

New Jersey Department of Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15C000	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 03/06/2022
NAME OF PROVIDER OR SUPPLIER IVYSTONE SENIOR LIVING		STREET ADDRESS, CITY, STATE, ZIP CODE 7999 ROUTE 130 NORTH PENNSAUKEN, NJ 08110		
(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
A 000	<p>Initial Comments</p> <p>Initial Comments: TYPE OF SURVEY: Complaint COMPLAINT #: NJ152371, NJ149756, NJ151154, NJ145616, NJ150145 and NJ146507</p> <p>CENSUS: 47</p> <p>SAMPLE SIZE: 10</p> <p>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, based on this Complaint Survey.</p> <p>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</p>	A 000		
A1205	<p>8:36-17.3(a)(10) Housekeeping-Sanitation-Safety-Maintenance</p> <p>(a) The housekeeping and sanitation conditions in paragraphs 1 through 12 below shall be met. Application of this requirement with respect to the individual living environment shall take into consideration residents' personal preferences for style of living:</p> <p>10. Effective and safe controls shall be used to minimize and eliminate the presence of rodents, flies, roaches and other vermin in</p>	A1205		

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

TITLE

(X6) DATE

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A1205	<p>Continued From page 1</p> <p>the facility;</p> <p>This REQUIREMENT is not met as evidenced by: Repeat Deficiency</p> <p>Complaint Intakes: NJ149756, NJ146407, and NJ151154</p> <p>Based on observation, interview, and record review, it was determined that the facility failed to have an effective pest control program in place to eliminate the presence of pests in the facility which affected eight of ten residents (Resident #'s 3, 4, 5, 6, 7, 8, 9, and 10), and had the potential to affect all residents. This same deficient practice was cited during the 3/30 21 survey.</p> <p>Findings included:</p> <p>On 3/5/22, surveyors reviewed the following requested facility documents which revealed that the facility had an on-going pest control problem:</p> <p>1. Resident Council Meeting minutes: Resident Council minutes dated [NJ Ex Order 26.4b1], indicated, "...We need better extermination. All they are doing is using chemicals from [a big box retail hardware store] and it is not strong enough to control the pest"</p> <p>Resident Council minutes dated [NJ Ex Order 26.4b1], indicated that residents reported there was a [NJ Ex Order 26.4b1] in a room for over a week. They asked for it to be moved "but no one had come to get it."</p>	A1205		

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A1205	<p>Continued From page 2</p> <p>Resident Council minutes dated [REDACTED] NJ Ex Order 26.4b1, indicated that residents stated mouse traps and the exterminator was needed for residents' rooms. The Director of Maintenance (DM) reported a new exterminator had been hired to continue treatment for bed bugs and would provide new mouse traps as well.</p> <p>Resident Council minutes dated [REDACTED] NJ Ex Order 26.4b1, revealed that bed bugs continued to be a problem. Resident #8 reported [REDACTED] were in their clothes and in the bags in Resident #8's bedroom. The meeting minutes indicated rooms were often skipped when the exterminator was present. During the meeting, the minutes also indicated, "Residents were counseled on how to report [REDACTED] NJ Ex Order 26.4b1 concerns to the front desk so it could be documented for [REDACTED] NJ Ex Order 26.4b1 when they were on the premises."</p> <p>The facility was unable to provide the [REDACTED] NJ Ex Order 26.4b1 Resident Council meeting minutes and according to the Assistant Executive Director (AED), the [REDACTED] NJ Ex Order 26.4b1 Resident Council minutes could not be located, and staff responsible were not able to be reached.</p> <p>2. [REDACTED] NJ Ex Order 26.4b1 services Pest control services was reviewed from [REDACTED] NJ Ex Order 26.4b1 until [REDACTED] NJ Ex Order 26.4b1. It was indicated the facility had [REDACTED] NJ Ex Order 26.4b1 activities throughout the entire facility, which included [REDACTED] NJ Ex Order 26.4b1 and [REDACTED] NJ Ex Order 26.4b1.</p> <p>3. Maintenance [REDACTED] NJ Ex Order 26.4b1 Logs Surveyor reviewed the maintenance logs which revealed issues in residents' rooms with [REDACTED] NJ Ex Order 26.4b1, and [REDACTED] NJ Ex Order 26.4b1 from [REDACTED] NJ Ex Order 26.4b1 until [REDACTED] NJ Ex Order 26.4b1.</p> <p>Surveyor #1</p>	A1205		

