New Jersey Department of Health STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA (X2) MULTIPLE CONSTRUCTION (X3) DATE SURVEY AND PLAN OF CORRECTION **IDENTIFICATION NUMBER:** COMPLETED A. BUILDING: С B. WING 15A008 08/10/2023 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE 396 SO. WHITE HORSE PIKE SPRING OAK ASSISTED LIVING AT VOORHEES **BERLIN, NJ 08009** SUMMARY STATEMENT OF DEFICIENCIES PROVIDER'S PLAN OF CORRECTION (X4) ID ID (X5) COMPLETE PRÉFIX (EACH DEFICIENCY MUST BE PRECEDED BY FULL PREFIX (EACH CORRECTIVE ACTION SHOULD BE DATE CROSS-REFERENCED TO THE APPROPRIATE REGULATORY OR LSC IDENTIFYING INFORMATION) TAG TAG DEFICIENCY) A 000 Initial Comments A 000 Initial Comments: TYPE OF SURVEY: Complaint COMPLAINT #: NJ00166316 CENSUS: 80 SAMPLE SIZE: 4 The facility is not in substantial compliance with all of 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. 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 310 8:36-3.4(a)(1) Administration A 310 (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 including resident rights; and procedures,

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

TITLE

(X6) DATE

New Jersey Department of Health										
STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE C A. BUILDING:		(X3) DATE SURVEY COMPLETED					
		15A008	B. WING	B. WING						
NAME OF P	ROVIDER OR SUPPLIER	STREET	ADDRESS, CITY, STATE	, ZIP CODE	08/10/2023					
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A 310	Continued From page	9 1	A 310							
	by: Complaint # NJ00166 Based on interview, rr determined that the fa policy titled, "Incident documenting an Wiscor resident charts for 2 c Resident #1, Resident A review of the Repor indicates Resident #1 the Wiscorder 26:451 Uni 10:45 p.m. The 11 p.r Practical Nurse) #1 lef facility. When the resi for, LPN # their Wiscorder to the fac a vehicle around the i facility. The LPN's Wiscord Resident #2 about NJ and has a N. The residents w and Wiscorder to the Wiscord further indicated, the " According to weather the evening of Wiscord degrees Fahrenheit u On 08/10/2023, the si medical records (MR)	ecord review it was acility failed to follow its Reports" by not properly determined of two residents in the of 4 residents reviewed, at #2. table Event Record/Report , and Resident #2 ^{NEX Order 26491} at around n. to 7 a.m. LPN (Licensed ed the ^{NEX Order 26491} 1 and LPN #2 extended bility grounds and later drove immediate vicinity of the EX Order 26.491 Oxforder 								

	ew Jersey Department of Health ATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA ID PLAN OF CORRECTION IDENTIFICATION NUMBER:		(X2) MULTIPLE C			E SURVEY PLETED
			A. BUILDING:			
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NAME OF PF	ROVIDER OR SUPPLIER	STREET	ADDRESS, CITY, STATE	, ZIP CODE		
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A 310	Continued From pag	e 2	A 310			
		Corder 26.4b1 <mark>, and barrent and barrent of the surveyor further barrent of the surveyor further barrent of the survey of the sur</mark>				
	reviewed the MR of	Resident #2 who moved into				
	the facility on ^{NU Ex Order 26.4b1} , and	⁴¹⁹¹ with diagnoses ^{NJ Ex Order 26.4b1} D NJ Ex Order 26.4b1				
	At 11:46 a.m., the su	rveyor interviewed the				
		ho stated an outside e facility on ^{NJ Ex order 26:451}				
	waxing the floors. Th	e contractor was given the				
	NJ Ex Order 26.4b1 unit co	de to get in and out of unit.				
		appears the ^{NJ Ex Order 26.4b1} by ver, she believes the				
	NJ Ex Order 26.4					
		irveyor interviewed the				
		b Director (HWD) who stated e dated ^{NJ Ex Order 26:451} at 10:30				
	p.m. for Resident #1	and Resident # 2 was				
	written on ^{NJ Ex Order 26.4} listed was in error.	^{b1} and that the date and time				
		irveyor interviewed LPN #1				
		lid not document the incident s and explained that she gave				
		the Executive Director and				
	didn't think she need	led to chart.				
	At 12:50 p.m., the su	rveyor interviewed the ED				
		onally contacted the families				
		Resident #2; however, the ED				
	charts.					
	•	ed the facility policy titled,				
	"Incident Reports" w are documented by a	hich states, Policy: Incidents				
		ved by the Health and				
	Wellness Director an	-				

