

New Jersey Department of Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 90119	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 10/29/2025
NAME OF PROVIDER OR SUPPLIER COMPLETE CARE AT ARBORS HAVEN		STREET ADDRESS, CITY, STATE, ZIP CODE 1700 ROUTE 37 WEST TOMS RIVER, NJ 08757		
(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) COMPLETE DATE
H 000	Initials Comments TYPE OF SURVEY: Complaint COMPLAINT #: NJ00185636, NJ00173530, NJ00162905 CENSUS: 74 SAMPLE SIZE: 4 SURVEY DATE: 10/28/2025 - 10/29/2025 The facility is not in substantial compliance with all the standards in the New Jersey Administrative Code 8:43, General Licensure Procedures and Standards Applicable to All Licensed, based on this Complaint Survey. The facility must submit a plan of correction, including a completion date for each deficiency and ensure that the plan is implemented. Failure to correct deficiencies may result in enforcement action in accordance with provisions of New Jersey Administrative Code Title 8, Chapter 43E, Enforcement of Licensure Regulations.	H 000		
H4240	8:43E-11.11(a) VIOLECE:INCIDENT RESPNSE INVSTIGATN&REPORTNG A covered facility shall respond to violent acts, conduct incident investigations and prepare incident investigation reports in keeping with procedures specified by the violence prevention committee. This REQUIREMENT is not met as evidenced by: Based on facility policy review, record review, facility document review, and interview, the facility failed to complete a thorough investigation for 1	H4240		

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

TITLE

(X6) DATE

01/14/26

New Jersey Department of Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 90119	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 10/29/2025
NAME OF PROVIDER OR SUPPLIER COMPLETE CARE AT ARBORS HAVEN		STREET ADDRESS, CITY, STATE, ZIP CODE 1700 ROUTE 37 WEST TOMS RIVER, NJ 08757		
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H4240	Continued From page 1 of 2 reports of [NJ Exec Order] reviewed. Specifically, Resident #4 stated that they were [NJ Exec Order 26.4b1] when they resided on the [NJ Exec Order 26.4b1] unit, and the facility failed to perform [NJ Exec Order] audits on the other [NJ Exec Order 26.4b1] residents on the unit to ensure additional [NJ Exec Order] had not occurred. Findings included: An undated facility policy titled, "Abuse Prevention" indicated, "The Community 's goal is to prevent physical abuse, neglect, abandonment, intimidation, cruel punishment, fiduciary abuse or other treatment with resulting physical harm, pain, or mental suffering or the deprivation by a care custodian of goods or services which are necessary to avoid physical harm or mental suffering." Resident #4's "Face Sheet" indicated the facility admitted the resident on [NJ Exec Order 26.4b1]. The Face Sheet indicated the resident had a medical history that included a diagnosis of [NJ Exec Order 26.4b1]. Resident #4's "General Service Plan," dated [NJ Exec Order 26.4b1], indicated the resident had diagnoses of [NJ Exec Order 26.4b1] and [NJ Exec Order 26.4b1]. Per the General Service Plan, the resident was [NJ Exec Order 26.4b1]. A facility "Reportable Event Record/Report," dated [NJ Exec Order 26.4b1], indicated that a [NJ Exec Order 26.4b1] was made on [NJ Exec Order 26.4b1] at 7:30 PM involving Resident #4. A typed facility document titled, "Reportable Event [NJ Exec Order] -Narrative" indicated that, while being admitted to a new facility on [NJ Exec Order 26.4b1] Resident #4, who had resided on the [NJ Exec Order 26.4b1] at this facility, stated that they had been [NJ Exec Order 26.4b1] at this facility. Per the document,	H4240		

