was laid off and the cleaning had fallen behind.

Interview with a third resident on 01/10/24 at 9:43am revealed:
-His bathroom had not been cleaned in three days.
-There was not any housekeeping staff, only maintenance.

Interview with a fourth resident on 01/11/24 at 3:41pm revealed:
-The housekeeping staff would clean her room daily until they were laid off.
-Her family came in at least 3 to 4 times a week to clean her room.

Interview with a fifth resident on 01/10/24 at 9:14am revealed:
-Staff cleaned his bathroom and bedroom every couple of days.
-He did not know there were cobwebs in and around his shoes.

Interview with a family member on 01/11/24 at 1:30pm revealed:
-He had concerns about the overall cleanliness of the facility.
-He had spoken to the Administrator and was informed the entire housekeeping staff was laid

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| D 199 | Continued From page 11 | D 199 | | |

off.
-His family member's room was filthy and had a lot of accumulated dust.
-Another family member would clean the family member's room and bathroom at each visit.

Interview with second family member on 01/11/24 at 5:40am revealed:
-She cleaned her family member's room at each visit.
-She lasted cleaned the room and bathroom on 01/10/24.
-She cleaned the room in order to ensure her family member received the level of care that she was used to.
-She did not have any issues with the cleanliness of the facility until they laid off the housekeeping staff.

Interview with a personal care aide (PCA) on 01/10/24 at 2:14pm revealed:
-All staff were responsible for housekeeping duties.
-The maintenance staff did some cleaning, but she did not know what or when.
-She cleaned in a resident room when she saw an issue.
-She cleaned the first resident's room on 01/09/24 but he had a habit of throwing things down on the floor.
-She did not usually go into the second resident's room because he had so much stuff.

Interview with a second PCA on 01/11/24 at 12:54pm revealed:
-Her duties included assisting with showers, laundry, taking out the trash and making the beds for each resident and some light housekeeping duties.
-The Maintenance Director was responsible for

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cleaning the bathrooms and heavier housekeeping duties that included sweeping, mopping, wiping sinks, toilets and showers and dusting.
-She would complete heavier cleaning on weekends if it was needed but there had been times that housekeeping duties were not completed because staff prioritized patient care.
-Resident families had complained about the cleanliness of the facility since there have been no housekeeping staff.

Interview with the medication aide (MA) on 01/10/24 at 9:53am and 01/11/24 at 1:17pm revealed:
-There was no housekeeping staff for the facility.
-There was usually 1 MA and 1 personal care aide (PCA) assigned each shift and they would help with housekeeping duties when they could, but she could not say how often those duties were completed; some staff did better than others with housekeeping duties.
-Residents had complained about floors and sinks being dirty and she reported it the Maintenance Director because he was responsible for heavy cleaning of resident bathrooms.
-Th residents deserved a clean space for their safety.

Interview with the Resident Care Coordinator (RCC) on 01/11/24 at 10:29am revealed:
-The corporate office made the decision to get rid of housekeeping positions in November 2023.
-The PCAs were expected to help keep resident rooms "tidy" which included sweeping, mopping, emptying trash receptacles and clean the residents' bedrooms.
-The staff tried to do it daily along with their other duties but completed the cleaning as often as

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they could.
-She and the Maintenance Director made 2 rounds each day to ensure beds were made and trash was taken out.
-She as pulled in a lot of directions and could not do rounds like she should but she tried to look at 3-4 bedrooms on each hall during rounds.
-The Maintenance Director was responsible for cleaning the resident bathrooms and floors.
-The Activities Director was responsible for assisting the Maintenance Director with cleaning the bathrooms.
-The second resident did not like staff in his room and she did not go in his room.
-No one had reported the cobwebs in his rooms but staff should have made more attempts to get his room clean.
-Housekeeping staff were needed to keep the community clean and some things have fallen off since they were let go.

Interview with the Maintenance Director on 01/11/24 at 11:57am revealed:
-He would sweep common areas a couple of times each week, but he did not clean in resident rooms except when someone moved out.
-No one had assigned housekeeping duties to him, but he was told by the Administrator that all staff were to assist with housekeeping when housekeeping staff were let go in November 2023.
-He inspected resident rooms on routine weekly checks to check hot water temperatures but due to staffing and filling in cooking and cleaning, it had been done once in January 2024 and once December 2023.
-Housekeeping staff was especially needed on weekends because the carpets were "filthy" on Monday morning when he returned to work.
-Housekeeping was a problem that needed to be

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addressed because residents and families were not happy.
-The environment not being clean could cause contamination or illness from infection.

Interview with the Transportation Coordinator on 01/11/24 at 3:44pm revealed:
-She was the Activities Director for the facility until November 2023 when the position was dissolved along with housekeeping staff positions.
-She continued employment with the facility and her duties included transportation and continued providing activities for the residents as well as filling in as cook.
-She was not responsible for cleaning anything in the residents' rooms.
-The Maintenance Director was responsible for pulling trash and cleaning bathrooms, but he had other duties in maintenance of the facility and did the best he could.
-Residents and/or their families were cleaning the resident rooms.
-There was no one to clean commodes, sinks and showers, especially on weekends.
-Residents and families had complained about the cleanliness since December 2023 and she relayed those complaints to the Administrator.

