



**DELAWARE HEALTH
AND SOCIAL SERVICES**

Division of Health Care Quality

Office of Long Term Care
Residents Protection

DHSS - DHCQ
263 Chapman Road, Ste 200, Cambridge Bldg.
Newark, Delaware 19702
(302) 421-7400

STATE SURVEY REPORT

Page 1 of 2

NAME OF FACILITY: Complete Care at Brackenville LLC

DATE SURVEY COMPLETED: March 21, 2025

SECTION	STATEMENT OF DEFICIENCIES SPECIFIC DEFICIENCIES	ADMINISTRATOR'S PLAN FOR CORRECTION OF DEFICIENCIES												
16 Del. code, Chapter 11, Subchapter VII 1162 Nursing Staffing	<p>Minimum Staffing Levels for Residential Health Facilities</p> <p>(c) By January 1, 2002, the minimum staffing level for nursing services direct caregivers shall not be less than the staffing level required to provide 3.28 hours of direct care per resident per day, subject to Commission recommendation and if funds have been appropriated for 3.28 hours of direct care per resident for Medicaid eligible reimbursement.</p> <p>Nursing staff must be distributed to meet the following minimum weekly shift ratios:</p> <table><thead><tr><th></th><th>RN/LPN</th><th>CNA*</th></tr></thead><tbody><tr><td>Day - 1 nurse per 15 res.</td><td>1 aide per 8 res.</td><td></td></tr><tr><td>Evening</td><td>1:23</td><td>1:10</td></tr><tr><td>Night</td><td>1:40</td><td>1:20</td></tr></tbody></table> <p>* or RN, LPN, or NAIT serving as a CNA.</p> <p>(g) The period for review and determining compliance with the staffing ratios under this chapter shall be one (1) week.</p> <p>Nursing Facilities must be in compliance with 16 Del. code, Chapter 11, Subchapter VII 1162 Nursing Staffing at all times.</p> <p>This requirement is not met as evidenced by:</p> <p>A desk review staffing audit was conducted by the State of Delaware, Division of Health Care Quality, Office of Long-Term Care Residents Protection. The facility was found to be noncompliant with 16 Delaware Code Chapter 11 Nursing Facilities and Similar Facilities.</p>		RN/LPN	CNA*	Day - 1 nurse per 15 res.	1 aide per 8 res.		Evening	1:23	1:10	Night	1:40	1:20	<p>The Facility has conducted a comprehensive review of staffing levels <u>and</u> has implemented scheduling additional nursing assistants to the staffing for 7-3 shift to ensure compliance with the required 1:8 ratios as mandated by Eagles Law.</p> <p>NHA or designee will conduct daily audits of staffing levels for 7-3 shift daily x's 7 days to confirm that scheduled and actual staffing was sufficient to meet the 1:8 ratio.</p> <p>If compliance is achieved at 100% during the 7 days of audits the monitoring will transition to weekly audits x's 8 weeks to ensure continued compliance. Any discrepancies will be addressed immediately through corrective measures such as adjusting schedules or other necessary interventions</p> <p>QAPI committee will review the staffing audits to identify trends and changes necessary to maintain compliance</p> <p>Completion Date is April 9, 2025</p>
	RN/LPN	CNA*												
Day - 1 nurse per 15 res.	1 aide per 8 res.													
Evening	1:23	1:10												
Night	1:40	1:20												

Provider's Signature

Title

Date

Administrator

4/1/25



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	<p>Based on review of facility documentation submitted for the 2025 first quarter staffing review, it was determined the facility failed to provide a 1:8 CNA staffing ratio on the day shift.</p> <p>Findings include:</p> <p>Review of the Facility Staffing Worksheets, completed by E1 (Nursing Home Administrator) revealed the following:</p> <p>During the week of 1/26/25-2/1/25 the facility CNA ratio was 1:9 on the day shift.</p> <p>The facility failed to maintain the minimum CNA day shift staffing ratio of 1:8.</p>	

Provider's Signature _____ Title _____ Date _____