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A1205	<p>Continued From page 3</p> <p>On 03/05/2022 at 1:45 PM, the surveyor toured the facility which included the main dining room and residents' halls. No [REDACTED] were observed at that time.</p> <p>On 03/05/2022 at 1:56 PM, a tour of Resident #4's room revealed [REDACTED] in the closet by the door, one near Resident #4's bed and one by the door going out of Resident #4's room. Surveyor also observed two other [REDACTED] that Resident #4 had purchased. The [REDACTED] were placed on the window frame and the second [REDACTED] was placed under the heater and air conditioner unit, the one on the window frame appeared to have some [REDACTED] on. The [REDACTED] were empty at the time. An observation under Resident #4's mattress revealed no [REDACTED].</p> <p>On 03/05/2022 at 2:15 PM, Resident #5 approached the surveyor and stated that residents in the facility complained about the [REDACTED] and [REDACTED]. Resident #5 stated that the facility had worked hard to keep the [REDACTED] out, but it was hard because most of residents kept food in their rooms. Surveyor also conducted a tour in his/her room, which revealed three [REDACTED] in the room. The [REDACTED] were observed in Resident #5's closet and one under the air conditioner unit in the room and one by the door on the way out of his/her room. Resident #5's snack were observed to be high up on shelves in the room in containers. He/she indicated that it had been over a week since a [REDACTED] was trapped in one of the [REDACTED] in their room. The surveyor observed that [REDACTED] were empty at that time. Resident #5 also indicated that the maintenance staff provided alcohol water to spray on the beds to [REDACTED] the [REDACTED] and that the spray was placed on the bed side table.</p>	A1205		

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A1205	<p>Continued From page 4</p> <p>On 03/05/2022 at 5:07 PM, the surveyor interviewed Resident #4. During the interview, the resident stated that the facility was [REDACTED] with [REDACTED], [REDACTED], and [REDACTED] and that one could see them in the hallways. Resident #4 showed the surveyor five [REDACTED] in his/her room. Resident #4 indicated the [REDACTED] infestation was so bad that they had to put a [REDACTED] on the window frame at night. Resident #4 also stated that their bed had been [REDACTED] with the [REDACTED] that alcohol spray was given to them to [REDACTED] the [REDACTED].</p> <p>On 03/05/2022 at 5:20 PM, the surveyor interviewed Resident #3 and Resident #7 and asked if they had ever seen any [REDACTED] and/or [REDACTED] in the building. Both residents indicated that they saw them all the time. Resident #3 also indicated that [REDACTED] and [REDACTED] were so bad in the facility that they had to put their snacks on the windows to prevent the [REDACTED] from getting in their food. Resident #3 showed the surveyor three [REDACTED] that were in the resident's room. The [REDACTED] were empty at the time. However, the resident stated that in the morning, one would see one or two somewhere.</p> <p>On 03/05/2022 at 6:10 PM, during a surveyor's interview with Resident #9, the resident indicated that the building was infested with [REDACTED]. However, he/she stated that the [REDACTED] were under control in their room. Resident #9 indicated they put something under the door nightly to prevent [REDACTED] from coming into the room.</p> <p>On 03/05/2022 at 6:45 PM, Resident #6 stated that there were [REDACTED] everywhere. Resident #6 indicated they had bed [REDACTED] to his/her [REDACTED] and was being treated with a [REDACTED].</p>	A1205		

