

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 045371	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 12/15/2022
NAME OF PROVIDER OR SUPPLIER Westwood Health and Rehab, Inc		STREET ADDRESS, CITY, STATE, ZIP CODE 802 S West End Street Springdale, AR 72764	
For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)		
F 0810 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	<p>Provide special eating equipment and utensils for residents who need them and appropriate assistance.</p> <p>39316</p> <p>Based on observation, record review, and interview, the facility failed to ensure 2 (Resident #3, and R #4) of 6 (R #1, R #2, R #3, R #4, R #5, R #6) sampled residents were provided with adaptive equipment during meals to ensure residents achieved and or maintained their highest practicable level of eating/drinking independence. The findings are:</p> <p>1. Resident #3 (R #3) had diagnoses of Dementia, Alzheimer's disease, and muscle wasting and atrophy. The Quarterly Minimum Data Set (MDS) with an Assessment Reference Date (ARD) of 12/1/2022 documented the resident scored 2 (0-7 indicated severe impairment) on the Brief Interview for Mental Status (BIMS), required limited assist for most all activities of daily living (ADLs).</p> <p>a. A Care Plan with a revision date of 9/29/2022 documented .The resident has an Activity of Daily Living (ADL) self-care performance deficit r/t (related to) dementia .the resident can feed self independently following tray set up .</p> <p>b. On 12/13/2022 at 12:20 p.m. Certified Nursing Assistant (CNA) #1 was setting up R #3 meal tray in the dining room on the secure unit. CNA #1 served R #3 8 ounces of tea in a regular cup with no lid. CNA #1 served R #3 8 ounces of milk in a regular cup with no lid.</p> <p>c. On 12/13/2022 at 12:23 p.m., review of R #3 meal tray card documented .Standing orders .8 fl (fluid) oz (ounces) iced tea .put in large cup with lid .8 fl. oz. milk .put in large cup with lid .</p> <p>2. Resident #4 (R #4) had diagnoses of Dementia, Alzheimer's Disease, and lack of coordination. The Quarterly Minimum Data Set (MDS) with an Assessment Reference Date (ARD) of 12/1/2022 documented the resident scored 3 (0-7 indicated severe impairment) on the Brief Interview Mental Status (BIMS), required extensive assistance with most all ADL's.</p> <p>a.A Care Plan with a revision date of 5/23/2022 documented .The resident has an ADL self-care performance deficit r/t dementia .the resident feeds self independently following staff set up .</p> <p>b. On 12/13/2022 at 12:24 p.m. CNA #1 was setting up R #4 meal tray in the dining room on the secure unit. CNA #1 served R #4 8 ounces of tea in a regular cup with no lid. CNA #1 then served R #4 8 ounces of coffee in a regular cup with no lid.</p> <p>(continued on next page)</p>		

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
FORM CMS-2567 (02/99) Previous Versions Obsolete	Event ID:	Facility ID: 045371
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<p>F 0810</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>c. On 12/13/2022 at 12:26 p.m., review of R#4 meal tray card documented .Standing orders .8 fl. oz. coffee . cup with lid .8 fl. oz. iced tea .cup with lid .</p> <p>3. The following interview were conducted with facility staff:</p> <p>a. On 12/13/2022 at 12:37 p.m., The Surveyor asked CNA #1, Why weren't R#3 and R#4 served drinks in cups with lids? CNA #1 stated, I don't know.</p> <p>b. On 12/13/2022 at 12:59 p.m., The Surveyor asked CNA #1, Who is responsible for ensuring meal cards are followed? CNA #1 stated, everybody.</p> <p>c. On 12/13/2022 at 5:01 p.m., The Surveyor asked the Dietary Manager (DM) #1, Why are R #3 and R #4 drinks not in cups with lids today? The DM #1 stated, They should be, R #3 got shaky and sometimes he spills his drinks, I got all over her, one of my girls, for not putting the cups with lids out.</p> <p>d. On 12/15/2022 at 10:29 a.m., The Surveyor asked CNA #2, Who is responsible for ensuring the tray cards are followed? CNA #2 stated, CNA's, whoever passes the trays. The Surveyor asked CNA #2, If a resident's tray card states, Serve liquids in a cup with a lid, should the resident's liquids be served in a cup with a lid? CNA #2 stated, It should be. The Surveyor asked CNA #2, Why would a resident's tray card state, Serve liquids in a cup with a lid? CNA #2 stated, To keep them from taking big drinks, and keep from spilling.</p> <p>e. On 12/15/2022 at 11:05 a.m., The Surveyor asked CNA #3, Who is responsible for ensuring the tray cards are followed? CNA #3 stated, The kitchen, but whoever delivers the tray is responsible for ensuring the diet and equipment is right. The Surveyor asked CNA #3, If a resident's tray card states, Serve liquids in a cup with a lid, should the resident's liquids be served in a cup with a lid? CNA #3 stated, It should be. The Surveyor asked CNA #3, Why would a resident's tray card state, Serve liquids in a cup with a lid? CNA #3 stated, He might have trouble with spilling it.</p> <p>f. On 12/15/2022 at 11:23 a.m., The Surveyor asked Licensed Practical Nurse (LPN) #1, Who is responsible for ensuring the tray cards are followed? LPN #1 stated, It starts in the kitchen, then the CNA's, whoever has access to the tray. The Surveyor asked LPN #1, if a resident's tray card states, Serve liquids in a cup with a lid, should the resident's liquids be served in a cup with a lid? LPN #1 stated, it should be. The Surveyor asked LPN #1, Why would a resident's tray card state, Serve liquids in a cup with a lid? LPN #1 stated, Probably because they have an issue with spilling, and to prevent it from spilling.</p> <p>g. On 12/15/2022 at 11:47 a.m., The Surveyor asked Dietary #2, who is responsible for ensuring the tray cards are followed. Dietary #2 stated, It's our job, the Dietary Manager, it's our responsibility as it goes out the kitchen. The Surveyor asked Dietary #2, If a resident's tray card states, Serve liquids in a cup with a lid, should the resident's liquids be served in a cup with a lid? Dietary #2 stated, they should be.</p> <p>h. On 12/15/2022 at 12:00 p.m., The Surveyor asked Dietary #3, Who is responsible for ensuring the tray cards are followed? Dietary #3 stated, The cook and the assistants. The Surveyor asked Dietary #3, If a resident's tray card states, serve liquids in a cup with a lid, should the resident's liquids be served in a cup with a lid? Dietary #3 stated, that would be me too.</p> <p>(continued on next page)</p>		

