

PRINTED: 07/03/2012
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: 185410	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 06/21/2012
NAME OF PROVIDER OR SUPPLIER RIVER'S BEND RETIREMENT COMMUNITY			STREET ADDRESS, CITY, STATE, ZIP CODE 300 BEECH ST. KUTTAWA, KY 42055	
(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)	(X6) COMPLETION DATE
F 000	INITIAL COMMENTS	F 000		
F 246 SS=D	<p>483.15(e)(1) REASONABLE ACCOMMODATION OF NEEDS/PREFERENCES</p> <p>A resident has the right to reside and receive services in the facility with reasonable accommodations of individual needs and preferences, except when the health or safety of the individual or other residents would be endangered.</p> <p>This REQUIREMENT is not met as evidenced by: Based on observation and interview, it was determined the facility failed to ensure each resident received services in the facility with reasonable accommodation of individual needs and preferences for one resident (#2), in the selected sample of four residents, related to his/her roommate's loud television volume, as well as the heat being turned up in the room.</p> <p>Findings include:</p> <p>An interview with the Administrator, on 06/21/12 at 4:00 PM, revealed she was unable to provide a facility policy/procedure related to accommodation of residents' needs.</p> <p>An observation, on 06/21/12 at 9:35 AM and at</p>	F 246	<p>Criteria #1</p> <p>F246 Resident #2 is no longer sharing the room with previous roommate. The other roommate agreed to move to another room, due them not being compatible. This was completed by July 2, 2012.</p> <p>Criteria #2</p> <p>The facility will attempt to identify other residents that may have been affected by the deficient practice by having the Social Services Director speak with other residents that reside at the facility to ensure that they are not having any issues with their current accommodations. This will be completed by August 4, 2012.</p> <p>Criteria #3</p> <p>The Administrator will develop a policy addressing accommodations of needs for residents that reside in the facility. The policy will include that the resident has the right to reside and receive services in the facility with reasonable accommodations of individual needs and preferences, except when the health or safety of the individual or other residents would be endangered. This will be completed by August 4, 2012.</p>	



LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE: Lawn Jeddler TITLE: Administrator (X8) DATE: July 5, 2012

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 246	<p>Continued From page 1</p> <p>10:45 AM, revealed a television, which belonged to Resident #2's roommate, was very loud in volume and could be heard from the hallway outside of the residents' room.</p> <p>An interview with Resident #2, on 06/20/12 at 3:00 PM, revealed his/her roommate continuously turned the television's volume up while he/she was in the room, disrupting his/her sleep at night. Additionally, Resident #2 revealed his/her roommate turned the heat up in the room, which made him/her uncomfortable, and the roommate would not allow Resident #2 to turn the heat down.</p> <p>An interview with Resident #2's family member, on 06/21/12 at 4:30 PM, revealed she asked the staff often to turn the heat down in the residents' room. She verified the roommate's television was always loud whenever she visited Resident #2; however, the roommate refused to wear headphones. She stated that Resident #2 frequently complained to her about not sleeping well at night.</p> <p>An interview with Certified Medication Tech (CMT) #1 and Certified Nurse Aide (CNA) #2, on 08/21/12 at 12:40 PM and at 12:55 PM, respectively, revealed they were aware of the conflict between Resident #2 and his/her roommate related to the heat and the television. They revealed that staff have asked the roommate to turn the heat down and turn the television's volume down; however, the roommate was not compliant with the requests.</p> <p>An interview with CNA #3 and CNA #5, on 06/21/12 at 1:10 PM and at 1:50 PM,</p>	F 246	<p>The facility will also implement the usage of grievance forms. The Administrator will provide training to Social Service Director (SSD) and to nursing staff on these forms. When a resident has a concern regarding accommodations nursing staff are to record concern/issue on grievance form indicating what the concern/issue is. This will then be turned into the Social Services Director, who will address the concern, and will document on the form the resolution to the issue. The Social Service Director will then present this to Administrator, and she will review to ensure that issue has been addressed with a resolution. All completed grievances will be maintained in the Social Service Director's office. Training and implementation will be completed by August 4, 2012.</p> <p>Criteria #4 One time a month for three months and then quarterly the Social Services Director will interview Residents that reside at the facility to ensure that accommodations are being met. If any issues arise they will be documented on the grievance form and the above mentioned process will be followed. This will be completed by August 4, 2012.</p>	Criteria # 5 8/4/2012	

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F 246	Continued From page 2 respectively, revealed they were both aware of the situation related to the heat in the residents' room. They revealed Resident #2's roommate turned the heat up and Resident #2 did not like the heat. An interview with the Social Services Director, on 06/21/12 at 3:35 PM, revealed she was aware of Resident #2's issue regarding the heat in the room. She stated the roommate had control of the heat as he/she was near the window in the room, where the unit was located. She revealed she had not addressed the concern related to the heat, and she was unaware of the issue regarding the volume of the television. An interview with the Administrator, on 06/21/12 at 4:00 PM, revealed she offered to move Resident #2 to another room; however, Resident #2 refused this offer. She was unaware that the situation with the heat continued to be a problem. She further revealed she was unaware of an issue regarding the volume of the television. She indicated the roommate had a headset for the television; however, he/she refused to use the headset. She revealed both residents had the right to be comfortable and she expected the staff to report any residents' complaints.	F 246			