MSDH - Health Facilities Licensure and Certification

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	50CH	A. BUILDING: _____ B. WING _____	04/14/2021

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
CHOCTAW RESIDENTIAL CENTER	135 RESIDENTIAL CENTER RD CHOCTAW, MS 39350

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M 000	Initial Comments The State Agency (SA) conducted an Annual Survey and nine (9) Complaint Investigations (CI) on 4-6-21 through 4-14-21. CI 00017537 related to Quality of Care (QOC) for residents not groomed was substantiated. During the survey and complaint investigations, the SA determined the facility was not in compliance with the Minimum Standards for Institutions for the Aged or Infirm. The SA cited deficiencies M500 and M610 all at a level II. The investigations were (CI) 00017309 related to QOC for neglect and weight loss, (CI)00016788 related to QOC for unlicensed staff, (CI) 00017433 related to QOC for medications not being administered,(CI)00017459 related to QOC for residents being left wet for an extended time and neglect,(CI) 00017127 related to injury of unknown origin, (CI) 00017286 related to falls , 00017310 related to falls and (CI) 00017457 related to falls were all unsubstantiated. The facility census was 82 and licensed for 120 beds.	M 000		
M 610	45.21.2 Activities of daily living Activities of daily living. Each resident shall receive assistance as needed with activities of daily living to maintain the highest practicable well being. These shall include, but not be limited to: 1. Bath, dressing and grooming; 2. Transfer and ambulate; 3. Good nutrition, personal and oral hygiene; and 4. Toileting. This Statute is not met as evidenced by: Level II	M 610	* Resident #78 nails were cleaned and cut	6/21/21

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M 610	Continued From page 1 Based on observation, staff and resident interviews, record review and review of the facility policy, the facility failed to provide the necessary services to maintain good grooming and personal hygiene as evidenced by failure to provide nail care and washing of hair for two (2) of nineteen (19) residents observed for Activities of Daily Living (ADL) care. Resident # 76 and # 28. Findings include Review of the facility's policy titled " Activities of Daily Living Policy" updated July 2014, revealed "Based on previous evaluations and current data, the nursing staff...will seek to identify the level of care a resident requires for ADLs...the nursing staff will assess the resident upon admission, quarterly and with significant changes to ensure proper assistance is provided." Resident # 76 On 4/6/21 at 10:13 AM, Resident #76 was up in his wheelchair in his room and his nails were long and dirty. He was asked about his nails and he said they are dirty. On 4/7/21 at 10:35 AM, Resident #76 was up his in wheelchair at the table in dayroom coloring. He was shaved, his nails were long, jagged and yellow. On 4/7/21 at 12:50 PM Resident # 76 was observed sitting up at table in dayroom coloring. His nails were not cut. His nails were long and jagged. On 04/08/21 at 08:23 AM, Resident # 76 was	M 610	on 4/13/2021 by the 7/3 Charge Nurse. For resident #28 her hair was washed and styled on 4/12/2021. Staff was in-serviced on 4/22/2021 on ADL care to include nail care and hair care. * The facility was able to determine that all residents requiring nail care and hair care by staff had the potential to be affected by this alleged deficient practice. * An audit of all residents fingernails was completed by 4/20/2021 by the 7/3 Charge Nurse. Nail care was immediately provided if needed. The Staff Development Director gave an in-service on 4/22/2021 on ADL care to include providing nail care as being a part of ADL care. An audit on all residents hair was completed by 4/20/2021. Any resident that appeared to need hair care immediately received a shampoo. The Staff Development Director gave an in-service 4/22/2021 on hair care/shampooing of hair being a part of ADL care. A monitoring system has been put into place to ensure that proper nail care and shampooing of hair is provided. The 7/3 Charge Nurse will monitor the nail care/hair care weekly for 3 months and then monthly for 3 months and then random audits will be done on nails and hair care. The audit will begin on 6/7/2021. The results of the monitoring will be reported to the Director of Nursing/Assistant Director of Nursing weekly. * The Director of Nursing/Assistant	

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M 610	Continued From page 2 observed sitting up in his wheelchair in his room feeding himself breakfast. His nails were long and jagged. On 04/12/21 at 09:20 AM, Resident # 76 was observed sitting up in day room. His nails were long, jagged, and dirty. On 4/12/21 at 2:37 PM, in an interview with Certified Nursing Assistance (CNA)# 1 revealed he does not resist nail care. The nurses cut his nails. State Agency (SA) asked why and she stated the nurse tell you who nails they will cut. On 4/12/21 at 3:16 PM, interview with CNA #2 revealed she has worked her for 2 years. Resident #76 does not refuse care. She further stated CNAs do not do his nail care, the nurses do. On 4/13/21 at 10:15 AM, resident was up in his wheelchair in dayroom. Fingernails were long dirty and jagged. Resident #76 stated "they are dirty." On 4 /13/21 at 2:49 PM, in an interview with the Administrator, it was confirmed the family calls and complains about his care a lot. The family also complained about his nails needing to be cut. SA and Administrator went Resident #76, and the Administrator confirmed his nails were very long. On 4/13/21 at 3:15 PM, SA went back to Resident # 76's room and asked him if the staff had trimmed his nails and he smiled and said "they sure did." Asked if he liked his nails that short and he stated "I sure do." Interview on 4/14/21 at 10:16 AM, with Registered	M 610	Director of Nursing will review the audits weekly for any care not being provided on 6/14/2021. The results of the audit will be reported to Quality Assurance/Performance Improvement committee quarterly beginning 5/26/2021 by the Director of Nursing/Assistant Director of Nursing to determine if compliance is maintained or if any changes in monitoring should be made.	

