



**Community Care Licensing Division
Quality Assurance, Advocacy and Technical Support Bureau**

Residential Care Facilities for the Elderly - Most Common Deficiencies in 2014

This is an analysis of the most common deficiencies cited during Residential Care Facility for the Elderly (RCFE) inspection visits in 2014. The Quality Assurance Unit reviewed a sample drawn from all 8 of the Adult and Senior Care Program Regional Offices of 293 Inspection Visit Reports (Random Annual, 5 Year Visit & Required Visit) and 891 citations. This list is limited to those deficiencies cited in 3% or more of inspections.

Are you an RCFE licensee looking for assistance to come into compliance with these or other issues? Please contact the Technical Support Program at TechnicalSupportProgram@dss.ca.gov.

Most common deficiencies cited when citations were issued during an RCFE inspection visit	Regulation Section Title	Regulation Sub-Section	% of RCFE cited for this deficiency when citations were issued during an inspection visit
The facility shall be clean, safe, sanitary, and in good repair at all times.	Maintenance & Operation	87303(a)	22%
All staff who assist residents with personal activities of daily living shall receive at least ten hours of initial training within the first four weeks of employment and at least 4 hours annually thereafter.	Personnel Requirements - General	87411(c)	17%
Licensees who accept and retain residents with dementia shall ensure that each resident with dementia has an annual medical assessment and a reappraisal done at least annually.	Care of Persons with Dementia	87705(c)(5)	17%
Staff shall receive first aid training from persons qualified.	Personnel Requirements - General	87411(c)(1)	16%
Hot water provided for the use of residents shall be maintained between 105 and 120 degrees F.	Maintenance & Operation	87303(e)(2)	15%
The following items shall be made inaccessible to residents with dementia: Knives, matches, firearms, tools and other items that could constitute a danger to resident(s).	Care of Persons with Dementia	87705(f)(1)	13%

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The following items shall be made inaccessible to residents with dementia: Over-the-counter medication, nutritional supplements or vitamins, alcohol, cigarettes, and toxic substances such as certain plants, gardening supplies, cleaning supplies and disinfectants.	Care of Persons with Dementia	87705(f)(2)	10%
Personnel records shall be maintained on the licensee, administrator and each employee, and shall contain specified information.	Personnel Records	87412(a)	9%
Centrally stored medications shall be kept in a safe locked place that is not accessible to persons other than employees responsible for the supervision of the medication.	Incidental Medical & Dental Care	87465(h)(2)	8%
A separate, complete, and current record shall be maintained for each resident in the facility, readily available to facility staff and to licensing agency staff and shall contain specified information.	Resident Records	87506(a)	8%
Prior to working, residing or volunteering in a licensed facility, all individuals subject to a criminal record review shall obtain a clearance or criminal record exemption.	Criminal Record Clearance	87355(e)(1)	8%
All facilities shall be maintained in conformity with the regulations adopted by the State Fire Marshal for the protection of life and property against fire and panic.	Fire Safety	87203	6%
Supplies of nonperishable foods for a minimum of one week and perishable foods for a minimum of two days shall be maintained on the premises.	General Food Service Requirements	87555(b)(26)	6%
The licensee shall have an auditory device or other staff alert feature to monitor exits, if exiting presents a hazard to any resident.	Care of Persons with Dementia	87705(j)	6%

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A written order from a physician indicating the need for postural support shall be maintained in the resident's record. The licensing agency is authorized to require additional documentation if needed.	Postural Supports	87608(a)(3)	5%
Any item which could pose a danger to residents, including cleaning solutions, poisons, and other items, shall be made inaccessible to residents.	Storage Space	87309(a)	5%
A facility's buildings and grounds shall have no other purpose than those related to the care, comfort and privacy of the residents, staff, and others who may reside in the facility.	Personal Accommodations & Services	87307(a)	4%
The licensee shall arrange a meeting with the resident, the resident's representative, if any, appropriate facility staff, and a representative of the resident's home health agency, if any, when there is significant change in the resident's condition, or once every 12 months, whichever occurs first, as specified in Section 87467, Resident Participation in Decision Making.	Reappraisals	87463(c)	4%
All outdoor and indoor passageways and stairways shall be kept free of obstruction.	Personal Accommodations & Services	87307(d)(6)	4%
A half bed rail, extending from the head of the bed, can be used only for assistance with mobility.	Postural Supports	87608(a)(5)(A)	3%
Each resident's medication shall be stored in its originally received container. No medications shall be transferred between containers.	Incidental Medical and Dental Care	87465(h)(5)	3%