

# Foster Family Home - Deficiency Report

Provider ID: 1-517477

Home Name: Corazon Sales, LPN

Review ID: 1-517477-21

94-1097 Lumina Street

Reviewer: Maribel Nakamine

Waipahu HI 96797

Begin Date: 10/27/2023

**Foster Family Home**      **Required Certificate**      **[11-800-6]**

6.(d)(1) Comply with all applicable requirements in this chapter, and

Comment:

6(d)(1) Unannounced 3-bed recertification inspection completed.

*Error correct date is 1/23/2024*

*Error correct date is 2/23/24*

Deficiency Report issued via email and mail on ~~12/01/23~~ *12/29/23*. Written plan of correction due to CTA by ~~12/29/23~~ *AE*

*AE*

*AE*

**Foster Family Home**      **Information Confidentiality**      **[11-800-16]**

16.(b)(5) Provide training to all employees, and for homes, other adults in the home, on their confidentiality policies and procedures and client privacy rights.

Comment:

16.(b)(5) No confidentiality policies, procedures and client privacy rights training present for CG#2, CG#3, and HHM#1.

**Foster Family Home**      **Personnel and Staffing**      **[11-800-41]**

41.(j) When the primary caregiver will be absent or unable to perform regular duties, and clients are present, the primary caregiver shall:

41.(j)(3) Authorize all substitute caregivers to permit entrance by case management agency and department staff, with or without prior notice, for the purpose of client monitoring, investigation, and quality assurance review.

Comment:

41(j)(3) CG#1 stated she was asleep when CTA arrived and had been up all night with clients and needed sleep. There were no other caregivers present while CG#1 was unable to perform regular duties. Two clients were present. Client #1 was asleep. Client #2 was awake and laying in his bed. Client #2 sat up when CTA entered his room and introduced themselves.

# Foster Family Home - Deficiency Report

Foster Family Home

Physical Environment

[11-800-49]

- 49.(a)(1) Bathrooms with non-slip surfaces in the tubs and or showers, and toilets adjacent or easily accessible to sleeping rooms;
- 49.(a)(3) A common living area, which is adequate for socialization and the recreational needs of the client;
- 49.(a)(4) Wheelchair accessibility to sleeping rooms, bathrooms, common areas and exits, as appropriate;
- 49.(c)(2) The primary or substitute caregiver shall follow infection control procedures and proper procedures for disinfecting equipment and devices used in the care of the client; and
- 49.(c)(3) The home shall be maintained in a clean, well ventilated, adequately lighted, and safe manner.
- 49.(d)(1) The certificate holder shall ensure that the minimum physical environment requirements as specified in this section are met; and

Comment:

49.(a)(1) No non-slip surface present in clients' bathroom shower.

49.(a)(3) and (a)(4) The dining room table was cluttered with piles of charts and papers inhibiting the ability of clients to use the area for eating, socialization or recreation.

49.(c)(2), (c)(3) and (d)(1) Clients' bathroom had a strong human urine smell and bathroom shower floor had 2 large dead cockroaches on it.

The vacant room next to the clients' bathroom and across from a client's bedrooms had a strong smell of animal urine & feces. There were multiple piles of cat feces observed on the floor. A couple of cats were seen running out of two small rectangular open windows when the door to the room was opened. There were no screens on these windows and the cats were being allowed to freely go in and out of the room. The open windows can allow pests and rodents to enter the CCFFH. The floor was dirty and there were no paddings on the floor and no litter box observed.

The door between the CCFFH and garage was closed. When opened, there was a very strong animal urine and feces odor. There were 3 small dogs in a small wire fenced in area that was surrounded with multiple boxes. There were no pads present on the floor area. In front of the dogs, were 3 boxes of canned goods. One of the boxes' bottoms was dirty and appeared mildewed. Per CG#1- the canned goods were for clients' use. CTA was unable to thoroughly inspect the area as one of the dogs appeared to be trying to jump out of the open top of the fence. The garage area is used as storage for client items such as adult briefs, chuxs, and canned goods. The garage area also contains a refrigerator used to store client foods as well as the laundry area. It is unknown the expiration dates of any items being stored in the garage. It would be unsafe and unsanitary for any client to be independent and go into the garage area to obtain their own supplies or food items if they wanted to.