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M 610	Continued From page 3 Nurse (RN) #5, revealed nail care is trimming the nails, cleaning, and filing.. RN #5 reported "The RN's cut the residents nails if they are Diabetic." On 4/14/21 at 11:20 AM, in an interview with the Director of Nurses (DON), revealed CNA's do nail care which involves cleaning the nails when they get a bath and trimming as needed. Review of Resident #76's Quarterly Minimum Data Set (MDS) dated 3/18/21, revealed Resident #76 had a Brief Interview Mental Status (BIMS) of 10, indicating he was moderately impaired for cognition. He was also coded as being totally dependent for ADLs. Review of Resident # 76 Nail Care Roster for 4/12/21 to 4/13/21 revealed he had received nail care on 4/12/21. Resident #28 On 04/07/21 at 9:00 AM, in an observation of Resident # 28, revealed she was sitting in her wheelchair talking to her roommate in her room. Resident's hair was oily and greasy. On 04/07/21 at 09:05 AM, in an interview with Resident # 28, she explained that she really likes living here and has lived here for many years. She further explained that she gets a bed bath daily but does not get her hair washed regularly. She further explained that the aides tried to wash her hair in the bed several times months ago and about drowned her and got water everywhere and does not wash her hair anymore. She explained that she and her roommate used to get their hair washed weekly in the beauty shop but since the COVID-19 virus the beauty shop has been closed	M 610		

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M 610	Continued From page 4	M 610		

and she has not got her hair washed in a long time. She reported that she would like to have her hair washed more frequently but cannot since the beauty shop is closed. She further explains that the nurses come around frequently and trim and clean nails and sometimes sneak her to the beauty shop to wash her hair. She explained that she has talked to the Administrator regarding get her hair washed.

On 04/08/21 at 09:50 AM, in an observation of Resident #28, resident is sitting in her wheelchair in the dining area listening and singing to music. Resident's hair is still oily and greasy. The hair is observed as so oily that it looks wet.

At 9:55 AM on 04/08/21, in an interview with Resident # 28, she explained that she got her bed bath again this morning but still not had her hair washed. She further explained that she really wishes the beauty shop would open back up.

On 04/12/21 at 11:00 AM, in an interview with Resident # 28, she reported that a nurse took her to the beauty shop on Friday and washed and styled her hair. Resident #28 reported it feels good to have her hair washed.

In an interview on 4/13/21 at 11:05 AM, with CNA #5, explained that she does give Resident #28 a daily bed bath. She further explained Resident #28 refuses to go into the shower and does not like to take showers. When asked CNA #5 about washing the resident's hair, she explained that the resident does not like to have her hair washed in the bed and refuses to let the CNAs wash her hair in the bed. CNA #5 further explained that she has not washed the resident's hair in over a month but that the Unit Manager has tried to wash Resident #28's hair.

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M 610	Continued From page 5 On 4/14/21 at 9:02 AM, in an interview with DON, she explained ADL consists of head-to-toe care and would think hair wash and bath would go together. The resident's hair should have been washed. If resident hair is not washed for 30 days, it can cause build up on the scalp and skin irritation. It can be a dignity issue for the resident. The ADL binder should have been updated. The MDS nurse is new. The MDS nurse is responsible to update the ADL binder. It should have been updated. The ADL binder is used by the CNAs for resident care. When it is not updated the CNA's will not know if something is new or if things have changed. The ADL binder should have been updated quarterly. Review of the Face Sheet for Resident # 28 revealed, the facility admitted Resident #28 on 07/05/12 with the diagnoses of Chronic Obstructive Pulmonary Disease, High Blood Pressure, Major Depressive Disorder, Dementia, Anxiety, and Emphysema. Review of the Annual Minimum Data Set (MDS), with the Assessment Reference Date (ARD) of 2/4/21, for Resident #28, revealed for Section C, Resident #28 had a Brief Interview for Mental Status (BIMS) score of 12, which indicated moderate cognitive impairment. Section E of the MDS indicated no behaviors noted in the seven (7) day look back period, with no rejection of care. Section F of the MDS revealed Resident #28 felt that the choice of her daily activities including showers and bath was very important. Section J of the MDS revealed Resident #28 required extensive assistance of one (1) person with personal hygiene and total dependence of one (1) person assistance with bathing.	M 610		

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M 610	Continued From page 6 Complaint Investigation (CI) MS # 17537 related to Quality of Care for residents not groomed appropriately and CI# 17459 related to failure to monitor and services not provided were substantiated.	M 610		