New Jersey Department of Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION A. BUILDING: B. WING	(X3) DATE SURVEY COMPLETED
	060507		C 07/26/2022

NAME OF PROVIDER OR SUPPLIER
COMPLETE CARE AT COURT HOUSE, LLC

STREET ADDRESS, CITY, STATE, ZIP CODE
144 MAGNOLIA DRIVE
CAPE MAY COURT HOUSE, NJ 08210

(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	Initial Comments C#: NJ156363, NJ154848, NJ152252, NJ153322, NJ154503 CENSUS: 110 SAMPLE SIZE: 6 The facility is not in substantial compliance with all of 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 provisions of New Jersey Administrative Code Title 8, Chapter 43E, Enforcement of Licensure Regulations.	S 000		
S 560	8:39-5.1(a) Mandatory Access to Care (a) The facility shall comply with applicable Federal, State, and local laws, rules, and regulations. This REQUIREMENT is not met as evidenced by: C#: NJ156363, NJ154848, NJ152252, NJ153322, NJ154503 CENSUS: 110 SAMPLE SIZE: 6 Based on facility document review on 7/26/2022 and 7/27/2022, it was determined that the facility failed to ensure staffing ratios were met to	S 560	S-560 - 8:39-5.1(a) Mandatory Access to Care □ STATE□S STAFFING RATIOS I. CORRECTIVE ACTIONS ACCOMPLISHED FOR RESIDENTS FOUND TO HAVE BEEN AFFECTED BY THE DEFICIENT PRACTICE: The facility actively sought to fill all open CNA shifts to comply with state mandated ratios No residents have been adversely affected by the deficient	8/26/22

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE: Electronically Signed
TITLE
(X6) DATE: 08/19/22

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S 560	Continued From page 1 maintain the required minimum staff-to-resident ratios as mandated by the State of New Jersey for 33 of 35 Certified Nurse's Aides (CNAs) for Day shifts, 1 of 35 Direct Care staff for Evening Shifts, and 9 of 35 Direct Care Staff for Overnight Shifts. 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 NJSA (New Jersey Statutes Annotated) 30:13-18, new minimum staffing requirements for nursing homes," indicated the New Jersey Governor signed into law PL 2020 c 112, codified as NJSA 30:13-18 (the Act), which established minimum staffing requirements in nursing homes. The following ratio (s) were effective on 02/01/2021: 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. The facility was deficient in Staffing as follows: 33 of 35 CNA Day shift Staffing: 4/24/22 The facility had 10 CNAs for 112 residents for day shift, required 14 4/25/22 The facility had 10 CNAs for 109	S 560	practice. II. IDENTIFICATION OF RESIDENTS WHO HAVE THE POTENTIAL TO BE AFFECTED BY THE SAME DEFICIENT PRACTICE All residents have the potential to be affected by this deficient practice. III. SYSTEMIC CHANGES TO ENSURE THAT THE DEFICIENT PRACTICE DOES NOT RECUR Facility□s Recruitment and Retention Strategies and Efforts have been in progress, which include but are not limited to the following: The staffing coordinator continues to identify staffing ratios daily. The staffing coordinator will continue to attempt to ensure that all open shifts are covered Aggressively run ads in various social media platforms and employment application websites Contract with staffing agencies Conduct Staff Appreciation programs and activities to promote Staff Retention Center has contracted CNA class based out of Rowan University. IV. MONITORING OF CORRECTIVE ACTIONS Staffing Coordinator or designee will submit monthly reports to the QAPI (Quality Assurance and Performance Improvement) Committee X 3 months, regarding all efforts made to try to comply with the State□s Staffing Ratios. Reports will include the status of all recruitment and retention efforts. The QAPI (Quality	

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S 560	Continued From page 2 residents for day shift, required 14 4/26/22 The facility had 11 CNAs for 109 residents for day shift, required 14 4/27/22 The facility had 10 CNAs for 109 residents for day shift, required 14 4/28/22 The facility had 12 CNAs for 109 residents for day shift, required 14 4/29/22 The facility had 13 CNAs for 109 residents for day shift, required 14 4/30/22 The facility had 9 CNAs for 110 residents for day shift, required 14 5/1/22 The facility had 8 CNAs for 111 residents for day shift, required 14 5/2/22 The facility had 12 CNAs for 111 residents for day shift, required 14 5/3/22 The facility had 10 CNAs for 110 residents for day shift, required 14 5/4/22 The facility had 9 CNAs for 108 residents for day shift, required 13 5/6/22 The facility had 12 CNAs for 107 residents for the day shift, required 13 5/7/22 The facility had 10 CNAs for 108 residents for the day shift, required 13 6/26/22 The facility had 5 CNAs for 101 residents for the day shift, required 13 6/27/22 The facility had 9 CNAs for 101 residents for the day shift, required 13 6/28/22 The facility had 11 CNAs for 99 residents for the day shift, required 12 6/29/22 The facility had 9 CNAs for 99 residents for the day shift, required 12 6/30/22 The facility had 8 CNAs for 99 residents for the day shift, required 12 7/1/22 The facility had 9 CNAs for 101 residents for the day shift, required 12 7/3/22 The facility had 11 CNAs for 103 residents for the day shift, required 13 7/4/22 The facility had 8 CNAs for 103 residents for the day shift, required 13 7/5/22 The facility had 9 CNAs for 103 residents	S 560	Assurance and Performance Improvement) Committee will determine the need for further action plans.	

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S 560	Continued From page 3 for the day shift, required 13 7/6/22 The facility had 7 CNAs for 103 residents for the day shift, required 13 7/7/22 The facility had 10 CNAs for 103 residents for the day shift, required 13 7/8/22 The facility had 10 CNAs for 103 residents for the day shift, required 13 7/9/22 The facility had 9 CNAs for 103 residents for the day shift, required 13 7/10/22 The facility had 9 CNAs for 105 residents for the day shift, required 13 7/11/22 The facility had 9 CNAs for 105 residents for the day shift, required 13 7/12/22 The facility had 11 CNAs for 105 residents for the day shift, required 13 7/13/22 The facility had 11 CNAs for 105 residents for the day shift, required 13 7/14/22 The facility had 11 CNAs for 105 residents for the day shift, required 13 7/15/22 The facility had 12 CNAs for 105 residents for the day shift, required 13 7/16/22 The facility had 10 CNAs for 102 residents for the day shift, required 13 1 of 35 Evening Shifts as follows: 4/25/22 The facility had 10 direct care staff members for 109 residents for the evening shift, required 11 9 of 35 Overnight Shifts as follows: 4/24/22 The facility had 6 direct care staff members for 112 residents for the overnight shift, required 8 4/25/22 The facility had 6 direct care staff members for 109 residents for the overnight shift, required 8 4/30/22 The facility had 7 direct care staff members for 110 residents for the overnight shift,	S 560		

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S 560	Continued From page 4 required 8 5/1/22 The facility had 7 direct care staff members for 111 residents for the overnight shift, required 8 5/4/22 The facility had 7 direct care staff members for 108 residents for the overnight shift, required 8 5/6/22 The facility had 7 direct care staff members for 107 residents for the overnight shift, required 8 7/7/22 The facility had 6 direct care staff members for 103 residents for the overnight shift, required 7 7/11/22 The facility had 6 direct care staff members for 105 residents for the overnight shift, required 7 7/16/22 The facility had 5 direct care staff members for 102 residents for the overnight shift, required 7	S 560		