

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 06/10/2024  
FORM APPROVED  
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>315149</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b>  <b>05/20/2024</b>
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NAME OF PROVIDER OR SUPPLIER  <b>STERLING MANOR</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>794 N FORKLANDING ROAD</b> <b>MAPLE SHADE, NJ 08052</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) COMPLETION DATE
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F 000	<p>INITIAL COMMENTS</p> <p>Complaint #: NJ164091, NJ167858, NJ168043, NJ168822, NJ173444, NJ173719</p> <p>Census: 94</p> <p>Sample Size: 13</p> <p>THE FACILITY IS IN SUBSTANTIAL COMPLIANCE WITH THE REQUIREMENTS OF 42 CFR PART 483, SUBPART B, FOR LONG TERM CARE FACILITIES BASED ON THIS COMPLAINT VISIT.</p>	F 000		
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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE  <b>Electronically Signed</b>	TITLE	(X6) DATE <b>06/03/2024</b>
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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.

New Jersey Department of Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>060312</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>05/20/2024</b>
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NAME OF PROVIDER OR SUPPLIER  <b>STERLING MANOR</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>794 N FORKLANDING ROAD</b> <b>MAPLE SHADE, NJ 08052</b>
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S 000	Initial Comments  The facility was not in compliance with the standards in the New Jersey Administrative code, 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: Complaint #: NJ164091, NJ167858, NJ168043, NJ168822, NJ173444, NJ173719  Based on interviews and review of facility documents on 5/16/2024 and 5/20/2024, it was determined that the facility failed to ensure staffing ratios were met for 13 of 14-day shifts, deficient in total staff for residents on 1 of 14 evening shifts, and deficient in total staff for residents on 1 of 14 overnight shifts as follows: This deficient practice had the potential to affect all residents.  Findings include:  Reference: New Jersey Department of Health (NJDOH) memo, dated 01/28/2021, "Compliance	S 560	S560 Mandatory Access to Care  Immediate Action 1. Our staffing coordinator has become more capable at her job. However, she also carries much of the HR responsibilities within the community. We have assigned an assistant to assist her in filling empty slots in our weekly staffing sheets. This assistant to the staffing coordinator has been with the building for over [redacted] NJ Exec. Order 285. Her added value is that she knows the staff well and is a good negotiator when trying to fill remaining openings in the staffing schedule. We have sought out two new staffing agencies to help fill our schedule. Both the staffing	6/3/24

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TITLE

(X6) DATE

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06/03/24

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S 560	<p>Continued From page 1</p> <p>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>The facility was deficient in CNA staffing for residents on 13 of 14-day shifts, deficient in total staff for residents on 1 of 14 evening shifts, and deficient in total staff for residents on 1 of 14 overnight shifts as follows:</p> <p>On 04/28/24 had 11 CNAs for 94 residents on the day shift, required at least 12 CNAs. On 04/28/24 had 5 total staff for 94 residents on the overnight shift, required at least 7 total staff. On 04/30/24 had 10 CNAs for 94 residents on the day shift, required at least 12 CNAs. On 05/01/24 had 10 CNAs for 94 residents on the day shift, required at least 12 CNAs. On 05/02/24 had 10 CNAs for 94 residents on the day shift, required at least 12 CNAs. 05/03/24 had 9 CNAs for 96 residents on the day shift, required at least 12 CNAs. On 05/04/24 had 11 CNAs for 95 residents on the</p>	S 560	<p>supervisor and her assistant have educated on New Jersey state staffing ratio requirements.</p> <p>Identification of Others All residents have the potential to be affected by the deficient practice.</p> <p>Systemic changes</p> <ol style="list-style-type: none"> <li>1. We have added a "runner" or assistant to the staffing supervisor to assist in filling last minute holes in the schedule.</li> <li>2. We sought out alternative staffing agencies and separated from agencies that could not fulfill our requests.</li> <li>3. Our community did have a successful job posting that recently netted 5 new nurse professionals. This will allow for a full staff meeting or exceeding the State minimum requirements.</li> <li>4. We have increased our starting LPN wage allowing us to be more competitive.</li> <li>5. Weekly recruitment, retention and employee appreciation meetings continue and is led by the Director of Human Resources and/or designee.</li> <li>6. Hiring and recruitment efforts including pay for experience, online job listings, job fairs, shift differentials and referral bonuses are being utilized to continue to be competitive in the marketplace.</li> <li>7. Focus on retention efforts include, but are not limited to incentive programs, career growth and educational training opportunities and employee morale incentives.</li> <li>8. The facility administrator/designee will continue to track and document all</li> </ol>	

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S 560	Continued From page 2  day shift, required at least 12 CNAs. On 05/04/24 had 6 total staff for 95 residents on the evening shift, required at least 9 total staff. On 05/05/24 had 10 CNAs for 95 residents on the day shift, required at least 12 CNAs. On 05/06/24 had 10 CNAs for 95 residents on the day shift, required at least 12 CNAs. On 05/07/24 had 10 CNAs for 95 residents on the day shift, required at least 12 CNAs. On 05/08/24 had 9 CNAs for 95 residents on the day shift, required at least 12 CNAs. On 05/09/24 had 10 CNAs for 97 residents on the day shift, required at least 12 CNAs. On 05/10/24 had 11 CNAs for 97 residents on the day shift, required at least 12 CNAs.	S 560	recruitment and retention efforts weekly. 9. The administrator/designee will review staffing schedules weekly to ensure adequate staffing for all shifts. Quality monitoring The results of these reviews will be submitted to the Quality Assurance Performance Improvement Committee monthly for 6 months. Based on the audit results, a decision will be made regarding the need for continued submission and reporting.	

**STATE FORM: REVISIT REPORT**

PROVIDER / SUPPLIER / CLIA / IDENTIFICATION NUMBER 060312	MULTIPLE CONSTRUCTION A. Building B. Wing	DATE OF REVISIT 6/4/2024
NAME OF FACILITY STERLING MANOR	STREET ADDRESS, CITY, STATE, ZIP CODE 794 N FORKLANDING ROAD MAPLE SHADE, NJ 08052	

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 _____	06/03/2024	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 5/20/2024	<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
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