

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER / SUPPLIER / CLIA IDENTIFICATION NUMBER 225752	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 08/13/2020
NAME OF PROVIDER OF SUPPLIER SERENITY HILL NURSING CENTER		STREET ADDRESS, CITY, STATE, ZIP 655 DEDHAM ST WRENTHAM, MA 02093	
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 0880 Level of harm - Minimal harm or potential for actual harm Residents Affected - Some	<p>Provide and implement an infection prevention and control program.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</p> <p>Based on observations, interview and facility policy review, the facility failed to prevent the possible spread of COVID-19 on 1 of 1 nursing care units as evidenced by (1.) a laundry aide (LA#1) failed to remove gloves and perform hand hygiene as she went room to room delivering resident laundry (2) two housekeepers (HK#1 and HK#2) failed to remove gloves and perform hand hygiene before moving from resident room to resident room on the nursing care unit and (3) a Certified Nursing Assistant (CNA#1) failed to perform hand hygiene after touching a soiled linen chute and then handling clean linens. In all instances the staff members potentially contaminated the environment with pathogens. Findings include: The facility policy titled Standard Precautions/Transmission Based Precautions, revised 1/1/19, indicated: * Standard precautions shall apply to the care of all residents in all situations regardless of suspected or confirmed presence of infectious diseases. Standard precautions include the following practices: 1.) Hand Hygiene: wash hands after removing gloves 2.) Gloves: remove gloves after use, before touching non-contaminated items and environmental surfaces, and before going to another resident and wash hands immediately to avoid transfer of microorganisms to other residents or environments. On 8/13/20 while on the facility's nursing unit the following observations were made: * At 9:19 A.M., a Laundry Aide (LA#1) was observed, with a glove on each hand, pushing a cart of clean laundry down the corridor. LA#1 knocked on the door of room [ROOM NUMBER] with a gloved hand, potentially contaminating the doors surface and the gloves. Then, without removing the gloves and without performing hand hygiene, she carried clean laundry into the room and hung the items in a resident closet, potentially contaminating all belongings in the closet. * At 9:21 A.M., LA#1 walked out of room [ROOM NUMBER], wearing the same gloves and without performing hand hygiene, retrieved more laundry from her cart, potentially contaminating the cart and all items in the cart. LA#1 re-entered the room where she hung more items in a closet, potentially contaminating the belongings in the closet. * At 9:22 A.M., a Housekeeper (HK#1) exited room [ROOM NUMBER] wearing a glove on each hand and carrying a broom and dustpan. Without removing the gloves and without performing hand hygiene HK#1 entered room [ROOM NUMBER] and continued to sweep, potentially contaminating the room and environment. * At 9:23 A.M., LA#1 exited room [ROOM NUMBER], and without removing the gloves or performing hand hygiene, pushed her cart down the corridor. She retrieved more items from her cart and knocked and entered room [ROOM NUMBER]. Again, potentially contaminating the doors surface, as well as each closet and its belongings, as she hung up the clothes in the room. * At 9:26 A.M., LA#1 exited room [ROOM NUMBER], and without removing the gloves or performing hand hygiene, pushed her cart down the corridor, potentially contaminating the cart. She retrieved more items from her cart, potentially contaminating the clothing, and knocked and entered room [ROOM NUMBER]. Again, potentially contaminating the doors surface, as well as each closet and its belongings, as she hung up the clothes in the room. A sign outside room [ROOM NUMBER] indicated that a resident in the room was negative for COVID-19. * At 9:28 A.M., LA#1 exited room [ROOM NUMBER], and without removing the gloves or performing hand hygiene, pushed her cart across the corridor, potentially contaminating the cart. She retrieved more items from her cart and knocked and entered room [ROOM NUMBER], potentially contaminating the clothes. Again, potentially contaminating the doors surface, as well as each closet and its belongings, as she hung up the clothes in the room. * At 9:29 A.M., HK#2 exited room [ROOM NUMBER], with a glove on each hand and without performing hand hygiene, removed one glove and put on another