

F 0253 Provide housekeeping and maintenance services.

Level of harm - Minimal harm or potential for actual harm

Based on observation and interview, the facility failed to provide clean and sanitary patient care equipment when staff did not clean a resident weight scale and a room fan; failed to clean food spills in the cabinet in the resident nutrition room; failed to maintain clean water disposal sink sites in two locked soiled utility custodian closets; and failed to detect and repair nonfunctioning room ventilation in the facility's dirty laundry room. These failures had the potential to affect all the residents in the facility. Findings include:

During an observation of the facility's A hall on 9/25/17 at 4:20 p.m., the resident Detecto weight scale, used to weigh residents while in wheelchairs, was noted to be dirty with dried splashed food spills. It was covered in thick dust. A bedside table sat against the wall nearby and held bladder scanning equipment covered in dust. A half filled plastic gallon jug of liquid, labeled distilled water, sat on the table without a lid. A pair of plastic gloves, half turned inside out, lay next to the gallon jug with an empty drinking cup with a bent straw and miscellaneous untidy papers. Across the hall, the wall rail was felt as moist and sticky with an unknown thick clear substance.

During an observation of the facility's A hall, on 9/25/17 at 4:23 p.m., an upright electric rotary fan was standing just inside the entry to room E-5. The entire back of the fan was covered in a heavy layer of caked dirt and dust.

During an interview on 9/26/17 at 10:15 a.m., staff member E stated the CNAs in the facility were responsible for washing the scales and wheelchairs on a routine basis. He was shown the Detecto weight scale and said he would clean it, and the sticky wall rail, right away. He also was shown the dirty upright rotary fan in the doorway of Room E-5. He said maintenance was responsible to clean the fan because it would need to be disassembled to be cleaned.

During an interview on 9/26/17 at 10:20 a.m., staff member P said she was not aware of who was responsible to clean the resident weight scales.

During an interview on 9/27/17 at 10:40 a.m., staff member F was shown the dirty fan in the doorway of Room E-5. He said the fan could be easily cleaned with pressurized air or a strong vacuum. He also stated that he was not aware that he had the responsibility of cleaning fans.

During an observation inspection of the facility's locked resident nutrition room, on 9/28/17 at 9:20 a.m., a dried brown food spill was noted to cover the floor of the lower cabinet underneath the sink. The countertop had scattered dried bread crumbs.

During an interview on 9/28/17 at 9:05 a.m., and prior to the observation inspection of the resident nutrition room, staff member E was asked to identify where the food refrigerator was that contained resident food from home. He said that he didn't know where it was. When he was shown the locked resident nutrition room and the dried food spill under the sink on 9/28/17 at 10:00 a.m. he said he had never been in the nutrition room

before and had not known previously that it existed.

During an observation of the facility's D hall on 9/27/17 at 10:45 a.m., staff member F unlocked the custodian closet on D hall which had a floor level sink that was soiled with dirt, hair clots, and muddy water. The closet had a strong odor of foul-smelling chemicals. The three walls around the sink did not have any waterproof flashing and had bubbled paint and holes showing wet sheet rock. The linoleum floor surrounding the sink was wet with mud and water. Staff member F said the closet was used by the housekeeping staff to empty and fill soap and water buckets for cleaning the facility floors. He said the doors to the closet were kept locked when no one was inside. Staff member F also said that the walls around the sink needed to have waterproof facing to prevent further sheet rock deterioration.

During an observation of the facility's A hall on 9/27/17 at 10:55 a.m., staff member F unlocked the custodian closet on A hall to reveal another floor level sink drain, filled with a hard coating of rust, that appeared to have come from the faucet. Staff member F said he had been told that the facility's hot water tank drained overflow into the sink. The sink had dirty hair clots and muddy water. There was water and mud on the linoleum floor around the sink, with wet footprints going out towards the hall.

During an interview on 9/27/17 at 2:20 p.m., staff member E said that there was a dirty utility closet on each facility hallway but that only two of them were regularly used by housekeeping staff on a daily basis. He said the two closets were not cleaned as often as those used regularly.

During an observation of the laundry room, on the second floor of the facility, on 9/27/17 at 10:59 a.m., staff member F tested the direction of airflow coming from the ceiling air vents in both the dirty laundry room and the clean laundry room. Air flowed out, into the room, from the clean laundry room vent. There was no flow of air from the air vent in the dirty laundry room. Staff member F said normally there should have been a constant flow of air from the room, into the vent, from the dirty laundry room. He said the facility had replaced some of the ventilator fans on the facility roof within the last few months, and he had not been aware that it was not working.