STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	ALF010	A. BUILDING: _____ B. WING _____	C 04/12/2023

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
WILLOW CREEK HOMES OF EVANSTON	1949 WEST UINTA STREET EVANSTON, WY 82930

(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
S 000	OPENING COMMENTS Rules and Regulations utilized for this survey are: Rules and Regulations for Program Administration of Assisted Living Facilities, Chapter 12, effective 08/24/2020. Rules and Regulations for Licensure of Assisted Living Facilities, Chapter 4, effective 08/28/2001. A complaint survey was conducted by Healthcare Licensing and Surveys on 4/11//23 to 4/12/23. The survey was prompted by complaint intake LIC-23-013.	S 000		
S5043	Ch 12 Sec 7 (n) Assisted Living Facility (ALF) Core Sevices (n) Furnishings, Buildings, Physical Plant (i) One half of the licensed beds shall be private rooms; (ii) Sleeping rooms shall be homelike, well lighted, ventilated and equipped in compliance with the requirements below; (A) All windows shall have drapes, curtains, shades or blinds to assure privacy; (B) Beds (if provided by the facility) shall be at least standard size in width (39"), and shall be equipped with comfortable, clean mattresses and pillows. Mattresses shall be professionally renovated or replaced as needed. Extra long beds shall be used to accommodate tall residents. Rollaway-type beds, cots and folding beds shall not be used unless the resident brings	S5043		

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

8899 | President | 5/4/23

5/25/23 8:43AM POC accepted. Edited to Exit

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S5043	Continued From page 1 these items from home for personal use; (I) Two residents may, by consent of both parties, or by approval of the appropriate responsible party, be permitted to use one bed no smaller than double size, and occupy a single-bed sleeping room. (C) Cabinet or bedside table; (D) Non-combustible wastebasket; (E) Chair; and (F) If common closets are utilized by two (2) or more residents, dividers shall be provided for separation of each resident's clothing. All closets shall be equipped with doors. Free-standing closets shall be deducted from the square footage in the sleeping room. (G) The size and arrangement of the residents' beds, furnishings, possession or equipment shall allow the resident to gain fire emergency access to windows and doors, and access the toilet room. Multiple-bed rooms shall have at least three (3) feet between beds. (H) Residents shall be encouraged to bring personal items and furniture for their rooms, (e.g., beds, chairs, and pictures); (I) There shall be at least one (1) bedside screen per double room available to provide resident privacy when needed; (J) There shall be an adequate supply of hot and cold water available at each lavatory, bathtub/shower, kitchen sink, dishwasher, and	S5043		

Sm 5/4/23

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S5043	Continued From page 2 laundry equipment. Hot water for bathing, and resident handwashing, and laundry should be no hotter than one hundred and twenty (120°) degrees Fahrenheit. (K) All plumbing shall be maintained in good repair and according to the requirements of the Uniform Plumbing Code; (l) Private water systems shall be safe, potable, and have an adequate supply. Testing shall be done monthly an records of tests shall be retained at the facility. (ll) Private water systems shall be tested and found safe and potable before Licensure is granted. (L) Fireplaces shall be securely screened and glassed in; (M) The facility shall be maintained so that it is free of hazards, such as loose or broken window glass, loose or cracked floors or floor coverings, or cracked or loose plaster on wall or ceilings; (N) At least one primary grade level entrance tot he building shall be freely accessible for wheelchairs; (O) Each resident shall have his individual comb, toothbrush, towels, and wash cloths; (P) Clean drinking glasses shall be available for the residents. Common drinking cups are prohibited;	S5043	Em 5/4/23	

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S5043	Continued From page 3 (Q) Bathrooms shall have soap and toilet paper. The facility shall provide paper towels or a blow dryer for hands, or rack space adequate for each resident using the bathroom to hang his/her personal towel. Use of a common towel is prohibited; (R) Provisions shall be made for privacy in all bath an toilet rooms; (S) Automatic deodorizers or aerosol freesheners shall not be used except in bathrooms; and (T) Residents shall not use a common bar of soap. The facility shall provide either soap dispensers or individual bars of soap for each resident. (U) Housekeeping. (I) Housekeeping practices and procedures shall be employed to keep the home free from offensive odors, accumulations of dirt, and dust. (II) Floors shall be maintained and clean. (III) Polish of floors shall provide a non-slip finish. (IV) Throw or scatter rugs shall not be used. Non-slip mats may be used. (V) Covered containers with tight lids shall be used for garbage storage. (W) The facility shall be maintained free	S5043		

Em 5/4/23

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S5043	Continued From page 4	S5043		

of insects and rodents. All windows shall be screened. All exit doors opening inward shall have a screen door.

(X) Linens and Laundry.

(I) Laundry service for linen and residents' personal clothing shall be provided. The manager shall take measures to ensure that residents' clothing is not lost or misplaced while laundering.

(II) All linen shall be bagged or placed in a hamper before being transported to the laundry area.