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H4240	Continued From page 2 when [NJ Exec Order 26.4b1] arrived, the resident ' s Power of Attorney told them that a that a staff member had [NJ Exec Order 26.4b1] Resident #4. Per the report, the resident ' s description of the staff member matched that of Certified Nursing Assistant (CNA) #1. The report indicated that CNA #1 was immediately [NJ Exec Order 26.4b1] pending an investigation. The investigation documents revealed that Resident #4 ' s new facility sent the resident to the hospital for evaluation as a precaution, but there were no findings indicating any [NJ Exec Order 26.4b1] had occurred. The documents revealed that [NJ Exec Order 26.4b1] arrived at the facility and spoke with the Executive Director (ED) regarding the incident but did not pursue [NJ Exec Order 26.4b1]. The facility ' s investigation included interviewing staff who routinely worked with CNA #1, an [NJ Exec Order 26.4b1] and [NJ Exec Order 26.4b1] in-service with all staff, and a [NJ Exec Order 26.4b1] for CNA #1 with no substantial findings. The facility did not substantiate the [NJ Exec Order 26.4b1] of [NJ Exec Order 26.4b1]. The investigation documents did not, however, include [NJ Exec Order 26.4b1] audits of the other [NJ Exec Order 26.4b1] residents who resided on the [NJ Exec Order 26.4b1] unit, who would have had contact with CNA #1, or interviews with any residents who had the [NJ Exec Order 26.4b1] if they [NJ Exec Order 26.4b1] in the facility. During an interview on 10/29/2025 at 3:08 PM, the Executive Director (ED) stated the investigation did not include [NJ Exec Order 26.4b1] audits of the other residents who resided on the [NJ Exec Order 26.4b1] unit. The ED further stated he expected staff to immediately report any changes to a resident ' s [NJ Exec Order 26.4b1] so they could determine what may have occurred. During an interview on 10/29/2025 at 4:12 PM,	H4240		

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H4240	Continued From page 3 the Director of Nursing (DON) stated she expected [NJ Exec Order 26.4b1] checks to be completed on all the residents on the [NJ Exec Order 26.4b1] unit during the facility investigation.	H4240		
A 000	Initial Comments Initial Comments: TYPE OF SURVEY: Complaint COMPLAINT #: NJ00185636, NJ00173530, NJ00162905 CENSUS: 74 SAMPLE SIZE: 4 SURVEY DATE: 10/28/2025 - 10/29/2025 The facility is not in substantial compliance with all the standards in the New Jersey Administrative Code 8:36, Standards for Licensure of Assisted Living Residences, Comprehensive Personal Care Homes, and Assisted Living Programs, based on this Complaint Survey. The facility must submit a plan of correction, including a completion date for each deficiency and ensure that the plan is implemented. Failure to correct deficiencies may result in enforcement action in accordance with provisions of New Jersey Administrative Code Title 8, Chapter 43E, Enforcement of Licensure Regulations.	A 000		
A 310	8:36-3.4(a)(1) Administration (a) The administrator or designee shall be responsible for, but not limited to, the following: 1. Ensuring the development, implementation, and enforcement of all policies and procedures, including resident rights;	A 310		

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A 310	Continued From page 4 This REQUIREMENT is not met as evidenced by: Based on facility policy review, record review, facility document review, and interview, the facility failed to ensure staff implemented their policy related to NJ Exec management, which affected 1 (Resident #1) of 3 residents reviewed for quality of care. Specifically, the facility failed to thoroughly complete documents that the facility used to analyze NJ Exec Or following each of Resident #1's NJ Ex Ords. Findings included: An undated facility policy titled, "Protocol for Falls Management" indicated, "The purpose of the falls management protocol is to identify causes of falls and intervene appropriately with a goal of reducing resident falls and the potential for injury." The policy revealed, "2. Interventions to prevent falls shall be noted on the General Service Plan." The policy revealed, "3. An Incident Report shall be generated for each fall and shall include as much detail as possible surrounding the events causing the resident to fall." The policy continued, "4. The Incident Report shall be reviewed by the Wellness Director who will consult, as appropriate, with personnel, the resident, family, physician,	A 310		