TATEMENT	ey Department of Hea OF DEFICIENCIES OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CO A. BUILDING:		(X3) DATE SURVEY COMPLETED	
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A 310	Continued From page	e 3	A 310			
	2. Notification of any occurrence noted in any of the above shall be documented in the resident's record.					
A 749	8:36-7.3(a) Resident Plans	Assessments and Care	A 749			
	(a) The resident general service plan shall be reviewed and, if necessary, revised semi-annually, and more frequently as needed based upon the resident's response to the care provided and any changes in the resident's physical or cognitive status.					
	This REQUIREMENT by: Complaint # NJ00166	is not met as evidenced				
	implement the resider	ecord review it was acility failed to revise and nt General Service Plan for wed, Resident #1, Resident				
	into the facility on Wex which include NJ Ex reviewed the MR of F	of Resident #1 who moved order 26.451 with diagnoses Order 26.451 The surveyor further Resident #2 who moved into				
		NJ Ex Order 26.4b1				
		rtable Event Record/Report and Resident #2				

		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION A. BUILDING:		(X3) DATE SURVEY COMPLETED	
			A. BUILDING:			С
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TAG		LSC IDENTIFYING INFORMATION)	TAG	CROSS-REFERENCED TO DEFICIE	D THE APPROPRIATE	DATE
A 749	Continued From page	e 4	A 749			
	10:45 p.m. The 11 p. I solution in the initial provider a second initial provider and prov	temperature was grees Fahrenheit under sidents were placed "Exorder to the "Exorder 2000" unit. The ed, the residents were "Exorder rveyor interviewed the ho stated an outside facility on "Exorder 2000" e contractor was given the de to get in and out of unit. appears the "Exorder 2000" by ver, she believes the				
	both dated and signed and Wellness on ^{WERO} further indicate under ^{WEROTCET 26:451} incident of is no indication that to or additional intervent the ^{WEROTCET 26:451} on ^{WEROTCET 26:451} on ^{WEROTCET 26:451} A review of the docum Reports" states, "After appropriate intervent	al Service Plan, which were ed by the Director of Health (1997). Both documents r comments, "Note: on (1997); however, there he service plan was updated tions were put in place after (order 26:401) ment titled, "Incident				

New Jers	ey Department of Heal	th			
	OF DEFICIENCIES OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	· · /	CONSTRUCTION	(X3) DATE SURVEY COMPLETED
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NAME OF PI	ROVIDER OR SUPPLIER	STREET A	DDRESS, CITY, STA	TE, ZIP CODE	
SPRING C	AK ASSISTED LIVING A	T VOORHEES	WHITE HORSE P	IKE	
		BERLIN,	NJ 08009		
(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 CROSS-REFERENCED TO THE APPROPF DEFICIENCY)	BE COMPLETE
A 749	Continued From page	5	A 749		
	service plan with inter	ventions.			
A 781	8:36-7.5(d) Resident / Plans	Assessments and Care	A 781		
	(d) The resident's physician or the physician's designee, that is, another physician or an advanced practice nurse or physician assistant, shall be notified by the licensed professional nurse of any significant changes in the resident's physical or cognitive/mental condition and any intervention by the physician shall be recorded.				
	This REQUIREMENT is not met as evidenced by: Complaint # NJ00166316 Based on interview and record review, it was determined that the facility failed to provide documented evidence that the physician was notified of an to evidence that the physician was not physician was not evidence that the phy				
	A review of the Reportable Event Record/Report indicates Resident #1, and Resident #2 the NEX Order 26:491 Unit on NEX Order 26:491 at around 10:45 p.m. The 11 p.m. to 7 a.m. LPN (Licensed Practical Nurse) #1 led the NEX Order 26:491 inside the facility. When the residents could NEX Order 26:491 , LPN #1 and LPN #2 extended their NEX Order 26:495 to the facility grounds and later drove a vehicle around the immediate vicinity of the facility. The LPN's NEX Order 26:491				