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<p>F 0810</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>i. On 12/15/2022 at 12:20 p.m., The Surveyor asked the Dietary Manager #1, Who is responsible for ensuring the tray cards are followed? Dietary Manager #1 stated, The ones who's serving out the line. The Surveyor asked Dietary Manager #1, If a resident's tray card states, Serve liquids in a cup with a lid, should the resident's liquids be served in a cup with a lid? Dietary Manager #1 stated, It should be the person doing the drinks.</p> <p>j. On 12/15/2022 at 12:37 p.m., The Surveyor asked the Director of Nursing (DON), Who is responsible for ensuring the tray cards are followed? The DON stated, dietary and nursing. The Surveyor asked the DON, If a resident's tray card states, Serve liquids in a cup with a lid, should the resident's liquids be served in a cup with a lid? The DON stated, only if he refused.</p> <p>k. On 12/15/2022 at 12:38 p.m., The Surveyor asked the Administrator, Who is responsible for ensuring the tray cards are followed. The Administrator stated, dietary and nursing. The Surveyor asked the Administrator, If a resident's tray card states, serve liquids in a cup with a lid, should the resident's liquids be served in a cup with a lid? The Administrator stated, it should be served.</p> <p>4. A policy provided by the Administrator on 12/15/2022 at 11:02 a.m. documented .Adaptive Eating Devices . adaptive eating devices will be used as necessary to ensure that residents can achieve or maintain their highest practicable level or eating independence .DM (Dietary Manager) ensures that the resident tray card states the specific adaptive device needed .dietary department .places the devices on the resident's tray as needed .</p>		

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<p>F 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 39316</p> <p>Based on observation and interview, the facility failed to ensure food items stored in the refrigerator and freezer were covered or sealed and dated, failed to ensure expired milk items were promptly removed/discarded by the expiration or use by dates, failed to ensure foods left out on the kitchen table were covered; and failed to ensure dry goods were labeled and dated to prevent potential for food borne illness for residents who received meals from 1 of 1 kitchen. This failed practice had the potential to affect 65 residents who received meals/trays from the kitchen according to a list provided by the Director of Nursing (DON) on [DATE] at 10:41 a.m. The findings are:</p> <p>1. On [DATE] at 10:31 a.m. a metal bowl of uncooked chicken thighs was on the kitchen table, uncovered. A metal bowl of egg batter mix was on the kitchen table, uncovered. A metal bowl of corn flake batter mixture was on the kitchen table, uncovered.</p> <p>a. On [DATE] at 10:33 a.m., the Surveyor asked the Dietary Manager (DM), what is in the bowls? The DM stated, Chicken thighs, egg batter, and corn flakes. The Surveyor asked the DM, Should it be covered? The DM stated, yes, it should be covered while the other is cooking.</p> <p>2. On [DATE], the following were in the refrigerator:</p> <p>a. At 10:40 a.m., a clear plastic bag that contained lettuce and slices of tomatoes had no label and was not dated.</p> <p>b. At 10:42 a.m., a clear plastic container that contained 6 hardboiled eggs had no label and was not dated.</p> <p>On [DATE] at 10:45 a.m., the Surveyor asked the DM, Who is responsible for ensuring food is labeled and dated? The DM stated, Absolutely everybody.</p> <p>c. At 10:51 a.m., a half-gallon of buttermilk with a use by date of [DATE].</p> <p>3. On [DATE] at 10:46 a.m., the following were on a metal cart next to the stove:</p> <p>a. 3 clear plastic bags of potato chips with no date and no label</p> <p>b. a rice [named snack] wrapped in clear [named] wrap with no label and no date</p> <p>c. 3 clear bags that contained 1 chocolate chip cookie each, with no label and no date</p> <p>(continued on next page)</p>		

