

Bureau of Health Care Quality and Compliance

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: NVS3220AGC	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 09/12/2011
NAME OF PROVIDER OR SUPPLIER ANGEL PRESTIGE		STREET ADDRESS, CITY, STATE, ZIP CODE 3712 SPITZE DRIVE LAS VEGAS, NV 89103		
(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
Y 000	<p>Initial Comments</p> <p>The findings and conclusions of any investigation by the Health Division shall not be construed as prohibiting any criminal or civil investigations, actions or other claims for relief that may be available to any party under applicable federal, state, or local laws.</p> <p>This Statement of Deficiencies was generated as a result of a complaint investigation conducted in your facility from 6/28/11 to 9/12/11. This State Licensure survey was conducted by the authority of NRS 449.150, Powers of the Health Division.</p> <p>The facility is licensed for ten (10) Residential Facility for Group beds for elderly and disabled person and/or persons with mental illness and/or persons with chronic illnesses.</p> <p>Complaint #NV00028703: -The allegation regarding verbal abuse was substantiated. See TAG Y592. -The allegation regarding discharge rights was substantiated. See Tag Y673. -The allegation regarding resident's privacy not being protected was substantiated. See Tag Y592. -The allegation regarding lost personal items was substantiated. See Tag 522. -The allegation regarding humiliation (in regards to bed bugs) was Y592. -The allegation regarding a refund was unsubstantiated through record review and interviews.</p> <p>#NV0002873: The complaint investigative process was initiated by the Bureau of Health Care Quality and Compliance on 6/28/11.</p> <p>The investigation for the allegation regarding a</p>	Y 000		

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TITLE

(X6) DATE

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

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Y 000	Continued From page 1 refund included: -Interview with the resident's sister who stated the facility refunded the resident for the days of the month he no longer lived in the facility. -Interview with the facility manager who stated even though it was in the contract the facility did not provide refunds, he did refund the client for the days of the month he did not live in the facility. -Review of the contract signed 5/30/11 documented the rental rate. A review of the refund check dated 6/10/11 issued from the facility to the resident's sister for the days of the month he did not live in the facility.	Y 000		
Y 522 SS=D	449.259(1)(h) Supervision of Residents NAC 449.259 1. A residential facility shall: (h) Inform each resident or his representative of the actions that the resident should take to protect his valuables. This Regulation is not met as evidenced by: Based on interviews and record review from 6/28/11 to 9/12/11, the facility failed to follow their policy for 1 of 1 residents reviewed (Resident #1) regarding protection of valuables. Findings include: The facility's rental agreement contains a section titled Loss Prevention Policy. This section documented: The facility shall maintain client's valuables by taking inventory of personal	Y 522		

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Y 522	Continued From page 2 belongings upon admission to prevent theft and loss to the extent possible. Resident #1 was admitted to the facility, and the contract was signed by the resident's Power of Attorney (POA) on 5/30/11. Upon admission, the resident's POA provided the facility with three packages of alkaline enercell batteries, each pack containing four batteries (12 total batteries). These batteries were to be held by the facility until needed by the resident. The resident did not use any of the batteries held by the facility during his stay. Upon Resident #1's discharge from the facility, he was given two packages of a different kind of battery, each package containing four batteries (8 total batteries). During an interview, the facility manager stated client's belongings were only inventoried if there were valuables, and batteries were not considered valuable, therefore the facility did not complete a belonging inventory. The facility failed to follow their loss prevention policy resulting in the resident receiving fewer batteries than were given given to the facility, and the batteries returned were a different kind. Severity: 2 Scope: 1	Y 522		
Y 592 SS=D	449.268(1)(c) Resident Rights NAC 449.268 1. The administrator of a residential facility shall ensure that:	Y 592		

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Y 592	Continued From page 3 (c) The residents are treated with respect and dignity. This Regulation is not met as evidenced by: Based on interviews from 6/28/11 to 9/12/11, the facility failed to ensure 1 of 1 residents was treated with respect and dignity (Resident #1). Findings include: During an interview Employee #2 admitted to placing a call to a facility Resident #1 lived in previously. The purpose of the call was just to inform the manager at the previous facility Resident #1 moved into this facility. The manager of the previous facility confirmed the phone call and the intent of the phone call was just informational. One resident reported hearing Employee #2 speak to Resident #1 in an authoritative manner regarding his bedding and bugs. The employee told Resident #1 to get all his bedding and wash it. The resident stated Resident #1 looked sad and reported if the employee had said those words to him he would have been upset. On another occasion, the resident reported seeing Employee #2 take Resident #1 outside with his bedding and point out bugs on the bedding. Severity: 2 Scope : 1	Y 592		
Y 673 SS=D	449.2708(2) Discharge of Resident NAC 449.2708 2. Except as otherwise provided in this section,	Y 673		

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Y 673	Continued From page 4 before a resident may be discharged from a residential facility without his approval pursuant to this section, the facility must provide the resident, his representative and the person who pays the bill on behalf of the resident, if any, with written notice that the resident will be discharged. This Regulation is not met as evidenced by: Based on interviews from 6/28/11 through 9/12/11, the facility failed to provide 1 of 1 residents written notice that he would be discharged (Resident #1). Severity: 2 Scope: 1	Y 673		

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