

<b>STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTIONS</b>		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: <b>315331</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING B. WING	(X3) DATE SURVEY COMPLETED <b>12/29/2025</b>
NAME OF PROVIDER OR SUPPLIER <b>COMPLETE CARE AT FAIR LAWN EDGE</b>			STREET ADDRESS, CITY, STATE, ZIP CODE <b>77 EAST 43RD STREET , PATERSON, New Jersey, 07514</b>	
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F0000	INITIAL COMMENTS  Complaint #: 2693362  Census: 174  Sample Size: 8  THE FACILITY IS NOT IN SUBSTANTIAL COMPLIANCE WITH THE REQUIREMENTS OF 42 CFR PART 483, SUBPART B, FOR LONG TERM CARE FACILITIES BASED ON THIS COMPLAINT VISIT.	F0000		
F0755 SS = D	Pharmacy Srvc/Procedures/Pharmacist/Records  CFR(s): 483.45(a)(b)(1)-(3)  §483.45 Pharmacy Services  The facility must provide routine and emergency drugs and biologicals to its residents, or obtain them under an agreement described in §483.70(f). The facility may permit unlicensed personnel to administer drugs if State law permits, but only under the general supervision of a licensed nurse.  §483.45(a) Procedures. A facility must provide pharmaceutical services (including procedures that assure the accurate acquiring, receiving, dispensing, and administering of all drugs and biologicals) to meet the needs of each resident.  §483.45(b) Service Consultation. The facility must employ or obtain the services of a licensed pharmacist who-  §483.45(b)(1) Provides consultation on all aspects of the provision of pharmacy services in the facility.  §483.45(b)(2) Establishes a system of records of receipt and disposition of all controlled drugs in sufficient detail to enable an accurate reconciliation; and	F0755	Residents #6, #7, and #8 were NOT affected by this deficient practice.  All Residents who receive controlled substances from a third party clinic have the potential to be affected by the deficient practice.  Immediate identification of the deficient practice. Director of nursing / designee in-serviced all nurses and Certified Nursing Assistants (CNAs) on the proper procedure for safely acquiring and receiving physician ordered <b>NJ Ex Order 26.4(b)(1)</b> (NJ Ex Order 26.4(b)(1)) from a third party clinic. Resident #6, #7, and #8's (NJ Ex Order 26.4(b)) are picked up only by a licensed nurse. Director of Nursing created a weekly audit tool.  Director of nursing / designee will review 3 residents weekly x 4 weeks then monthly x 2 months to ensure safe acquiring of controlled substance according to regulations. Results will be presented at the Quality Assurance Performance Improvement meetings.	01/16/2026

Any deficiency statement ending with an asterisk (\*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See reverse for further instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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F0755 SS = D	<p>Continued from page 1</p> <p>§483.45(b)(3) Determines that drug records are in order and that an account of all controlled drugs is maintained and periodically reconciled.</p> <p>This REQUIREMENT is NOT MET as evidenced by:</p> <p>Complaint # 2693362</p> <p>Based on observation, interviews and review of other pertinent facility documents on 12/22/2025,12/23/2025 and 12/29/2025, it was determined that the facility failed to develop and implement a procedure to safely acquire and receive physician ordered [redacted] from a third party clinic; by assigning an unlicensed staff a Certified Nursing Assistant (CNA #1) to travel to an outside third party clinic to pick up [redacted] NJ Ex Order 26.4(b)(1) for Residents #6,#7 and #8. CNA #1 would take the locked box with the key which contained the [redacted] and drive to the facility in her personal car.</p> <p>An interview with the third-party's clinic staff and with facility's CNA #1 confirmed that CNA #1 picked up [redacted] from the outside clinic and had access to the key for the box with the [redacted] Review of document from the third-party clinic which was provided to the Department of Health (DOH) by the facility, stated that CNA #1 performed this function of picking up the [redacted] for residents on NJ Exec Order 26.4b1 .</p> <p>During an interview on 12/22/2025 at 1:07 PM, with the U.S. FOIA (b) (6) , the surveyor asked the [redacted] for the policy and procedure on receiving [redacted] from the outside third part clinic. The [redacted] stated that the facility had no policy. The [redacted] confirmed the facility had residents on [redacted] and that a Certified Nursing Assistant (CNA) or a nurse picked up the residents' [redacted] from the clinic weekly or biweekly. The [redacted] further stated that the [redacted] was usually transported in a locked box by the nurse or CNA and was given to the unit nurse where the resident was located. The [redacted] stated that she had an assigned CNA that picked up the [redacted] from the third-party clinic, and if the assigned CNA was off, an arrangement was made for the CNA to come in for a couple of hours to go and pick up the [redacted]</p> <p>During an interview on 12/23/2025 at 1:56 PM, the U.S. FOIA (b) (6) stated that [redacted] Clinic was not under his jurisdiction.</p> <p>During an interview on 12/23/25 at 2:16 PM, CNA #1 confirmed that she picked up [redacted] from the outside</p>	F0755		