Foster Family Home

Quality Assurance

[11-800-50]

- 50.(e) The home shall be subject to investigation by the department at any time. The investigation may be announced or unannounced and may include, but is not limited to, one or more of the following:
- 50.(e)(2) Inspection of service sites;

Comment:

50.(e)(2) The CTA nurse surveyor waiting for approximately 20 minutes before being let into the CCFFH. When CTA arrive, there was no answer when the CCFFH's gate buzzer was activated multiple times. After about 10 minutes, HHM#1 appeared at the front door. CTA compliance manager called out to HHM#1, but he returned back inside the house and did not return to let CTA into the CCFFH. CTA re-activated the CCFFH's gate buzzer and after 10 more minutes, CG#1 opened the gate stating that she was up all-night taking care of the clients and she needed to get some sleep. CTA could not access the CCFFH in a timely manner after arrival.

*Angel England*

Compliance Manager

*Terason Gu Solis*

Primary Care Giver

MARCH 26, 2024

Date

*03/12/2024*

Date

CTA RN Compliance Manager: Maribel Nakamine

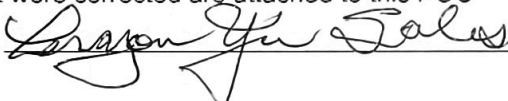
Community Care Foster Family Home (CCFFH)  
Written Plan of Correction (POC)  
Chapter 11-800

PCG's Name on CCFFH Certificate: Corazon Sales  
(PLEASE PRINT)

CCFFH Address: 94-1097 Lumiaina Street Waipahu, HI 96797  
(PLEASE PRINT)

Rule Number	Corrective Action Taken – How was each issue fixed for each violation?	Date each violation was fixed	Prevention Strategy – How will you prevent each violation from happening again in the future?
6(d)(1)	Caregiver has to comply with all the applicable requirements in order to get the recertification. As soon as any deficiency report is issued, caregiver always makes it a priority to [redacted] on time. However, [redacted] supposedly emailed a deficiency report on 12/1/23 and needed correction by 12/29/23. Well, this caregiver never received any email -- could not find it to make any corrections.	2/05/24	Caregiver will continue to prioritize complying with all the requirements set by [redacted]. Caregiver will always correct any deficiency report to maintain good standing [redacted] Dept. of Health, and with clients who are being served.
16.(b)(5)	Records of confidentiality policies, procedures and client privacy rights training for for CG#2, CG#3, and HHM#1 are all documented and filed in the home's manual.	02/05/24	Caregiver always makes sure that all requirements for staff like confidentiality policies, procedures, and client privacy rights training are followed and documented properly. In the home's binder, present and new caregiver – CG#2, CG#3, and HHM#1 – have own individual training record as shown: (See previous email submission on 02-23-24)

All items that were corrected are attached to this POC

PCG's Signature: 

Date: 3/25/2024

CTA has reviewed all corrected items

CTA RN Compliance Manager: Maribel Nakamine

Community Care Foster Family Home (CCFFH)  
Written Plan of Correction (POC)  
Chapter 11-800

PCG's Name on CCFFH Certificate: Corazon Sales

(PLEASE PRINT)

CCFFH Address: 94-1097 Lumiaina Street Waipahu, HI 96797

(PLEASE PRINT)

Rule Number	Corrective Action Taken – How was each issue fixed for each violation?	Date each violation was fixed	Prevention Strategy – How will you prevent each violation from happening again in the future?
41.(j)	Primary caregiver is always making sure that clients are well taken care of and always able to perform all duties in the home and to care for the 3 clients under her care. With the 2 SCG available, staffing should never be a problem. Primary caregiver understands that case management and [REDACTED] have to be given access to the home, with or without notice, for the purpose of client monitoring and quality assurance review, in a timely manner. When the doorbell rings, this primary caregiver will have to provide access to the home immediately as expected. (See attached email photos)	2/05/24	Primary caregiver has to consider each day an inspection day all the time, so there's no element of surprise each time the doorbell rings. Primary caregiver will and continue monitor cellular phone incase doorbell wasn't heard. A very important rule for a caregiver – primary or substitute – is to be fully awake and able to do the activities of daily living for each client. The caregiver needs to wake up before any client wakes up and has to implement the daily plans until bedtime. For a caregiver, while on duty, is not allowed to take naps at all when clients are awake. If a substitute caregiver is needed for assistance, available caregivers should be utilized, so that the well being of the clients is never compromised.

