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F584 – Clean, Comfortable, Homelike Environment

F584 in Appendix PP is an expansive regulation that incorporates several aspects of the resident's environment. The regulatory language includes:

- The resident has the right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely.
- The nursing home must provide –
    - A safe, clean, comfortable, and homelike environment, allowing the resident to use his or her personal belongings to the extent possible.
        - This includes ensuring that the resident can receive care and services safely and that the physical layout of the facility maximizes resident independence and does not pose a safety risk.
        - The facility shall exercise reasonable care for the protection of the resident's property from loss or theft.
    - Housekeeping and maintenance services necessary to maintain a sanitary, orderly, and comfortable interior.
    - Clean bed and bath linens that are in good condition.
    - Private closet space in each resident room.
    - Adequate and comfortable lighting levels in all areas.
    - Comfortable and safe temperature levels. For those initially certified after October 1, 1990, must maintain a temperature range of 71-81 degrees Fahrenheit.
    - Maintenance of comfortable sound levels.

The interpretative guidance includes several definitions that may be helpful in identifying compliance. When the regulation indicates that something must be comfortable, it likely will vary by resident. For example, adequate lighting means level of illumination suitable to tasks the resident chooses to perform or that facility staff must perform whereas comfortable lighting is lighting that minimizes glare and provides maximum resident control, where feasible, over the intensity, location, and direction of lighting to meet their needs or enhance independent functioning. To establish compliance it will vary depending on the residents needs and desires.

The regulation intention is to create a homelike environment to the extent possible. The interpretative guidance encourages providers to eliminate or decrease institutional practices to the extent possible such as:

- Overhead paging

- Meal service using trays
- Institutional signs and labels
- Medication and treatment carts
- Widespread use of alarms
- Furniture that doesn't appear homelike or are uncomfortable
- Large, centrally located care team stations

While these may still exist in some buildings, CMS encourages providers to eliminate them as you're able to.

Additionally, the regulation encourages providers to make the environment person-centered. This may include allowing the resident to bring in personal items to the extent that is safe and appropriate based on the room size. Surveyors should be able to enter the resident's room and identify personal interests such as pictures, activities, personalized bedding, individual furniture, etc.

During review of surveys, this regulation is cited monthly for various concerns identified such as the resident's room and bathroom not being clean, areas of disrepair, and reports of missing items.