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A1205	<p>Continued From page 5</p> <p>NJ Ex Order 26.4b1. Surveyor observed that the resident's NJ Ex Order 26.4b1 healed NJ Ex Order 26.4b1. Additionally, while at the resident's room, the surveyor observed a NJ Ex Order 26.4b1 on the side of the mattress up towards Resident #6. The resident NJ Ex Order 26.4b1 with their fingers onto floor and stated, "That is a NJ Ex Order 26.4b1."</p> <p>On 03/06/2022 at 1:00 PM, the surveyor conducted a tour of the facility was with the Director of Maintenance (DM). During the tour, the surveyor observed from inside of the facility that there were no door sweeps present on the doors at the end of the halls. The DM indicated that he would make a note of the observation.</p> <p>On 03/06/2022 at 1:45 PM, a tour of the kitchen was also conducted. The surveyor interviewed the Director of Culinary Experience (DOCE) who indicated that he had been working at the facility since NJ Ex Order 26.4b1. Surveyor observed NJ Ex Order 26.4b1 for NJ Ex Order 26.4b1 and other NJ Ex Order 26.4b1 in the kitchen. The DOCE indicated the NJ Ex Order 26.4b1 were a lot better now than they were three months ago.</p> <p>On 03/06/2022 at 2:30 PM, the surveyor interviewed Resident #8. He/she indicated the facility had issues with NJ Ex Order 26.4b1 and NJ Ex Order 26.4b1 and had last seen NJ Ex Order 26.4b1 in their room last month. He/she stated that they had to be transferred to a new room NJ Ex Order 26.4b1. Resident #8 stated that the NJ Ex Order 26.4b1 in the rooms helped a lot, and that the move to a new room helped more with the NJ Ex Order 26.4b1 problem. The surveyor observed the presence of two NJ Ex Order 26.4b1 inside the resident's room.</p> <p>On 03/06/2022 at 3:30 PM, the surveyor interviewed Resident #10 who also indicated that there was NJ Ex Order 26.4b1 problem at the facility with</p>	A1205		

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A1205	<p>Continued From page 6</p> <p>NJ Ex Order 26.4b1 and NJ Ex Order 26.4b1. Resident #10 indicated that they had been moved to a different room, but that the NJ Ex Order 26.4b1 problem was also present in that new room.</p> <p>Surveyor #2</p> <p>2. Surveyor's review of Resident #6's medical record revealed that the resident has history of EX Order 26 § 4b1</p> <p>A review of a physician's order dated NJ Ex Order 26.4b1, revealed an order for EX Order 26 § 4b1, which indicated, "Apply [redacted] and with "indications for use: [redacted]."</p> <p>On 03/05/2022 at 5:13 PM, surveyor interviewed with Licensed Practical Nurse (LPN) #1. LPN #1 stated Resident #6 was being treated with a [redacted].</p> <p>During an interview on 03/05/2022 at 6:45 PM, Resident #6 told the surveyor that there were NJ Ex Order 26.4b1 everywhere. Resident #6 indicated he/she had NJ Ex Order 26.4b1 to their [redacted] and was being treated with a [redacted]. An observation was made of Resident #6's [redacted], and this surveyor observed Resident #6's [redacted] to have healed areas.</p> <p>During an observation of the resident's [redacted], the surveyor observed a NJ Ex Order 26.4b1 on the side of the mattress up towards Resident #6. The resident NJ Ex Order 26.4b1 with his/her fingers onto the floor and stated, "That is a [redacted]."</p> <p>On 03/06/2022 at 1:13 PM and 2:26 PM, an interview was conducted with the Regional Director (RD). The RD stated the facility had an ongoing treatment plan for NJ Ex Order 26.4b1 since [redacted], and that the State of New Jersey had [redacted].</p>	A1205		

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A1205	<p>Continued From page 7</p> <p>requested a plan of correction for [REDACTED] NJ Ex Order 26.4b1.</p> <p>On 03/06/2022 at 4:45 PM, the surveyor conducted an interview with the Executive Director (ED). The ED stated that they had put a plan of correction in place for the [REDACTED] NJ Ex Order 26.4b1 and were currently working on it. During a follow-up telephone interview on 03/28/2022 at 2:20 PM, the ED stated that the facility had sent in a plan of correction to the state inspector at the New Jersey Department of Health and the Housing Inspection Department. The RD stated that the inspector had been getting complaints about the [REDACTED] issues, however, the facility had been corresponding with him about the [REDACTED] control concerns.</p> <p>Surveyor's review of the facility's undated policy, titled, "Insect and Rodent Control," did not include comprehensive plans and interventions to address the facility's pest problem. Further review of this policy revealed the following: "The Residence shall be maintained free from insects and rodents at all times</p> <ol style="list-style-type: none"> 1. Control services are provided by a reputable pest control firm on a monthly basis. 2. All windows and doors shall have tight fitting screens and kept in good repair, be self-closing, open outward and shall not be kept popped open." 	A1205		