(III) Bed linen shall be changed as necessary but at least weekly. Additional blankets or pillows shall be provided. Rubber or water protective sheets shall be used if indicated.

(IV) Two (2) complete changes of clean bed linen shall be on hand for each licensed bed.

(1.) Torn, worn, or unclean bed linen shall not be used.

(V) All bleaches, detergents, disinfectants, and other cleaning agents shall be separated from medicines and foods.

(VI) Soiled linen shall not be transported through, sorted, processed, or stored, in kitchens, food preparation areas, or food storage areas.

(Y) The heating system shall be inspected yearly, before the heating season, and

Sm 5/4/23

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S5043	Continued From page 5 maintained according to manufacturer's instructions. (Z) Portable space heaters shall not be used, (e.g. electric or kerosene). (AA) Equipment Maintenance and Testing. (I) The devices, equipment, systems, conditions, arrangements, levels of protection, or any other features that are required for compliance with the provisions of the Life Safety Code shall be permanently maintained for the building housing the facility. This State Rule and Regulation is not met as evidenced by: Based on observation and staff interview, the facility failed to ensure the home was free from an accumulation of dirt and dust, and failed to maintain the floors to ensure a clean and homelike environment. The census was 8. The findings were: 1. The following environmental concerns were identified: a. Observation on 4/11/23 at 11:40 AM showed the baseboards along the floor in the dining room had an accumulation of dirt and dust that was visible. In addition, the open window in the wall between the kitchen and front hallway had an accumulation of dirt and dust on the top surface of the window sill. b. Observation on 4/11/23 at 1:55 PM showed two areas of the linoleum floor were missing linoleum: one in the kitchen that measured 6	S5043		Sm 5/4/23

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S5043	Continued From page 6 inches by 5 inches and one under a dining room table that measured 4 inches by 10 inches. In addition, there were two seams in the carpet that had come loose, which created a trip hazard. One loose seam was near the dining room, behind the couch, and other was in the front hallway near the piano. c. Observation on 4/11/23 at 2:20 PM showed the carpets throughout the facility appeared dirty and stained, but especially in the hallway of room #6. 2. On 4/11/23 at 12:03 PM the manager stated he was planning on getting materials to patch the torn and missing linoleum. He stated water had come into the hallway near room #6 from the exit door due to flooding. He further stated he thought the stains could be removed from the carpet and he planned to wait until after winter to clean the carpets. 3. During an interview on 4/11/23 at 1:55 PM certified nurse aide (CNA) #1 confirmed the missing linoleum areas in the kitchen and dining room and the loose seams in the carpet. She stated the tear in the linoleum in the dining room had been there about a year, but was getting bigger.	S5043	Em 5/4/23	

Willow Creek
ElderCare Communities

Evanston

Survey Date: April 12th, 2023

Corporate office Submission of this response and Plan of Correction is NOT a legal admission that a deficiency exists or, that this Statement of Deficiencies was correctly cited, and is also NOT to be construed as an admission against interest by Willow Creek Community, or any employees, agents, or other individuals who drafted or may be discussed in the response or Plan of Correction. In addition, preparation and submission of this Plan of Correction does NOT constitute an admission or agreement of any kind by Willow Creek Communities of the truth of any facts alleged or the correctness of any conclusions set forth in this allegation by the survey agency.

Prefix Tag

S5043 Ch 12 Sec 7 (n) Assisted Living Facility (ALF) Core Services

A. 1. Facility manager will discourage residents and staff from opening the window in question as to prevent any dirt or dust from coming in from the outside.
2. Staff on duty 4/12/23 cleaned any and all dust accumulation on window sill & baseboard post survey, due to the open window cited in the survey.
3. Manager will monitor the window sill in one month to confirm there is no more accumulation of dust or dirt.
4. Staff will discuss mitigative techniques to not infringe on residents' freedom of choice while maintaining a cleaner environment from outside dust & dirt in upcoming QA meeting.
5. Date of updated compliance 8/31/23

B. 1. Facility manager removed and repaired the small sections of damaged linoleum under the dining table and under the refrigerator post survey.
2. Manager will have the carpet seam in question trimmed and secured or adhered with adhesive. Staff will submit a maintenance request for any future issues.
3. Manager and staff will discuss at upcoming QA meetings any concerns or ideas for future maintenance.
4. Manager will monitor the repaired linoleum sites for proper adhesion in one month.
5. Date of updated compliance 8/31/23

C. 1. Facility manager and staff will use the onsite facility carpet shampooer to clean the spots or areas in question.
2. Residents will be encouraged to procure an additional pair of shoes as to prevent excess outside contaminants from entering the facility.

Willow Creek
ElderCare Communities

3. Manager and staff will discuss any additional mitigative processes or thoughts involving but not limited to more frequent carpet cleanings beyond our normal routine schedule.
4. Manager will monitor the areas in question for one month to ensure that they remain clean & in good condition.
5. Date of updated compliance 8/31/23

Eric McMillan, President Date: 8/24/23