STATE FORM

STATEMENT	EXAMPLE A CONTRACT OF DEFICIENCIES OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE C		(X3) DATE SUR COMPLETE	
		15A008			C 08/10/2	2023
IAME OF PI	ROVIDER OR SUPPLIER	STREET A	DDRESS, CITY, STATE	, ZIP CODE		
	AK ASSISTED LIVING A	T VOORHEES	WHITE HORSE PIK , NJ 08009	(E		
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A 781	Continued From page	9 6	A 781			
	on NJ Ex Order 26.4b1, and has a N The residents w and ^{NJ Ex Order 25.4b1} the further indicated, the	J Ex Order 26.4b1 rereNJ Ex Order 26.4b1 unit. The report				
	into the facility on ^{™ Ex} which include NJ Ex NJ Ex Order 26.4	order 26.4b1, and Order 26.4b1, and Order 26.4b1, and O1. The surveyor further Resident #2 who moved into				
	Health and Wellness confirmed there was a <mark>NJ Ex Order 26.4b</mark>	no documentation indicating 1 on Resident #1 and ducted when the residents				
		veyor interviewed the ED ysician was not informed of Order 25:401				
	"Missing Residents" v resident is located, no members involved in	the search and the hall determine if the resident				

TATEMENT	y Department of Heal F DEFICIENCIES CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:		E CONSTRUCTION	(X3) DATE SURVEY COMPLETED
		15A008	B. WING		08/10/2023
IAME OF PRO	VIDER OR SUPPLIER	STREET	ADDRESS, CITY, ST	ATE, ZP CODE	
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-	Initial Comments: TYPE OF SURVEY:				
1	COMPLAINT #: NJO CENSUS: 80	0166316			
	SAMPLE SIZE: 4				
	all of the standards in Administrative Code Licensure of Assisted Comprehensive Pers Assisted Living Progr submit a plan of com completion date for e that the plan is imple deficiencies may rest accordance with prov	8:36, Standards for I Living Residences, conal Care Homes and rams. The facility must ection, including a each deficiency and ensure mented. Failure to correct uit in enforcement action in risions of New Jersey Title 8, Chapter 43E,		LICENS	SING
	responsible for, but n 1. Ensuring the	r or designee shall be not limited to, the following:	A310	Resident #1 and Resident #2 ^{NJEX} NEXO(267204(0)1) On August 8th, 2023, at aroun Resident #1 and Resident #2 were found 4 I unharmed. LPN #1 did a full assessment bur document or complete the incident report #1 and Resident # 2. That is why we were ci deficient practice because evidence of form present in residents' record. Along with	d 10:45 PM. blocks away t did not on Resident ited as a
	and procedures,	including resident rights;		documentation that families were notified. 2. Immediate Correction: Our entire wellness and administ were in-serviced and educated ensuring the development, implementation and enforce policies and procedures. The importance of documentation and that evidence of all form present, including incident report forms.	trative staff ment of all
BORATORY D	IRECTOR'S OR PROVIDER	SUPPLIER REPRESENTATIVE'S SIGNAT		TITLE EXECTIVE L	DIC. (XB) DATE 9
ATE FORM			5899	JSPN11	If continuation sheet 1

e.



A310

- Resident #1 and Resident #2 NJ Ex Order 26.4(b)(1) on August 8,2023 at around 10:45 PM due to a door not being secured properly. (Root Cause) The Administrator shall be responsible for ensuring the development, implementation and enforcement of all policies. The Administrator will establish and maintain good communication with staff and families and ensure the provision of Staff Education is maintained and proper notification is noted. Director of Wellness was educated to notify and document all calls to families in the absence of the Administrator. Resident #1 and resident #2 families were notified and a administrative note was placed in their Administrative file.
- 2) All residents have the potential to be affected by this deficient practice.
- 3) In service training, physical environment enhancements, added alarms and surveillance of all exit doors. We in-serviced the wellness staff regarding Memory Care Residents and the need to check on them to ensure they are engaged in activity and are accounted for. Educated Staff that we are not to give out the Memory Door code to families or contractors without the knowledge of the administrator. A head count will be taken at the beginning and end of each shift and written on the nursing white board located on the Memory Unit. Our Maintenance Department will be doing door checks on the Memory Unit twice daily to ensure the doors are locked and alarmed. All checks will be logged. In the absence of the Administrative Staff the Executive Director can view all 70 HD quality cameras from her personal phone.
- Administrator or designee (Maintenance Dept) will make twice per day observations on the memory unit to ensure all doors are locked and secured. The observations will be logged. Completion date November 1st, 2023

