# NON-CORE ISSUES

| Facility | License # | Physical Address | Phone Number |
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| Brookdale Lewiston | RC-595 | 2975 Juniper Drive | 208-746-8676 |
| Administrator | City | Zip Code | Survey Date |
| Hope Brackett | Lewiston | 83501 | 04/23/2024 |
| Survey Team Leader | Survey Type | | Response Due |
| Perry, Bradley | Health Care Complaint Investigation | | 05/23/2024 |

| Item # | Rule (16.03.22) | Description |
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| 1 | .216.02. Written Agreement. | The facility did not provide residents with a complete breakdown of charges, including their personal care, prior to or on the date of admission. The facility's admission agreement, on page 2, documented the resident would receive an "initial Personal Service Rate" quote in "Exhibit A." Three private-pay residents' records were reviewed, and none of the three "Exhibit A" forms included the charges for personal care. "Exhibit A" only included the amount of the "Basic Service Rate," but the "Personal Service Rate" was left blank. The administrator acknowledged the admission agreement did not include a breakdown of the fees each resident would be charged for their personal care. |
| 2 | .320.01. Use of NSA. | Residents did not consistently receive cares as outlined in their Negotiated Service Agreements (NSA). For example, Resident #1's NSA directed staff to assist the resident twice a week with bathing. Resident #1 kept a record of their showers and it documented they received 10 showers when they should have received 28 showers from 1/1/24 to 4/22/24. Resident #2's NSA directed staff to assist the resident twice a week with bathing and Resident #2 stated they did not receive two showers a week. Resident #'3 NSA documented staff to assist |

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| | | the resident with their medication management. Resident #3's April 2024 medication administration record (MAR) documented they had not received three doses of their gabapentin. Three of three current sampled residents' NSA documented they were to receive housekeeping and laundry services. From 4/22/24 to 4/23/24 multiple residents' rooms were observed to have feces on bed linens, strong urine odor, and laundry piled up. Multiple residents and staff stated showers had been regularly missed for multiple residents, and housekeeping and laundry was not getting completed consistently. The facility nurses and administrator stated they were aware certain aspects of residents' needs were not consistently being met, such as showers, laundry, and housekeeping, due to a variety of staffing issues.***Previously cited on 1/13/23.*** |
| 15 | .260.06. Toxic Chemicals. | The facility was not maintained in a clean, safe, and orderly manner. For example: Multiple rooms on the second floor including, but not limited to, rooms 226 and 228, were observed to have large stains and debris on the carpets as well as piles of laundry in rooms and the hallway, bags of trash in the hallways, and soiled sheets on beds. Several rooms had the odor of urine. ***Previously cited on 01/13/23*** |