



STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>ALC000588</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING  B. WING	(X3) DATE SURVEY COMPLETED  <b>01/10/2022</b>
NAME OF PROVIDER OR SUPPLIER  <b>MANOR LAKE GAINESVILLE</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>2900 MCEVER ROAD GAINESVILLE, GA 30504</b>	
(X4) ID PREFIX TAG	<b>SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)</b>		
	<p>A review of the facility charting notes showed documentation that on 8/9/21 around 9:45 p.m., Resident #3 was observed on the floor of his/her apartment with a small skin tear to the left elbow. The charting notes did not indicate whether or not the facility took any actions to address the needs of Resident #3 and whether or not Resident #3's representative was notified of the incident.</p> <p>A review of an Incident Detail Report obtained from county 911 records showed that on 8/9/21 around 10:00 p.m. the fire department responded to a call for a lift assist in the memory care unit for a resident weighing over 200 pounds.</p> <p>A review of Universal Incident/Occurrence Reports from 8/1/21 through 11/22/21 showed missing or incomplete information documented on reporting form:</p> <p>On 8/2/21, Resident #1 had an unwitnessed fall, no apparent injury; No EMS; no notification to family or physician (family notified in chart notes).</p> <p>On 11/4/21, Resident #9 had a witnessed fall with bruise, cut, bleeding; No EMS; No notification of family or physician.</p> <p>On 11/7/21, Resident #8 had an unwitnessed fall with injury, yelling in pain; EMS transport and resident hospitalized; No notification family or physician (notified family in notes, but no date/time).</p> <p>On 11/7/21, Resident #2 had a witnessed fall with injury to face requiring sutures; EMS transport; No notification to family or physician.</p> <p>On 11/15/21, Resident #7 had an unwitnessed fall with injury and pain to ribs; No EMS; No notification to family or physician.</p> <p>On 11/15/21, Resident #6 had a witnessed fall with injury with pain in knee and shoulder; No EMS; No notification to family or physician.</p> <p>On 11/17/21, Resident #5 had an unwitnessed fall with no apparent injury; No EMS; No notification to family or physician.</p> <p>During interviews on 11/22/21 between 11:55 a.m. to 12:55 p.m., Staff B, Staff D, Staff E, and Staff F stated that any change of condition in residents should be reported to the certified medication aide (CMA) on duty, the Director of Resident Care (DRC), and to the family and an incident report should be filled out.</p> <p>During interviews on 11/22/21 between 12:30 p.m. and 12:55 p.m., Staff B, Staff C, and Staff F stated an incident report should be filled out if 911 or the fire department was called for transportation or assistance.</p>		

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{L 2605} SS= D	<p>During an interview on 11/22/21 around 3:05 p.m., Staff A stated some of the facility incident reports were not filled out completely showing if family and/or physician had been contacted. Staff A stated he/she was aware no incident report was available for Resident #3 on 8/9/21.</p> <p>&gt;&gt;&gt;&gt;Based on record review and interviews, the facility failed to have ready access to phone numbers for emergency medical personnel and the resident's file or appropriate emergency medical and contact information for each resident for one of four sampled residents (Resident #3). Findings include:</p> <p>A review of records for Resident #3, admitted on 1/27/2020, showed on 7/9/2021 the facility was not able to contact the resident's responsible party by telephone because the call would not go through.</p> <p>A review of the Emergency Information/Face Sheet for Resident #3 showed the telephone number had been scratched through and a new number had been handwritten in the records. There was no date showing when the phone number was changed.</p> <p>During an interview on 11/19/21 around 11:15 a.m., AA stated he/she went to the facility 8/10/21 and was told by Staff G that the facility had tried to get in touch with AA regarding a fall by Resident #3. AA stated that the phone number the facility tried to call was wrong. AA stated he/she informed the facility back in December 2020 of an updated phone number and that the number needed to be updated in Resident #3's records. AA stated he/she spoke to Staff C about Resident #3's condition and the phone number. AA stated he/she was told that the phone number had been changed in the computer system but not in a written record book.</p> <p>During an interview on 11/22/21 around 1:15 p.m., Staff C stated the emergency contact number for Resident #3 had been changed in the computer but may not have been printed out and changed in all the records. Staff C stated the wrong telephone number for emergency contact of Resident #3 was still in the paper chart.</p>		

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	<p>During an interview on 11/22/21 around 3:05 p.m., Staff A stated the emergency contact information in Resident #3's printed chart was not updated, although it was updated in the computer system.</p>		