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F0755 SS = D	<p>Continued from page 2 clinic and that she delivered the box of [redacted] and the key to the [redacted] or the [redacted] when she arrived at the facility, and there were no discrepancies.</p> <p>During an interview on 12/29/25 at 9:25 AM, the [redacted] in the presence of the [redacted], stated that they did not have a specific policy and procedure for picking up [redacted] from the outside clinic and that they used their general [redacted] policy. The [redacted] stated, that their corporate office only had the general [redacted] policy but nothing specific about picking up [redacted].</p> <p>According to facility's policy dated 9/1/2024, with a revision date of 3/6/2025 and titled: "Controlled Substance Administration and Accountability", it stated that "controlled substances are delivered and signed for a licensed nurse."</p> <p>During an interview on 12/29/25 at 10:08 AM, the Registered Nurse (RN #1) stated that a CNA should not pick up [redacted] because it was [redacted] medication, and CNAs do not handle [redacted] or any type of medication. RN #1 further stated that a CNA should not handle or deliver [redacted] or any sort of medication because they are not licensed.</p> <p>NJAC 8:39-29.4(k); 29.7(c)</p>	F0755		

New Jersey State Department of Health

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S0000	Initial Comments  Complaint #: 2693362  Census: 174  Sample Size: 8  The facility was not in compliance with the standards in the New Jersey Administrative code, 8:39, standards for licensure of Long-Term Care Facilities. 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 the provisions of the New Jersey Administrative Code, Title 8, chapter 43E, enforcement of licensure regulations.	S0000		
S0560	Mandatory Access to Care  CFR(s): 8:39-5.1(a)  The facility shall comply with applicable Federal, State, and local laws, rules, and regulations.  This LICENSURE REQUIREMENT is NOT MET as evidenced by:  Complaint #: 2693362  Based on interviews and review of facility documents on 12/18/2025, 12/22/2025, 12/23/2025, and 12/29/2025, it was determined that the facility failed to ensure staffing ratios were met for 5 of 14-day shifts reviewed. This deficient practice had the potential to affect all residents.  Findings include:  Reference: New Jersey Department of Health (NJDOH) memo, dated 01/28/2021, "Compliance with N.J.S.A. (New Jersey Statutes Annotated) 30:13-18, new minimum staffing requirements for nursing homes," indicated the New Jersey Governor signed into law P.L. 2020 c 112,	S0560	No Residents were affected by this deficient practice  All Residents have the potential to be affected by this deficient practice.  Additional per diem, part time and fulltime were scheduled to meet minimum staff to resident ratios. Licenses/ certifications were verified by the staffing manager/ Human Resources for current licensed certified staff. DON / Designee to in-service Staffing Coordinator on appropriate staffing levels. The facility has advertised open jobs through online recruitment platforms as well as traditional recruitment firms. The facility has conducted job fairs and has contracts with nursing staffing agencies.  The Scheduling manager or designee will audit weekly x4 weeks and monthly x2 months to ensure staffing levels are within the mandated ratios. All identified concerns will be corrected immediately. The results of the audits will be reviewed in QAPI monthly.	01/16/2026

Office of Primary Care and Health Systems Management

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S0560	<p>Continued from page 1 codified as N.J.S.A. 30:13-18 (the Act), which established minimum staffing requirements in nursing homes. The following ratio (s) were effective on 02/01/2021:</p> <p>One Certified Nurse Aide (CNA) to every eight residents for the day shift. One direct care staff member to every 10 residents for the evening shift, provided that no fewer of all staff members shall be CNAs and each direct staff member shall be signed into work as a certified nurse aide and shall perform nurse aide duties: and One direct care staff member to every 14 residents for the night shift, provided that each direct care staff member shall sign in to work as a CNA and perform CNA duties.</p> <p>For the 2 weeks of Complaint staffing from 11/30/2025-12/13/2025, the facility was deficient in CNA staffing for residents on 5 of 14 day shifts as follows:</p> <p>On 11/30/25 had 17 CNAs for 171 residents on the day shift, required at least 21 CNAs.</p> <p>On 12/4/25 had 20 CNAs for 172 residents on the day shift, required at least 21 CNAs.</p> <p>On 12/6/25 had 19 CNAs for 172 residents on the day shift, required at least 21 CNAs.</p> <p>On 12/7/25 had 17 CNAs for 172 residents on the day shift, required 21 CNAs.</p> <p>On 12/13/25 had 18 CNAs for 172 resident son the day shift, required at least 21 CNAs.</p>	S0560		

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F0000	<p>INITIAL COMMENTS</p> <p>An offsite/desk review of the facility's Plan of Correction was conducted on 2/10/2026 in relation to the 12/29/2025 Complaint survey. The facility was found to be in compliance with 42 CFR Part 483, Requirements for Long Term Care Facilities.</p>	F0000		12/23/2025

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S0000	Initial Comments  An offsite/desk review of the facility's Plan of Correction was conducted on 2/10/2026 in relation to the 12/29/2025 State of New Jersey Complaint survey. The facility was found to be in compliance with the Standards in the New Jersey Administrative Code, Chapter 8:39, Standards for Licensure of Long Term Care Facilities.	S0000		12/23/2025

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