

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER / SUPPLIER / CLIA IDENTIFICATION NUMBER 335172	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 06/26/2020
NAME OF PROVIDER OF SUPPLIER COMPREHENSIVE REHAB & NURSING CTR AT WILLIAMSVILLE		STREET ADDRESS, CITY, STATE, ZIP 147 REIST STREET WILLIAMSVILLE, NY 14221	
For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)		
F 0919 Level of harm - Minimal harm or potential for actual harm Residents Affected - Some	<p>Make sure that a working call system is available in each resident's bathroom and bathing area.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</p> <p>Based on observation, interview and record review during an Abbreviated survey (Complaint #NY 971) completed on 6/26/20, the facility did not maintain resident call bell systems in working order. Specifically, call bells in resident rooms did not activate the light above the room's door or the indicator of the call bell system at the Nurses' Station. This affected three (Unit 1/2, Unit 5, Unit 6) of three resident units. This involved Residents #1, 3, 7, 12, 13, 14, 15, 16 and 19. The findings are: Review of the facility's policy and procedure entitled Nurse Call System with revised date of 1/1/15 revealed to ensure resident safety and the ability to communicate with personnel in the event of an emergency while in locations including but not limited to bedroom and bathroom: nurse call systems must have redundant forms of notification, calls initiated must be visibly and audibly annunciated at the call station and all code calls must be visibly and audibly annunciated at the nurse control station. In resident occupied areas each room shall be served by at least one calling station and each resident shall be provided with a call device. Calls shall register with the floor staff and shall activate a visible signal in the corridor at the resident's door. In multi-corridor nursing units, indicating lights shall be provided at each station. The facility shall provide a supplemental device to residents while the system is undergoing routine or scheduled maintenance. 1a. During observations and staff interviews on Unit 5 on 5/19/20 from 9:52 AM to 2:00 PM revealed the following: - Licensed Practical Nurse (LPN) #1 activated the bedside call bell station for private resident room [ROOM NUMBER] and the light above the door frame did not illuminate and no information appeared on the call bell system monitor at the Nurses' Station. At the time of the observation, LPN #1 stated each call bell station should light at the room's door frame and the monitor at the Nurses' Station. - The call bell stations at the bedsides of resident room [ROOM NUMBER] door and #516 window had exposed wires, missing cords and the light above the door frame was blinking. At this time, no tap bells were observed at the bedsides of either bed. - The Unit 5 call bell system monitor showed the message, 504B Cord Out. At this time, observation inside resident room [ROOM NUMBER] with LPN #1 revealed the window side call bell station had a connected cord and when LPN #1 activated the call bell, the light above the door frame illuminated, but the same message remained on the Nurses' Station monitor. Additionally, when LPN #1 activated the door side call bell, the light above the door frame illuminated, but no information appeared on the call bell system monitor at the Nurses' Station. - The call bell station at the bedsides of resident room [ROOM NUMBER] Door and #535 Window had exposed wires and missing cords. - When the call bell station at the bedside of resident room [ROOM NUMBER] door was activated, the light above the door frame did not illuminate. - During an interview on 5/19/20 at 10:45 AM, Unit Secretary #1 stated there have been problems with the call bell system on Unit 5 in some rooms but was not sure how long or exactly how many rooms are affected. Unit Secretary #1 further stated Maintenance was made aware by a computer work order. - During an interview on 5/19/20 at 1:15 PM, Certified Nurse Aide (CNA) #2 stated the call bell system monitor at the Unit 5 Nurses' Station has not worked for months. They look for the lights on the door frames in the hall to know who needs help and it is a problem when the lights on the doors don't work. At this same time, LPN #2 stated all residents on Unit 5 are currently on 15 Minute Checks today due to the call bell system. 1b. During observations and staff interviews on Unit 6 on 5/20/20 from 8:30 AM to 9:26 AM revealed the following: - When the call bell was activated at the bedside of resident room [ROOM NUMBER] window, the light above the room's door frame did not illuminate and the corresponding light on the call bell system monitor at the Nurses' Station did not illuminate. - When the call bell was activated at the bedside of private resident room [ROOM NUMBER], the light above the room's door frame did not illuminate and the corresponding light on the call bell system monitor at the Nurses' Station did not illuminate. During an interview at the time of the observation, Unit Secretary #2 stated they were not aware that the lights for Resident room [ROOM NUMBER] were broken. - When approaching resident room [ROOM NUMBER], the light above the room's door frame was illuminated. During an interview at the time of the observation, both residents of resident room [ROOM NUMBER] stated they did not touch their call bell buttons and the resident of room [ROOM NUMBER] door added that the call bell system lights up at the door frame without being touched. At this time, this Surveyor cancelled the call bells at the wall units at the bedsides of room [ROOM NUMBER] door and window. While still interviewing the residents of resident room [ROOM NUMBER], ten minutes later, CNA #3 approached the room and stated the call light was illuminated above the door frame. At this time, both residents stated they did not activate their call bells and CNA #3 cancelled both call bells at the wall units. Additionally, 30 minutes later, the call light at the Nurses' Station monitor was illuminated for resident room [ROOM NUMBER] door and the light above the door frame of Resident room [ROOM NUMBER] was illuminated. At this time, the door side resident was not in the room and the window side resident stated the door side resident had left the room about ten minutes earlier. During an interview on 5/20/20 at 9:31 AM, CNA #3 stated today is the first time they were made aware of any malfunction of the call bell system in resident room [ROOM NUMBER] or #615. Maintenance staff just fixed some loose connections in the Unit 6 call bell system about two weeks ago. CNA #3 further stated when there is a problem with a resident's call bell, the resident is given a bell to ring. During an interview on 5/20/20 at 9:41 AM, Unit Manager (UM) #1 stated they were aware of one or two faulty call bells on Unit 6 but was not aware of Resident room [ROOM NUMBER] or #607. UM #1 further stated the call bell system on Unit 6 is old and when problems are identified, Maintenance is called or a work order is entered into the computer. Maintenance is called to repair the call bell system on a routine basis. Additionally, UM #1 stated when a resident's call bell is not working, that resident is given a tap bell and/ or placed on 15 Minute Checks, it depends on the person, and no residents are currently on 15 Minute Checks. 1c. During Resident interviews on 5/19/20 and 5/20/20 revealed the following: - Resident #3 stated they were not given a tap bell to ring and did not know how to call for help. - Resident #7 stated, My call bell station has been like that since before I got here and if I need help, I yell. - Resident #12 stated they have lived in this room for eight days and has had no call bell since then and was not given a tap bell. Resident #12 also stated, When I need help, I get into my wheelchair and go down to the Nurses' Station to tell them that I need help, and about one hour ago, I wheeled myself down to the Nurses' Station to let them know that I had to urinate, and no staff member has been in my room in hours to check on me and I still have to urinate now. - Resident #13 stated the bedside call bell station has been broken for about one month. Resident #13 also stated, I was not given a tap bell and if I need help, I call the Nurses' Station on my own cell phone and they don't always answer the call. Resident #13 also stated the last time a staff member was in the room to check on them was approximately two hours ago. - Resident #15 stated they have been living here for about six months and the call bell at their bedside had on and off problems for the first three months and was completely broken for the last three months. Resident #15 further stated, When I need help, I get into my wheelchair and go to the Nurses' Station, but there was a day a couple of months ago that I was very sick, and I needed help and couldn't get it. Additionally, Resident #15 stated someone checks on my roommate and I periodically, but not as frequently as every 15</p>		