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<p>F 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>4. A policy provided by the Administrator on [DATE] at 10:23 a.m. documented .Food Receiving and Storage . Foods shall be received and stored in a manner that complies with safe food handling practices .all foods stored in the refrigerator or freezer will be covered, labeled and dated .dry foods that are stored in bins will be removed from original packaging, labeled and dated .such foods will be rotated using a first in - first out system .beverages must be dated when opened and discarded per expiration or per manufacturers guidelines .other opened containers must be dated and sealed or covered during storage .</p> <p>5. On [DATE] the following interviews were conducted:</p> <p>a. At 11:47 a.m., the Surveyor asked Dietary #2, why should food in the refrigerator be labeled and dated? Dietary #2 stated, so you're not serving residents food that is bad. The Surveyor asked Dietary #2, why should expired milk be removed from the refrigerator? Dietary #2 stated, it can make you sick if served. The Surveyor asked Dietary #2, why should food be covered when sitting out in the kitchen? Dietary #2 stated, because we do have flies, and they could land on the food, and cause diseases. The Surveyor asked Dietary #2, who is responsible for ensuring food is labeled and dated? Dietary #2 stated, everybody is. The Surveyor asked Dietary #2, who is responsible for ensuring food is covered like chicken thighs, cornflake mix, and egg batter when sitting out? Dietary #2 stated, the cook is responsible, if your cooking, it's your responsibility. The Surveyor asked Dietary #2, who is responsible for ensuring expired food is not stored in the kitchen? Dietary #2 stated, everybody. The Surveyor asked Dietary #2, have you been trained on storage and handling of food? Dietary #2 stated, yes.</p> <p>b. At 12:00 p.m., the Surveyor asked Dietary #3, why should food in the refrigerator be labeled and dated? Dietary #3 stated, so we know what day we put it in. The Surveyor asked Dietary #3, why should expired milk be removed from the refrigerator. Dietary #3 stated, it goes bad. The Surveyor asked Dietary #3, why should food be covered when sitting out in the kitchen? Dietary #3 stated, from cross contamination. The Surveyor asked Dietary #3, who is responsible for ensuring food is labeled and dated? Dietary #3 stated, whoever uses it or puts it up. The Surveyor asked Dietary #3, who is responsible for ensuring food is covered like chicken thighs, cornflake mix, and egg batter when sitting out? Dietary #3 stated, the cook, but the assistants too, basically everybody. The Surveyor asked Dietary #3, who is responsible for ensuring expired food is not stored in the kitchen? Dietary #3 stated, everybody. The Surveyor asked Dietary #3, have you been trained on storage and handling of food? Dietary #3 stated, yes.</p> <p>c. At 12:20 p.m., the Surveyor asked the DM, why should food in the refrigerator be labeled and dated. The DM stated, so you know what it is and how long it's been in there. The Surveyor asked the DM, why should expired milk be removed from the refrigerator. The DM stated, it could make someone sick. The Surveyor asked the DM, why should food be covered when sitting out in the kitchen? The DM stated, In case there's any bugs or something gets in it. The Surveyor asked the DM, who is responsible for ensuring food is labeled and dated? The DM stated, everybody. The Surveyor asked the DM, who is responsible for ensuring food is covered like chicken thighs, cornflake mix, and egg batter when sitting out? The DM stated, the cook, whoever is dealing with that, it's their responsibility. The Surveyor asked the DM, who is responsible for ensuring expired food is not stored in the kitchen? The DM stated, everybody. The Surveyor asked the DM, Have you been trained on storage and handling of food? The DM stated, yes. The Surveyor asked the DM, what are your expectations from your staff regarding following the facility policies and procedures and the Centers for Medicare and Medicaid Services (CMS) guidelines related to food storage and handling. The DM stated, I got high expectations.</p> <p>(continued on next page)</p>		

Department of Health & Human Services
Centers for Medicare & Medicaid Services

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F 0812 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	<p>d. At 12:38 p.m., the Surveyor asked the Administrator, Why should food in the refrigerator be labeled and dated? The Administrator stated, so you know it's not bad. The Surveyor asked the Administrator, why should expired milk be removed from the refrigerator? The Administrator stated, it's expired. The Surveyor asked the Administrator, why should food be covered when sitting out in the kitchen? The Administrator stated, sanitary, to keep warm, it shouldn't be left uncovered. The Surveyor asked the Administrator, who is responsible for ensuring food is labeled and dated? The Administrator stated, dietary. The Surveyor asked the Administrator, who is responsible for ensuring food is covered like chicken thighs, cornflake mix, and egg batter when sitting out? The Administrator stated, dietary. The Surveyor asked the Administrator, who is responsible for ensuring expired food is not stored in the kitchen? The Administrator stated, dietary. The Surveyor asked the Administrator, what are your expectations from your staff regarding following the facility policies and procedures and the Centers for Medicare and Medicaid Services (CMS) guidelines related to food storage and handling? The Administrator stated, with education and them understanding, we expect them to do things right.</p>		