glove, potentially contaminating the new glove. HK#2 crossed the hall, knocked on room [ROOM NUMBER], potentially contaminating the doors surface and entered the room. A sign outside room [ROOM NUMBER] indicated that a resident in the room was negative for COVID-19. Moments later HK#2 exited room [ROOM NUMBER], with a glove on each hand and without performing hand hygiene, opened a utility closet, potentially contaminating the closets surface. * At 9:30 A.M., LA#1 exited room [ROOM NUMBER], and without removing the gloves or performing hand hygiene, pushed her cart down the corridor, potentially contaminating the cart. She retrieved more items from her cart and knocked and entered room [ROOM NUMBER]. Again, potentially contaminating the doors surface, as well as each closet and its belongings, as she hung up the clothes in the room. * At 9:31 A.M., HK#2 exited the utility closet, still wearing her gloves, and began wiping down touchpoints on the wall and then entered the shower room, still wearing the same gloves and without performing hand hygiene, potentially contaminating the shower room. * At 9:33 A.M., LA#1 exited room [ROOM NUMBER], and without removing the gloves or performing hand hygiene, pushed her cart down the corridor, potentially contaminating the cart. She knocked on the door of room [ROOM NUMBER], potentially contaminating the doors surface and briefly entered then exited the room. She then pushed her cart to the end of the corridor, removed her gloves, and without performing hand hygiene pushed open the door, potentially contaminating the doors surface, and exited the unit. * At 9:41 A.M., a Certified Nursing Assistant (CNA#1) was observed retrieving towels from a clean linen cart in the hallway. One of the items fell to the floor, she picked it up, walked across the hall and opened the soiled laundry chute and placed the item inside. Then, without performing hand hygiene, CNA#1 retrieved another towel from the clean linen cart, potentially contaminating the cart and linens inside, and entered room [ROOM NUMBER]. * At 9:45 A.M., HK#2 was observed in the corridor outside room [ROOM NUMBER], with a glove on each hand, wiping down a container that contained Personal Protective Equipment (PPE). A sign outside room [ROOM NUMBER] indicated that a resident in the room was negative for COVID-19. After wiping down the container and without removing the gloves or performing hand hygiene, HK#2 entered room [ROOM NUMBER], potentially contaminating the room and the resident in the room who was COVID-19 negative. * At 9:52 A.M., HK#2 exited room [ROOM NUMBER], still wearing gloves and without performing hand hygiene, she walked down the hall, and entered room [ROOM NUMBER], potentially contaminating the room and resident inside. * At 9:55 A.M., HK#2 exited room [ROOM NUMBER], still wearing gloves and without performing hand hygiene, carried a bag of trash that she placed inside the housekeeping closet. She then walked down the hall with the gloves still on. She entered room [ROOM NUMBER], potentially contaminating the room and resident inside who was COVID-19 negative. * At 10:00 A.M., HK#1 was observed walking down the corridor with a glove on each hand and entered room [ROOM NUMBER], potentially contaminating the resident in the room who was COVID-19 negative. * At 10:15 A.M., HK#1 exited room [ROOM NUMBER] with a glove on each hand and carrying a bag of trash. He walked to the end of the corridor and without removing the gloves and without performing hand hygiene, removed a stop sign that was blocking an exit door, pushed open the door, potentially contaminating the stop sign and door, and placed the trash outside. He then turned around and walked to the housekeeping closet still wearing the gloves and without performing hand hygiene, opened the closet and stepped inside, potentially contaminating the closet. * At 10:19 A.M., HK#1 exited the housekeeping closet with a glove on each hand, carrying boxes and trash and once again opened the exit door with the gloved hands, and exited the unit. During an interview with the Director of Nursing (DON) on 8/13/20 at 11:40 A.M., the observations that had been made by the surveyor were shared with her. She said that staff should never be wearing gloves in the hall due to the risk of contamination and should be performing hand hygiene before exiting each room or having contact with the environment. Further, she stated that is absolutely unacceptable and they know better.</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.