

New Jersey Department of Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>656003</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>01/13/2022</b>
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NAME OF PROVIDER OR SUPPLIER  <b>COMPLETE CARE AT SHORROCK</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>75 OLD TOMS RIVER ROAD BRICK, NJ 08723</b>
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(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) COMPLETE DATE
S 000	Initial Comments  Complaint#: NJ151121  Census: 109  Sample: 5  The facility is not in compliance with the Standards in the New Jersey Administrative Code, Chapter 8:39, Standards for Licensure of Long Term Care Facilities. The facility must submit a plan of correction, including a completion date, for each deficiency and ensure that the plan is implemented. Failure to correct deficiencies may result in enforcement action in accordance with the Provisions of the New Jersey Administrative Code, Title 8, Chapter 43E, Enforcement of Licensure Regulations.	S 000		
S 560	8:39-5.1(a) Mandatory Access to Care  (a) The facility shall comply with applicable Federal, State, and local laws, rules, and regulations.  This REQUIREMENT is not met as evidenced by: C#: NJ151121  Based on interviews and facility document review on 1/14/2022, it was determined that the facility failed to ensure staffing ratios were met to maintain the required minimum staff-to-resident ratios as mandated by the state of New Jersey for 11 of 14 day shifts for CNAs reviewed. This deficient practice had the potential to affect all residents.	S 560	CORRECTIVE ACTIONS ACCOMPLISHED FOR RESIDENTS FOUND TO HAVE BEEN AFFECTED BY THE DEFICIENT PRACTICE: ∩ The facility actively seeks to hire CNAs, that all shifts are scheduled to comply with ratios, that any callouts or no-shows result in calls being made by the shift supervisor to fill the shift. No residents have been adversely affected.	2/2/22

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

TITLE

(X6) DATE

Electronically Signed

01/31/22

New Jersey Department of Health

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S 560	<p>Continued From page 1</p> <p>Findings include:</p> <p>Reference: New Jersey Department of Health (NJDOH) memo, dated 01/28/2021, "Compliance with N.J.S.A. (New Jersey Statutes Annotated) 30:13-18, new minimum staffing requirements for nursing homes," indicated the New Jersey Governor signed into law P.L. 2020 c 112, codified as N.J.S.A. 30:13-18 (the Act), which established minimum staffing requirements in nursing homes. The following ratio (s) were effective on 02/01/2021:</p> <p>One Certified Nurse Aide (CNA) to every eight residents for the day shift. One direct care staff member to every 10 residents for the evening shift, provided that no fewer of all staff members shall be CNAs and each direct staff member shall be signed into work as a certified nurse aide and shall perform nurse aide duties: and One direct care staff member to every 14 residents for the night shift, provided that each direct care staff member shall sign in to work as a CNA and perform CNA duties.</p> <p>1.For the weeks of 12/26/2021 to 1/08/2022, the facility was deficient in CNA staffing for residents on 11 of 14 day shifts as follows:</p> <p>On 12/26/21 had 11 CNAs for 112 residents on the day shift, required 14 CNAs. On 12/27/21 had 12 CNAs for 111 residents on the day shift, required 14 CNAs. On 12/28/21 had 12 CNAs for 110 residents on the day shift, required 14 CNAs. On 12/29/21 had 13 CNAs for 110 residents on the day shift, required 14 CNAs. On 01/01/22 had 13 CNAs for 109 residents on the day shift, required 14 CNAs.</p>	S 560	<p>IDENTIFICATION OF RESIDENTS WHO HAVE THE POTENTIAL TO BE AFFECTED BY THE SAME DEFICIENT PRACTICE</p> <ul style="list-style-type: none"> <li>∩ All residents have the potential to be affected by this situation.</li> </ul> <p>SYSTEMIC CHANGES TO ENSURE THAT THE DEFICIENT PRACTICE DOES NOT RECUR</p> <ul style="list-style-type: none"> <li>∩ Facility's Recruitment and Retention Strategies and Efforts to comply with the State's Staffing Ratios have been in progress, which include but are not limited to the following: <ul style="list-style-type: none"> <li>o Offer Sign on bonuses to attract staff</li> <li>o Recruitment bonus to encourage referrals from current staff</li> <li>o Offering daily and weekend bonuses to attract overtime or PRN staff shifts</li> <li>o Aggressively running ads in various social media</li> <li>o Increased wages to be well above state minimum</li> <li>o Increased expedience getting staff on board by offering Orientation every week with a schedule utilizing other sister facilities</li> <li>o Working with C.N.A. schools to recruit new grads and to send temp N.A.'s for certification</li> <li>o Hiring Temp Aides</li> <li>o Using staffing agencies</li> </ul> </li> </ul> <p>MONITORING OF CORRECTIVE ACTIONS</p> <ul style="list-style-type: none"> <li>∩ Staffing Coordinator or designee will provide weekly reports to the Director of Nursing and Administrator regarding all efforts made to try to comply with the State's Staffing Ratios.</li> </ul>	