Interview with the Administrator on 01/11/24 at 4:23pm revealed:
-Housekeeping in the facility had declined since housekeeping staff were no longer employed.
-She was informed in November 2023 by the corporate office that they were doing away with housekeeping positions effective immediately.
-She as not given instructions on how to ensure housekeeping duties were to be performed without those staff.
-She delegated cleaning of the floors to the Maintenance Director and cleaning of the

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| D 199 | Continued From page 15<br>bathrooms to the facility Managers but there was no written assignment of duties.<br>-The RCC was expected to complete rounds twice daily to see if cleaning was needed but the RCC had to administer medications in addition to other duties often.<br>-Some residents and their families had complained about the bathrooms not being clean.<br>-Cleanliness was important to the residents for infection control and control of odors in the facility.<br><br>Refer to Tag 079 10A NCAC 13F .0306(a)(5) Housekeeping and Furnishings | D 199 | | |
| D 292 | 10A NCAC 13F .0904(c)(3) Nutrition And Food Service<br><br>10A NCAC 13F .0904 Nutrition and Food Service<br>(c) Menus In Adult Care Home:<br>(3) Any substitutions made in the menu shall be of equal nutritional value, in order to maintain the daily dietary requirements in Subparagraph (d)(3) of this Rule, appropriate for therapeutic diets, and documented in records maintained in the kitchen to indicate the foods actually served to residents.<br><br>This Rule is not met as evidenced by:<br>Based on observations, interviews, and record reviews, the facility failed to ensure substitutions made to the meal menus were documented in records maintained in the kitchen to record what | D 292 | | |

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foods were served to the residents.

The findings are:

The weekly meal menu dated 01/07/24 through 01/13/24 was provided by a cook on 01/10/24 at 9:40am and revealed:
-The planned lunch meal for 01/10/24 was ham roast, candied yams, vegetable medley, one biscuit, peaches and beverage of choice.
-The planned breakfast meal for 01/11/24 was baked oatmeal with cinnamon apples, one egg of choice, ½ cup fresh fruit, juice of choice and one cup milk.

Observation of the lunch meal on 01/10/24 from 11:18am to 11:50am revealed:
-The residents were served beverages of choice, hotdogs, baked beans and lemon pudding.

Observation of the breakfast meal on 01/11/24 from 6:40am to 8:15am revealed:
-The residents were served juices of choice, coffee, milk. scrambled eggs, bacon, toast, and cold cereal with milk.

Interview with the morning shift cook on 01/10/24 at 9:40am revealed:
-The facility did not currently have a Dining Services Manager and the Executive Director (ED) was filling in for the position.
-The ED ordered the food items and provided the menu to the kitchen staff.
-The facility's scheduled food delivery was planned for the following day on Thursday, 01/11/24.
-Occasionally the cooks could not follow the menu, especially towards the end of the week before the weekly food delivery.
-When the planned meal was not available, she

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notified the ED and the ED provided further direction about what substitutes to serve.
-The planned meal for lunch on 01/10/24 was not going to be served because the ingredients were either not available or had not been thawed in time for the lunch meal.
-The lunch meal was to be substituted with hotdogs, baked beans, a vegetable and lemon pudding.

Interview with the evening shift cook on 01/10/24 at 3:45pm revealed:
-When the planned meal was not available, she substituted menu items with foods of equal nutritional value and notified the ED if she needed further guidance.

Interview with the morning shift cook on 01/11/24 at 10:37am revealed:
-The vegetables that were planned to be served as a substitution during the lunch meal on 01/10/24 were not served because they were frozen and did not get thawed in time for the lunch meal.
-The oatmeal with cinnamon apples and fresh fruit that were planned for the breakfast meal on 01/11/24 were not served because the kitchen ran out of fresh fruit.
-The food delivery was not expected until later that morning.
-She was not aware of any documentation that was required when menu substitutions were made.
-She was not aware of any substitution records maintained by the kitchen staff.

Interview with the ED on 01/11/24 at 12:22pm revealed:
-She had been serving as the facility's Dining Services Manager since August 2024, after the

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| D 292 | Continued From page 18<br>previous Dining Services Manager quit.<br>-The menus were provided through an online menu service and were completed by a Registered Dietician.<br>-The ED's duties as the Dining Services Manger included reviewing the menus, ordering food and discussing substitutions based on residents' preferences with the facility's two cooks.<br>-She was aware hotdogs and baked beans were served as substitutions during the lunch meal 01/10/24.<br>-She had instructed the cook to serve vegetables as a substitution during the lunch meal on 01/10/24.<br>-She was not aware the vegetables were not served during the lunch meal on 01/10/24.<br>-She was not aware of the menu substitutions served at the breakfast meal on 01/11/24.<br>-The kitchen did have a log where the cooks were supposed to document menu substitutions.<br><br>Interview with the ED on 01/11/24 at 12:41pm revealed:<br>-The ED located the menu substitution log in the kitchen, but the log had not been updated since April of 2023 and therefore the menu substitutions that were made on 01/10/24 and 01/11/24 were not documented in the log.<br>-She was not aware kitchen staff had not been documenting the menu substitutions.<br>-The Dining Services Manger was responsible for reviewing the log, but she had not been reviewing the log while serving that role. | D 292 | | |
| D 338 | 10A NCAC 13F .0909 Resident Rights<br><br>10A NCAC 13F .0909 Resident Rights<br>An adult care home shall assure that the rights of all residents guaranteed under G.S. 131D-21, | D 338 | | |