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A 310	Continued From page 5 therapists or other individuals who may be able to assist with designing interventions to reduce future falls. 'When a fall occurs while an R.N. [registered nurse] is in the building, the R.N. will promptly assess the resident. When a fall occurs when an R.N. is not in the building, the ranking clinical staff member will contact the R.N. on call via phone, who may triage the resident to determine if transfer to hospital for evaluation is necessary. If no transfer indicated, R.N. will assess resident upon next presence in the facility.' The assessment will be documented in the Nurses Notes and any needed adjustment in the service plan completed as soon as dictated by the circumstances of the fall." The policy revealed, "7. A post fall assessment tool may be utilized to further identify causes and possible additional interventions necessary for fall prevention." Resident #1's "Face Sheet" indicated the facility admitted the resident on [NJ Exec Order 26.4b1]. The Face Sheet revealed Resident #1 had a medical history that included a diagnosis of [NJ Exec Order 26.4b1]. Resident #1's "General Service Plan," revised [NJ Exec Order 26.4b1], indicated the resident had diagnoses of [NJ Exec Order 26.4b1]. The General Service Plan indicated the resident was at risk for [NJ Exec Order 26.4b1] had [NJ Exec Order 26.4b1] required [NJ Exec Order 26.4b1] with [NJ Exec Order 26.4b1] and [NJ Exec Order 26.4b1] and utilized a wheelchair, [NJ Exec Order 26.4b1], or [NJ Exec Order 26.4b1] assistance for [NJ Exec Order 26.4b1]. A facility "Incident/Accident Report," dated [NJ Exec Order 26.4b1], indicated staff found Resident #1 on the floor, with [NJ Exec Order 26.4b1] noted. A [NJ Exec Order 26.4b1] Investigation Checklist," dated [NJ Exec Order 26.4b1], revealed "Section I (to be completed by employee	A 310		

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A 310	Continued From page 6 that found incident)," "Were any of the following indicated at the time of the incident/resident found?" Section I of the report indicated Resident #1 was in a hurry at the time of the [REDACTED] "Section II (to be completed by RN)" included the following questions: - "Have any of the following changes occurred in the resident's [REDACTED] NJ Exec Order 26.4b1 - "How many [REDACTED] NJ Exec C has the resident had this month?" - "Is the resident high risk for [REDACTED] NJ Exec Order - "If Yes, is this indicated on the General Service Plan?" The [REDACTED] Investigation Checklist revealed that each question for Section II was left blank. A facility "Incident/Accident Report," dated [REDACTED] NJ Exec Order 26.4b1, indicated staff went to administer medications to Resident #1 and [REDACTED] NJ Exec Order the resident on the [REDACTED] NJ Exec Order. The report indicated that the resident stated that they [REDACTED] NJ Exec Order 26.4b1." A [REDACTED] NJ Exec Investigation Checklist," dated [REDACTED] NJ Exec Order 26.4b1, revealed, "Section I (to be completed by employee that found incident)," "Were any of the following indicated at the time of the incident/resident found?" Section I of the report was blank. "Section II (to be completed by RN)" included the following questions: - "Have any of the following changes occurred in the resident's [REDACTED] NJ Exec Order 26.4b1 - "How many [REDACTED] NJ Exec C has the resident had this month?" - "Is the resident high risk for [REDACTED] NJ Exec Order - "If Yes, is this indicated on the General Service Plan?" The [REDACTED] NJ Exec Investigation Checklist revealed that each question for Section II was left blank. During an interview on 10/29/2025 at 4:12 PM,	A 310		

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A 310	Continued From page 7 the Director of Nursing (DON) stated Resident #1's incident reports following their [REDACTED] should have been completed more thoroughly with what the resident was doing at the time of the [REDACTED] and new interventions implemented to prevent further [REDACTED] During an interview on 10/29/2025 at 3:08 PM, the Executive Director (ED) stated that [REDACTED] investigations included what the resident was doing at the time of the [REDACTED] and stated that interventions were implemented based on the individualized event. The ED further stated there should have been more documentation on Resident #1's incident reports to include a root cause analysis.	A 310			

POC # 3 received 1/21/26
Acceptable



**Plan of Correction for Complete Care at Arbors Haven
Complaint Survey Completed on 10/29/25**

H4240

1. Resident #4 is no longer a resident at Complete Care at Arbors Haven. 2. All residents have the potential to be affected. 3. On January 5th, immediately following notification of the deficiency, the Administrator reviewed the New Jersey State Regulations 8:43-11.11(a) and reviewed the facility protocol titled, Abuse Prevention, with the Director of Nursing/Registered Nurse and Assistant Director of Nursing. Additionally, an in-service was completed with all staff on December 16th, 2025 titled, Abuse Prevention and Reporting. 4. To ensure that the deficient practice will not recur, an investigation checklist will be developed to follow any reported abuse including skin audits. This investigation checklist will be signed off by the Director of Nursing/Registered Nurse and Administrator. An in-service will be scheduled every 6 months on reporting potential resident abuse with all staff. The Administrator and Director of Nursing/Registered Nurse will be responsible for continued compliance. The Deficient Practice was corrected by December 16th, 2025.

