



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

Residential Care Facilities for the Elderly - Most Common Deficiencies in 2015

This is an analysis of the most common deficiencies cited during Residential Care Facility for the Elderly (RCFE) inspection visits in 2015. The Quality Assurance Unit reviewed a sample drawn from all 8 of the Adult and Senior Care Program Regional Offices of 311 Inspection Visit Reports (Random Annual, 5 Year Visit and Required Visit) and 1226 citations. This list is limited to those deficiencies cited in five percent (5%) 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	This requirement can be found in Title 22 of the California Code of Regulations, Division 6:		Percentage of RCFE cited for this deficiency when citations were issued during an inspection visit
	Regulation Section Title	Regulation Section	
Staff shall receive first aid training from persons qualified by such agencies as the American Red Cross./Ensure that at least one staff member who has cardiopulmonary resuscitation (CPR) training and first aid training is on duty and on the premises at all times. This paragraph shall not be construed to require staff to provide CPR.	Personnel Requirements - General/Administrator and management of residential care facilities; presence of administrator during working hours; facility manager	87411(c)(1)/H&S 1596.618(c)(3)	23%
The facility shall be clean, safe, sanitary, and in good repair at all times.	Maintenance and Operation	87303(a)	23%
Hot water provided for the use of residents shall be maintained between 105 and 120 degrees F.	Maintenance and Operation	87303(e)(2)	23%
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%
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 and Dental Care	87465(h)(2)	14%

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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)	14%
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)	12%
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	11%
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)	11%
For any PRN medication for which a licensee provides assistance, there shall be a physician's order on file and a label on the medication container. Specific information must be on both the order and the label.	Incidental Medical and Dental Care	87465(e)	9%
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)	9%

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The licensee shall assure provision of clean blankets, bedspreads, top and bottom bed sheets, pillow cases, mattress pads, bath towels, hand towels and wash cloths. All items shall be in good repair. The use of common wash cloths and towels shall be prohibited.	Personal Accommodations and Services	87307(a)(3)(C)	7%
Prior to working, residing or volunteering in a licensed facility, all individuals subject to a criminal record review shall request a transfer of a criminal record clearance from another facility or Trustline.	Criminal Record Clearance	87355(e)(2)	7%
All outdoor and indoor passageways and stairways shall be kept free of obstruction.	Personal Accommodations and Services	87307(d)(6)	6%
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)	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%
The licensee shall be responsible for assuring that a record of centrally stored prescription medications for each resident is maintained for at least one year and includes:	Incidental Medical and Dental Care	87465(h)(6)	5%
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)	5%

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In facilities licensed to provide care for 15 or fewer persons, the employee shall complete 10 hours of initial training. This training shall consist of 6 hours of hands-on shadowing training, which shall be completed prior to assisting with the self-administration of medications, and 4 hours of other training or instruction, as described in subdivision (f), which shall be completed within the first two weeks of employment.	Employees assisting residents with self-administration of medication; training requirements	H&S 1569.69(a)(2)	5%

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All personnel, including the licensee and administrator, shall be in good health, and physically and mentally capable of performing assigned tasks. Good physical health shall be verified by a health screening, including a chest x-ray or an intradermal test, performed by a physician not more than six (6) months prior to or seven (7) days after employment or licensure. A report shall be made of each screening, signed by the examining physician. The report shall indicate whether the person is physically qualified to perform the duties to be assigned, and whether he/she has any health condition that would create a hazard to him/herself, other staff members or residents. A signed statement shall be obtained from each volunteer affirming that he/she is in good health. Personnel with evidence of physical illness or emotional instability that poses a significant threat to the well-being of residents shall be relieved of their duties.	Personnel Requirements - General	87411(f)	5%
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 contained specified information.	Resident Records	87506(a)	5%