All items that were corrected are attached to this POC

PCG's Signature: Corazon J. Sales

Date: 3/25/2024

CTA has reviewed all corrected items

CTA RN Compliance Manager: Maribel Nakamine

Community Care Foster Family Home (CCFFH)  
Written Plan of Correction (POC)  
Chapter 11-800

PCG's Name on CCFFH Certificate: Corazon Sales  
(PLEASE PRINT)

CCFFH Address: 94-1097 Lumiaina Street Waipahu, HI 96797  
(PLEASE PRINT)

Rule Number	Corrective Action Taken – How was each issue fixed for each violation?	Date each violation was fixed	Prevention Strategy – How will you prevent each violation from happening again in the future?
49.(a)(1)	Non-slip mats are provided in tubs and showers for clients' safety. (See attached email photos)	2/05/24	Never remove non-slip mats from tubs and shower floors. Replace them immediately after cleaning.
49.(a)(3) 49.(a)(4)	The living room and dining room are being utilized for the socialization and recreational needs of the clients. Primary caregiver has made it a point to clear the living room and dining room, which include the dining table, of any clutter -- table clear of anything blocking wheelchair accessibility. (See attached email photos)	2/05/24	Primary caregiver has made it a daily routine to clean living room and dining room, including dining table and sofa, so that clients could access all rooms via wheelchair.

All items that were corrected are attached to this POC

PCG's Signature: Corazon Sales

Date: 3/25/2024

CTA has reviewed all corrected items

CTA RN Compliance Manager: Maribel Nakamine

Community Care Foster Family Home (CCFFH)  
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Chapter 11-800

PCG's Name on CCFFH Certificate: Corazon Sales

(PLEASE PRINT)

CCFFH Address: 94-1097 Lumiaina Street Waipahu, HI 96797

(PLEASE PRINT)

Rule Number	Corrective Action Taken – How was each issue fixed for each violation?	Date each violation was fixed	Prevention Strategy – How will you prevent each violation from happening again in the future?
49.(c)(2) 49.(c)(3) 49.d(1)	Primary caregiver with the help of substitute caregivers, is following strict guidelines in cleaning and disinfecting home -- living room, dining room, clients' rooms, bathrooms, all equipments, and furnitures -- by using disinfectant solutions and insecticides without sacrificing clients' health and safety. Put away cleaning supplies after use and discard all garbage or trash in the outside bin away from clients' contact.	2/05/24	Primary caregiver understands fully that the residence needs to strictly comply with the cleaning and sanitation. All caregivers are quite observant and applying disinfectant on all soiled equipments and furnitures. Thorough cleaning to all rooms, walls, floors with Pine-Sol is done everyday. As dictated by [REDACTED] primary caregiver has been trying to have a reasonable and trusted cleaning agency but unsuccessful, so far. In the meantime, primary caregiver with the substitute caregivers, will always continue to clean thoroughly using all the effective cleaning agents like Pine-Sol.  In as much effort that caregiver has given to finding a professional cleaning agency, there's not one that would not financially bankrupt this foster home. But, this caregiver will continue to look for a good and reasonable cleaning agency. In the mean time, the caregiver needs to clean the whole house daily by using effective cleaning agents like Pine Sol, 409 solution. Once cleaning is done, all cleaning equipments and agents are put -

All items that were corrected are attached to this POC

PCG's Signature: Corazon Yu Sales

Date: 3/25/2024

CTA has reviewed all corrected items

CTA RN Compliance Manager: Maribel Nakamine

Community Care Foster Family Home (CCFFH)  
Written Plan of Correction (POC)  
Chapter 11-800

PCG's Name on CCFFH Certificate: Corazon Sales  
(PLEASE PRINT)

CCFFH Address: 94-1097 Lumiaina Street Waipahu, HI 96797  
(PLEASE PRINT)