Accepted

A310

1. Resident #1 is no longer a resident at Complete Care at Arbors Haven. 2. All residents have the potential to be affected. 3. On January 5th, immediately following notification of the deficiency, the administrator reviewed the New Jersey State Regulations (8:36-3.4(a)(1) and reviewed the facility protocol titled, "Protocol for Falls Management" with the Director of Nursing/Registered Nurse and Assistant Director of Nursing. On January 5th, a training program was developed for all new hires providing resident care that is overseen by the Director of Nursing/Registered Nurse. This includes fall prevention, reporting procedures, and documentation of falls/incident reports. 4. To ensure that the deficient practice will not recur, a fall prevention/incident report orientation checklist will be signed off by the Director of Nursing/Registered Nurse for each staff member that provides resident care upon completion. This checklist will be in each employee file. To monitor the continued effectiveness, a quarterly Quality Assurance will be completed on 10% of the nursing roster until substantial compliance is achieved by March 15th, 2026. The Administrator and Director of Nursing/Registered Nurse will be responsible for continued compliance. The Deficient Practice was corrected by January 5th, 2026.

NJ Exec Order 26.4b1

1/21/26

Accepted

Executive Director

Complete Care at Arbors Haven

1750 Route 37 West

Toms River, NJ 08757

NJ Exec Order 26.4b1

NJ Exec Order 26.4b1

STATE FORM: REVISIT REPORT

PROVIDER / SUPPLIER / CLIA / IDENTIFICATION NUMBER 90119	MULTIPLE CONSTRUCTION A. Building B. Wing	DATE OF REVISIT 1/21/2026
NAME OF FACILITY COMPLETE CARE AT ARBORS HAVEN	STREET ADDRESS, CITY, STATE, ZIP CODE 1700 ROUTE 37 WEST TOMS RIVER, NJ 08757	

This report is completed by a State surveyor to show those deficiencies previously reported that have been corrected and the date such corrective action was accomplished. Each deficiency should be fully identified using either the regulation or LSC provision number and the identification prefix code previously shown on the State Survey Report (prefix codes shown to the left of each requirement on the survey report form).

ITEM Y4	DATE Y5	ITEM Y4	DATE Y5	ITEM Y4	DATE Y5
ID Prefix H4240	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. # 8:43E-11.11(a)	Completed	Reg. #	Completed	Reg. #	Completed
LSC	12/16/2025	LSC		LSC	
ID Prefix	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. #	Completed	Reg. #	Completed	Reg. #	Completed
LSC		LSC		LSC	
ID Prefix	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. #	Completed	Reg. #	Completed	Reg. #	Completed
LSC		LSC		LSC	
ID Prefix	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. #	Completed	Reg. #	Completed	Reg. #	Completed
LSC		LSC		LSC	
ID Prefix	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. #	Completed	Reg. #	Completed	Reg. #	Completed
LSC		LSC		LSC	
REVIEWED BY STATE AGENCY ☐		REVIEWED BY (INITIALS)		DATE	
REVIEWED BY CMS RO ☐		REVIEWED BY (INITIALS)		DATE	
FOLLOWUP TO SURVEY COMPLETED ON 10/29/2025		☐ CHECK FOR ANY UNCORRECTED DEFICIENCIES. WAS A SUMMARY OF UNCORRECTED DEFICIENCIES (CMS-2567) SENT TO THE FACILITY? ☐ YES ☐ NO			

STATE FORM: REVISIT REPORT

PROVIDER / SUPPLIER / CLIA / IDENTIFICATION NUMBER 90119	MULTIPLE CONSTRUCTION A. Building B. Wing	DATE OF REVISIT 1/21/2026
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ITEM Y4	DATE Y5	ITEM Y4	DATE Y5	ITEM Y4	DATE Y5
ID Prefix H4240	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. # 8:43E-11.11(a)	Completed	Reg. #	Completed	Reg. #	Completed
LSC	12/16/2025	LSC		LSC	
ID Prefix	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. #	Completed	Reg. #	Completed	Reg. #	Completed
LSC		LSC		LSC	
ID Prefix	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. #	Completed	Reg. #	Completed	Reg. #	Completed
LSC		LSC		LSC	
ID Prefix	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. #	Completed	Reg. #	Completed	Reg. #	Completed
LSC		LSC		LSC	
ID Prefix	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. #	Completed	Reg. #	Completed	Reg. #	Completed
LSC		LSC		LSC	