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| D 338 | Continued From page 19<br>Declaration of Residents' Rights, are maintained and may be exercised without hindrance.<br><br>This Rule is not met as evidenced by:<br>Based on observations and interviews, the facility failed to ensure the residents rooms and bathrooms floors were kept clean and residents and their family members did not have to clean their own rooms and bathrooms.<br><br>The findings are:<br><br>Observation of room 407 on 01/11/24 at 9:27am revealed there was a toilet cleaning brush set and bottle of liquid toilet cleaners placed by the toilet.<br><br>Interview with a resident on 01/11/24 at 9:27am revealed:<br>-The housekeeping would keep her room clean, and the floors were swept and mopped daily before they were laid off from work.<br>-The staff had not dusted in her room or swept and mopped her room or bathroom floors in weeks.<br>-She would try to clean her bathroom as much as she could by wiping down the toilet and cleaning it inside.<br>-She was not physically able to keep her room and the bathroom clean like the housekeeping staff.<br>-Her family member would come and clean her room when she would visit.<br><br>Interview with a resident's family member on 01/11/24 at 5:40pm revealed:<br>-She cleaned her family member's room at each visit.<br>-She lasted cleaned the room and bathroom on 01/10/24. | D 338 | | |

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-She cleaned the room in order to ensure her family member received the level of care that she was used to.
-She did not have any issues with the cleanliness of the facility until they laid off the housekeeping staff.

Interview with a personal care aide (PCA) 01/11/24 at 12:54pm revealed:
-There was no housekeeping staff for the facility.
-She ensured residents trash was emptied daily.
-The PCAs were responsible to clean the residents' rooms and bathrooms on the weekend.
-The maintenance was responsible for deep cleaning the residents' room, sweeping, mopping, and cleaning the residents' bathrooms.
-She would clean a resident bathroom if she noticed the bathroom needed cleaning.
-Some of the families had complained about the cleanliness of the facility, especially the residents' bathrooms.
-She reported the complaints to the Resident Care Coordinator (RCC).
-The residents should live in a clean facility.

Interview with the medication aide (MA) on 01/11/24 at 1:17pm revealed:
-There was no housekeeping staff for the facility.
-There was usually one MA and one PCA assigned to each shift, and they would help with housekeeping duties when they could, but she could not say how often those duties were completed; some staff did better than others with housekeeping duties.
-Some residents were given cleaning brushes for their toilets.
-Residents have complained about floors and sinks being dirty and she reported their complaints to the Maintenance Director because he was responsible for heavy cleaning of resident

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bathrooms.

Interview with the Maintenance Director on 01/11/24 at 11:57am revealed:
-He would sweep common areas a couple of times each week, but he did not clean in resident rooms except when someone moved out.
-No one had assigned housekeeping duties to him, but he was told by the Administrator that all staff were to assist with housekeeping when housekeeping staff were let go in November 2023.
-He was asked to give each resident a toilet cleaning brush.

Interview with the RCC on 01/11/24 at 10:30am revealed:
-The corporate office made the decision to get rid of housekeeping positions in November 2023.
-The PCAs were expected to help keep resident rooms "tidy" which included sweeping, mopping, emptying trash receptacles and clean the residents' bedrooms.
-The staff tried to clean the rooms daily along with their other duties but completed the cleaning as often as they could.
-The Maintenance Director was responsible for cleaning the resident bathrooms and floors.
-The Activities Director was responsible for assisting the Maintenance Director with cleaning the bathrooms.
-Residents were not responsible for cleaning their rooms.
-Housekeeping staff were needed to keep the community clean, and some things have fallen off since they were let go.

Interview with the Administrator on 01/11/24 at 4:23pm revealed:
-There had been one resident one who requested

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| D 338 | Continued From page 22<br>a cleaning brush for their toilet.<br>-Residents were not allowed to have cleaning supplies.<br>-Residents were not expected to clean their own rooms and bathrooms.<br>-There were some residents' family who had always cleaned their rooms routinely during visits but it was not an expectation for the families to clean the rooms.<br>-Housekeeping in the facility had declined since housekeeping staff were no longer employed.<br>-She delegated cleaning of the floors to the Maintenance Director and cleaning of the bathrooms to the facility Managers but there was no written assignment of duties.<br>-The RCC was expected to complete rounds twice daily to see if cleaning was needed but the RCC had to administer medications in addition to other duties often.<br>-Some residents and their families had complained about the bathrooms not being clean.<br>-Cleanliness was important to the residents for infection control and control of odors in the facility. | D 338 | | |