Rule Number	Corrective Action Taken – How was each issue fixed for each violation?	Date each violation was fixed	Prevention Strategy – How will you prevent each violation from happening again in the future?
50.(e)	Primary caregiver understands that [redacted] and Department of Health have the right to investigate and do unannounced or announced visits to the CCFFH anytime. Since visits can be anytime, caregiver has to be ready to let [redacted], case manager, or Department of Health into the residence without delay. <i>The gate buzzer has been fixed. So, when a visitor was calling to be let in, the caregiver should have a maximum minute to open the door.</i>	2/05/24	away where they would not expose any danger to clients.  Primary caregiver needs to consider each day an inspection day – clean and disinfect whole home, remove any clutter to provide wheelchair accessibility to all rooms – and, most importantly, to be more aware if [redacted] employee, case manager, or DOH official would be by the gate buzzing to be let in: open the door right away without delay. The caregiver on duty always has to be ready to handle anything with the clients. Since no napping is allowed, especially when clients are awake, the caregiver should be able to open the door within a minute the gate buzzer was activated. Yes, any adult in the house can answer the buzzer since it does not involve clients' care. Ultimately, the caregiver is responsible for the upkeep and maintenance of <i>everything in the home, including the gate buzzer.</i>

All items that were corrected are attached to this POC

PCG's Signature: *Corazon Sales*

Date: 3/25/2024

CTA has reviewed all corrected items

CTA RN Compliance Manager: Maribel Nakamine RN

Community Care Foster Family Home (CCFFH)  
Written Plan of Correction (POC)  
Chapter 11-800

PCG's Name on CCFFH Certificate: Corazon Sales

(PLEASE PRINT)

CCFFH Address: 94-1097 Lumiaina Street Waipahu, HI 96797

(PLEASE PRINT)

Rule Number	Corrective Action Taken – How was each issue fixed for each violation?	Date each violation was fixed	Prevention Strategy – How will you prevent each violation from happening again in the future?
16.(b)(5)	CG#1 trained CG#2, CG#3 and HHM #1 in client confidentiality, policies, procedures and privacy rights and filed in CCFFH binder.	2/5/24	CG#1 will train all caregivers and household members within 7-10 days of being added to the home. CG#1 will keep track of training schedules by using a checklist.
41.(j)(3)	CG#1 contacted CG#2 and CG#3 to schedule shift for the month	2/5/24	CG#1 will make a schedule by using a wall calendar
49.(a)(1)	Non slip mat purchased and placed in the shower.	2/5/24	Non slip mats will not be moved from tub or shower. Will replace them directly after cleaning.
49.(a)(3) 49.(a)(4)	Dining room table was cleaned and clutter was removed.	2/5/24	CG#1 has made it a daily routine to clean living room and dining room, including dining table and sofa, so that clients could access all room via wheelchair.

All items that were corrected are attached to this POC

PCG's Signature: Corazon Sales

Date: 4/5/24

CTA has reviewed all corrected items



CTA RN Compliance Manager: Maribel Nakamine RN

Community Care Foster Family Home (CCFFH)  
Written Plan of Correction (POC)  
Chapter 11-800

PCG's Name on CCFFH Certificate: Corazon Sales

(PLEASE PRINT)

CCFFH Address: 94-1097 Lumianina Street, Waipahu, HI 96797

(PLEASE PRINT)

Rule Number	Corrective Action Taken – How was each issue fixed for each violation?	Date each violation was fixed	Prevention Strategy – How will you prevent each violation from happening again in the future?
49.(c)(2) 49.(c)(3) 49.(d)(1)	CG#1 hired a cleaning company to clean monthly CG#1 and SCGs cleaned and sanitized vacant room of all cat urine and feces by using Lysol CG#1 used combat traps in corners of rooms to control roaches. Window screens replaced by son on open windows. CG#1 has 4 cat boxes that are located 1st floor lanai/backyard and 3rd floor located at the entrance. HHM cleans daily and litter changed every week for 13 cats. Garage was cleaned and sanitized with Lysol. Dogs were placed in the garage in a fenced off area away from all boxes of food and supplies to avoid contamination. Area ventilated by opening windows in garage	2/5/2024	CG#1 will use a wall calendar to schedule cleaning service monthly and change combat traps every 4 months. CG#1 and SCGs will clean and mop daily with Lysol in vacant room, CCFFH and garage area by using a checklist to keep track. Cat litter boxes are cleaned daily and litter changed weekly.
50.(e)(2)	CG#1 instructed all SCG and HHM to let [redacted] have access to CCFFH when they arrive within 10 minutes. New gate buzzer installed.	2/5/24	HHM and SCGs aware to let [redacted] into the CCFFH within 10 minutes. CG#1 will post a reminder on front door so that HHM and SCGs do not forget. CG#1 will check gate buzzer weekly to make sure it is functioning properly.

All items that were corrected are attached to this POC

PCG's Signature: Corazon Yn Sales

Date: 4-5-2024

CTA has reviewed all corrected items