REVIEWED BY STATE AGENCY ☐	REVIEWED BY (INITIALS)	DATE	SIGNATURE OF SURVEYOR	DATE
REVIEWED BY CMS RO ☐	REVIEWED BY (INITIALS)	DATE	TITLE	DATE

FOLLOWUP TO SURVEY COMPLETED ON 10/29/2025	☐ CHECK FOR ANY UNCORRECTED DEFICIENCIES. WAS A SUMMARY OF UNCORRECTED DEFICIENCIES (CMS-2567) SENT TO THE FACILITY? ☐ YES ☐ NO
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STATE FORM: REVISIT REPORT

PROVIDER / SUPPLIER / CLIA / IDENTIFICATION NUMBER 90119	MULTIPLE CONSTRUCTION A. Building B. Wing	DATE OF REVISIT 1/21/2026
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ITEM Y4	DATE Y5	ITEM Y4	DATE Y5	ITEM Y4	DATE Y5
ID Prefix A0310	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. # 8:36-3.4(a)(1)	Completed	Reg. #	Completed	Reg. #	Completed
LSC	01/05/2026	LSC		LSC	
ID Prefix	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. #	Completed	Reg. #	Completed	Reg. #	Completed
LSC		LSC		LSC	
ID Prefix	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. #	Completed	Reg. #	Completed	Reg. #	Completed
LSC		LSC		LSC	
ID Prefix	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. #	Completed	Reg. #	Completed	Reg. #	Completed
LSC		LSC		LSC	
ID Prefix	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. #	Completed	Reg. #	Completed	Reg. #	Completed
LSC		LSC		LSC	
ID Prefix	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. #	Completed	Reg. #	Completed	Reg. #	Completed
LSC		LSC		LSC	
REVIEWED BY STATE AGENCY ☐	REVIEWED BY (INITIALS)	DATE	SIGNATURE OF SURVEYOR	DATE	
REVIEWED BY CMS RO ☐	REVIEWED BY (INITIALS)	DATE	TITLE	DATE	
FOLLOWUP TO SURVEY COMPLETED ON 10/29/2025		☐ CHECK FOR ANY UNCORRECTED DEFICIENCIES. WAS A SUMMARY OF UNCORRECTED DEFICIENCIES (CMS-2567) SENT TO THE FACILITY? ☐ YES ☐ NO			

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ITEM Y4	DATE Y5	ITEM Y4	DATE Y5	ITEM Y4	DATE Y5
ID Prefix A0310	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. # 8:36-3.4(a)(1)	Completed	Reg. #	Completed	Reg. #	Completed
LSC	01/05/2026	LSC		LSC	
ID Prefix	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. #	Completed	Reg. #	Completed	Reg. #	Completed
LSC		LSC		LSC	
ID Prefix	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. #	Completed	Reg. #	Completed	Reg. #	Completed
LSC		LSC		LSC	
ID Prefix	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. #	Completed	Reg. #	Completed	Reg. #	Completed
LSC		LSC		LSC	
ID Prefix	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. #	Completed	Reg. #	Completed	Reg. #	Completed
LSC		LSC		LSC	
ID Prefix	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. #	Completed	Reg. #	Completed	Reg. #	Completed
LSC		LSC		LSC	
REVIEWED BY STATE AGENCY ☐	REVIEWED BY (INITIALS)	DATE	SIGNATURE OF SURVEYOR	DATE	
REVIEWED BY CMS RO ☐	REVIEWED BY (INITIALS)	DATE	TITLE	DATE	
FOLLOWUP TO SURVEY COMPLETED ON 10/29/2025		☐ CHECK FOR ANY UNCORRECTED DEFICIENCIES. WAS A SUMMARY OF UNCORRECTED DEFICIENCIES (CMS-2567) SENT TO THE FACILITY? ☐ YES ☐ NO			