



PRINTED: 01/03/2017  
FORM APPROVED  
OMB NO. 0938-0391

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
CENTERS FOR MEDICARE & MEDICAID SERVICES

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  055331	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____  B. WING _____	(X3) DATE SURVEY COMPLETED  C 12/28/2016
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NAME OF PROVIDER OR SUPPLIER

SAN RAFAEL HEALTHCARE & WELLNESS CENTER, LP

STREET ADDRESS, CITY, STATE, ZIP CODE

1601 5TH AVENUE  
SAN RAFAEL, CA 94901

(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) COMPLETION DATE
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INITIAL COMMENTS

The following represents the findings of the California Department of Public Health during an ABBREVIATED SURVEY investigation of COMPLAINT: CA 00510540.

Inspection was limited to the specific COMPLAINT and does not represent the findings of a full inspection of the facility.

Representing the California Department of Public Health: Health Facilities Evaluator Nurse 31572.

One deficiency was issued for COMPLAINT: CA 00510540..

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SS=E

483.15(h)(3) CLEAN BED/BATH LINENS IN GOOD CONDITION

The facility must provide clean bed and bath linens that are in good condition.

This REQUIREMENT is not met as evidenced by:  
Based on observation and interview, the facility failed to provide enough supplies of clean towels and wash cloths for each resident's use. This failure had the potential for residents' hygiene to be delayed or done with other materials which could potentially lead to lack of residents' dignity.

Findings:

Review of the resident census dated 11/22/16 indicated 31 of 48 residents were identified as incontinent of bladder and bowel.

During a concurrent observation and interview on

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Preparation, submission and/or execution of this Plan of Correction does not constitute admission or agreement by the Provider of the truth of the facts alleged or conclusions set forth in this statement of deficiencies. The Plan of Correction is prepared, submitted and/or executed solely because it is required by the provision of federal and state law.

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Corrective Action/s:

Housekeeping Supervisor counted the linen supply on 11/23/16.

Housekeeping Supervisor ordered additional linen on 12/1/16.

How to Identify Other Residents:

Housekeeping Supervisor/laundry staff will count monthly linen inventory.

Certified Nursing Assistant will report to Licensed Nurses (LN) if there are issues with linen supply.

1/9/17

1/20/17

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

*[Signature]*

TITLE

Administration

(X6) DATE

1/9/2017

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.

*POC approved. Informed Administrator Adley, Mar*

*on 1/23/17 at 10:52 a.m. By Hanson, HFEN 31572.*

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NAME OF PROVIDER OR SUPPLIER  SAN RAFAEL HEALTHCARE & WELLNESS CENTER, LP			STREET ADDRESS, CITY, STATE, ZIP CODE 1601 5TH AVENUE SAN RAFAEL, CA 94901		
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F 254	<p>Continued From page 1</p> <p>11/22/16 at 11:02 p.m., Licensed Staff A counted linen in the cart outside room 18 which revealed the following: on the bottom shelf, 2 blankets and 1 bedspread; on the second shelf, 3 pillow cases; on the third shelf, 3 gowns, 3 shower covers and on the fourth shelf, 2 shower covers and 3 underpads.</p> <p>During a concurrent observation and interview on 11/22/16 at 11:10 p.m., Unlicensed Nurse B counted 14 bath towels and 20 wash cloths in the linen storage of station 1's hallway.</p> <p>During a concurrent observation and interview on 11/22/16 at 11:20 p.m., Licensed Nurse C counted 8 wash cloths and no bath towels in the Central Supply room.</p> <p>During a concurrent observation and interview on 11/22/16 at 12:00 p.m., Unlicensed Staff D stated, that they use paper towel and tissue when they run out of bath towel and wash cloth for the residents' use.</p> <p>During an interview on 11/22/16 at 12:02 a.m., Unlicensed Staff E stated to have supplies for resident care, she goes down to the laundry and dries the washed bath towels and wash cloths in order to have supplies.</p> <p>During an interview on 11/22/16 at 12:08 a.m., Licensed Staff F stated she often encounters the problem of a shortage of supplies of bath towels and wash cloths, sometimes also bed linens. Licensed Staff F also stated that laundry staff goes home at 1 p.m.</p> <p>During an interview on 11/23/16 at 12:24 a.m., Unlicensed Staff G stated, they report to the</p>	F 254	<p>LN will report to Director of Nursing (DON). Any issues with linen supply will be discussed during morning stand up meeting.</p> <p><b>Systemic Changes:</b> Laundry staff/Housekeeping Supervisor will stock the linen closet daily to meet daily par level requirement.</p> <p>Housekeeping Supervisor will monitor linen supply weekly.</p> <p>Housekeeping Supervisor/laundry staff will check monthly linen inventory. Any shortage or depletion of linen supply will be reported to the Administrator.</p> <p>Linen supply will be ordered monthly and as needed based on par level of linen inventory by Housekeeping Supervisor.</p> <p><b>Monitoring:</b> Housekeeping Area Supervisor/Housekeeping Supervisor will review linen inventory monthly.</p>		

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F 254	<p>Continued From page 2</p> <p>licensed nurse when they run out of towels and wash cloths and they say to use whatever they have to use like bedsheets, gowns, and pillow cases.</p> <p>Review of facility document titled "Certified Nursing Assistant" job description indicated, reports to: Charge Nurse. Under "General Duties And Responsibilities" General: Make resident rounds at the beginning of each shift and every two hours thereafter to administer quality nursing care.</p> <p>During telephone interviews on 11/30/16 at 11:01 a.m. and on 12/19/16 at 8:40 a.m., the Housekeeping Supervisor stated he does a monthly actual count of linen and had placed orders for more wash cloths and bath towels.</p> <p>Review of the "Linen Inventory" dated 9/2016, 10/2016 and 11/2016 reflected that the facility had in circulation: bath towels 78, 128, and 103; wash cloths 85, 69 and 104.</p> <p>The "Monthly Linen Inventory" sheet indicated par levels (fixed quantity of an item that must be kept on hand to support daily operations): flat sheets 162; fitted sheets 162; draw sheets 162; pillows 162; pillow cases 162; thermal blankets 162; bed spreads 162; bath towels 162; wash cloths 270; bath blankets 108.</p> <p>During an interview on 12/14/16 at 1:24 p.m., the Administrator stated they did an inventory of supplies and if there was anything they were short of has been ordered and has been delivered.</p>	F 254	<p>Administrator will review linen inventory with Housekeeping Supervisor. Any shortage of linen will be ordered immediately.</p> <p>Results of audits will be submitted for review by Housekeeping Supervisor. Any trends or concerns identified by Interdisciplinary team based on their monthly and quarterly meeting or as needed meeting will be shared with the Quality Assurance Committee for further recommendations and or resolutions.</p>		