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

TITLE

(X6) DATE

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 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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F 0919 Level of harm - Minimal harm or potential for actual harm Residents Affected - Some	<p>(continued... from page 1) minutes today. - Resident #16 stated, My call bell does not work, I was not provided a tap bell, and I yell for help when needed. - Resident #19 stated, The whole call bell system is messed up and has been like that for a long time and I was never given a bell. Resident #19 further stated they had spoken to nurses about it in the past and maintenance has tried to fix it several times. - Resident #14 stated, I did not have a working bedside call bell for 40 days while residing on Unit 1, and during this time, the facility gave me a tap bell, which was useless. Resident #14 further stated, My spouse bought me a cell phone because my call bell was not working, and when I needed help during that period, I would call my spouse at home with the cell phone and my spouse would call the facility's desk for help. - Resident #1 stated the bedside call bell stopped working around late February or early March 2020 and was fixed last week. Resident #1 further stated, I did not receive a tap bell while my call bell was out, and during that time, when I needed help, I went out into the hall to get help. During an interview on 5/19/20 at 2:04 PM, the Director of Maintenance stated today was the first they had heard of any call bells being down on Unit 5. Additionally, on 5/19/20 at 4:30 PM, the Director of Maintenance stated the call bell system on Unit 1 went down sometime in March, the facility needed to special-order a part, and the system was down for a couple of days. On 5/20/20 at 12:52 PM the Director of Maintenance stated that each of the facility's three resident units have their own separate and independent call bell system. During an interview on 5/20/20 at 11:55 AM, UM #2 stated the call bells on Unit 1-2 were down off and on for a couple of weeks, but all are in working order now. UM #2 further stated at times, the outage affected only Unit 1 or only Unit 2, and other times, the whole floor (Units 1 and 2 combined) were affected. UM #2 also stated during the issue, some residents were given a tap bell, and some were under 15 Minute Checks, and it depended on the resident. During an interview on 5/20/20 at 10:50 AM, the Administrator stated two new transformers were ordered for the Unit 1's call bell system on 3/17/20 and have been installed, and the problem was not system-wide, but only affected the call bell of one room, Resident room [ROOM NUMBER]. Additionally, the Administrator stated they were not aware of any current issues with the call bell systems in Unit 5 or Unit 6. 415.29</p>		