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NAME OF PROVIDER OR SUPPLIER  <b>COMPLETE CARE AT SHORROCK</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>75 OLD TOMS RIVER ROAD BRICK, NJ 08723</b>		
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S 560	Continued From page 2  On 01/02/22 had 9 CNAs for 108 residents on the day shift, required 14 CNAs. On 01/03/22 had 10 CNAs for 108 residents on the day shift, required 14 CNAs. On 01/04/22 had 12 CNAs for 108 residents on the day shift, required 14 CNAs. On 01/05/22 had 13 CNAs for 108 residents on the day shift, required 14 CNAs. On 01/07/22 had 13 CNAs for 110 residents on the day shift, required 14 CNAs. On 01/08/22 had 10 CNAs for 108 residents on the day shift, required 14 CNAs.	S 560	Reports will be submitted to the QAPI Committee monthly X 3 months.	

## STATE FORM: REVISIT REPORT

PROVIDER / SUPPLIER / CLIA / IDENTIFICATION NUMBER 656003	Y1	MULTIPLE CONSTRUCTION A. Building B. Wing	Y2	DATE OF REVISIT 2/14/2022	Y3
NAME OF FACILITY COMPLETE CARE AT SHORROCK			STREET ADDRESS, CITY, STATE, ZIP CODE 75 OLD TOMS RIVER ROAD BRICK, NJ 08723		

This report is completed by a State surveyor to show those deficiencies previously reported that have been corrected and the date such corrective action was accomplished. Each deficiency should be fully identified using either the regulation or LSC provision number and the identification prefix code previously shown on the State Survey Report (prefix codes shown to the left of each requirement on the survey report form).

ITEM Y4	DATE Y5	ITEM Y4	DATE Y5	ITEM Y4	DATE Y5
ID Prefix S0560	Correction	ID Prefix _____	Correction	ID Prefix _____	Correction
Reg. # 8:39-5.1(a)	Completed	Reg. # _____	Completed	Reg. # _____	Completed
LSC _____	02/14/2022	LSC _____		LSC _____	
ID Prefix _____	Correction	ID Prefix _____	Correction	ID Prefix _____	Correction
Reg. # _____	Completed	Reg. # _____	Completed	Reg. # _____	Completed
LSC _____		LSC _____		LSC _____	
ID Prefix _____	Correction	ID Prefix _____	Correction	ID Prefix _____	Correction
Reg. # _____	Completed	Reg. # _____	Completed	Reg. # _____	Completed
LSC _____		LSC _____		LSC _____	
ID Prefix _____	Correction	ID Prefix _____	Correction	ID Prefix _____	Correction
Reg. # _____	Completed	Reg. # _____	Completed	Reg. # _____	Completed
LSC _____		LSC _____		LSC _____	
ID Prefix _____	Correction	ID Prefix _____	Correction	ID Prefix _____	Correction
Reg. # _____	Completed	Reg. # _____	Completed	Reg. # _____	Completed
LSC _____		LSC _____		LSC _____	

REVIEWED BY STATE AGENCY <input type="checkbox"/>	REVIEWED BY (INITIALS)	DATE	SIGNATURE OF SURVEYOR	DATE
REVIEWED BY CMS RO <input type="checkbox"/>	REVIEWED BY (INITIALS)	DATE	TITLE	DATE
FOLLOWUP TO SURVEY COMPLETED ON 1/13/2022		<input type="checkbox"/> CHECK FOR ANY UNCORRECTED DEFICIENCIES. WAS A SUMMARY OF UNCORRECTED DEFICIENCIES (CMS-2567) SENT TO THE FACILITY? <input type="checkbox"/> YES <input type="checkbox"/> NO		