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A749

- Resident #1 and Resident #2 had assessments done by the Director of Wellness/Designee to assess for any physical, mental and emotional affects due to the Resident #1 and Resident #2 had NJ Ex Order 26.4(b)(1) or NJ Ex Order 26.4(b)(1) due to the incident. The Resident #2 had not be General Service Plan for Resident #1 and Resident #2. Educated Wellness staff any change in condition needs to be documented and a nursing assessment must be done.
- 2) All residents have the potential to be affected by this deficient practice.
- 3) Weekly audits to ensure General Service Plans have been updated. All licensed professional nurses were in serviced on the requirements of an assessment and updating general service plans due to a change in condition. We in-serviced the wellness staff regarding Memory Care Residents and the need to check on them to ensure they are engaged in activity and are accounted for. Educated Staff that we are not to give out the Memory Door code to families or contractors without the knowledge of the administrator. A head count will be taken before each shift and the end of each shift and written on the nursing white board located on the Memory Unit. Our Maintenance Department will be doing door checks on the Memory Unit twice daily to ensure the doors are locked and alarmed. All checks will be logged. We have added extra alarms to each memory care door. The facility has installed 70 HD quality cameras throughout the facility. In Memory Care we have HD quality camera is focusing on all exit doors leading to a stairwell, all outside exit doors are also covered by a camera. In the absence of the Administrative Staff the Executive Director can view all 70 cameras from her personal phone.
- Results of weekly notification audits will be reported by the administrator to the director of wellness/ designee at monthly QA meeting. Completion date November 1st, 2023.

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A781

- 1) Resident #1 and Resident#2 were evaluated after the but accessed of the but no incident report was done. Physicians for Resident #1 and Resident #2 were not notified. Staff received education concerning the need to complete and incident report and who to notify such as the RN, Administrator, Family and the Physician. Educated them on the importance of documentation, to document all notifications on the incident report and input the information into our ECP Data Base. Resident #1 and Resident #2 Physicians were notified of the incident and documented in Resident #1 and Resident #2 Administrative file. A comprehensive review was completed of all recent incident reports. The Director of Wellness/Designee and the administrator will review all incidents reports weekly to ensure the residents physician, RN, Administrator and Family members are notified.
- 2) All Residents have the potential to be affected by this deficient practice.
- 3) In serviced all CMAs, CNAs, and LPNs to notify the Director of Wellness/designee if there is a change in a resident's condition, incident, or health concern that they feel requires an assessment by the Director of Wellness. If there is a change in condition a licensed professional nurse will notify the physician, advanced practice nurse or physician assistant. Director of Wellness/designee will document any interventions made by the physician. Licensed professional nurses will complete weekly audits to ensure all residents that had a change in condition that the family/guardian and physician were notified. We in-serviced the wellness staff regarding Memory Care Residents and the need to check on them to ensure they are engaged in activity and are accounted for. Educated Staff that we are not to give out the Memory Door code to families or contractors without the knowledge of the administrator. A head count will be taken before each shift and the end of each shift and written on the nursing white board located on the Memory Unit. Our Maintenance Department will be doing door checks on the Memory Unit twice daily to ensure the doors are locked and alarmed. All checks will be logged. We have added extra alarms to each memory care door. The facility installed 70 HD quality cameras throughout the facility. In Memory Care we have camera is focusing on all exit doors leading to a stairwell, all outside exit doors are also covered by a camera. In the absence of the Administrative Staff the Executive Director can view all 70 HD quality cameras from her personal phone.
- Results of weekly review audits will be report by the Director of Wellness / designee to the Administrator at monthly QA meeting. Completion date November 1st, 2023.

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3

STATE FORM: REVISIT REPORT

PROVIDER / SUPPLIER / CLIA /	MULTIPLE CONSTRUCTION		DATE OF REVISIT	Γ		
IDENTIFICATION NUMBER	A. Building					
15A008 _{Y1}	B. Wing	Y2	10/11/2023	Y3		
NAME OF FACILITY		STREET ADDRESS, CITY, STATE, ZIP CODE				
SPRING OAK ASSISTED LIVING AT VOORHEES		396 SO. WHITE HORSE PIKE				
		BERLIN, NJ 08009				

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).

ITEI	м	DATE	ITEM		DATE	ITEM		DATE	
Y4		Y5	Y4		Y5	Y4		Y5	
ID Prefix Reg. # LSC	A0310 8:36-3.4(a)(1)	Correction Completed 11/01/2023	ID Prefix Reg. # LSC	A0749 8:36-7.3(a)	Correction Completed	ID Prefix Reg. # LSC	A0781 8:36-7.5(d)	Correct	eted
ID Prefix Reg. # LSC		Correction Completed	ID Prefix Reg. # LSC		Correction Completed	ID Prefix Reg. # LSC		Correct	
ID Prefix Reg. # LSC		Correction Completed	ID Prefix Reg. # LSC		Correction Completed	ID Prefix Reg. # LSC		Correct	
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8/10/2023	JP TO SURVEY Co	JMPLETED ON		CK FOR ANY UNCORRECT ORRECTED DEFICIENCIES					NO