

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

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  195447	(X2) MULTIPLE CONSTRUCTION  A. Building B. Wing	(X3) DATE SURVEY COMPLETED  01/08/2025
NAME OF PROVIDER OR SUPPLIER  Heritage Manor West		STREET ADDRESS, CITY, STATE, ZIP CODE  7060 Cottonwood Blvd Shreveport, LA 71129	
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 0584  Level of Harm - Minimal harm or potential for actual harm  Residents Affected - Some	<p>Honor the resident's right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> 36665</p> <p>Based on observations and interviews the facility failed to maintain a safe, clean, comfortable and homelike environment for 2 (#15, #80) of 2 (#15, #80) residents' rooms observed for environment. The facility failed to ensure:</p> <ol style="list-style-type: none"><li>1. Resident #15's wheelchair was clean and sanitary</li><li>2. Resident #80's restroom was clean and sanitary.</li></ol> <p>Findings:</p> <p>Resident #15</p> <p>Review of Resident #15's medical record revealed an admitted [DATE] with diagnoses, of but not limited to, Alzheimer's disease, moderate protein calorie malnutrition, gastric reflux disease, dermatitis, dysphagia, vascular dementia, lack of coordination, cognitive communication deficit, and hypertension.</p> <p>Review of Resident #15's MDS (Minimum Data Set) for 11/12/2024, revealed Resident #15 was assessed as rarely understood.</p> <p>Observation on 01/06/2025 at 8:00 a.m. with S4 ADON (Assistant Director of Nurses) revealed Resident #15's wheelchair had dried white colored food residue on the seat, armrest and the right wheel.</p> <p>During an interview 01/06/2025 at 8:00 a.m. S4 ADON confirmed the white food residue on Resident #15's wheelchair was build up from Resident #15 spitting and reported the certified nursing assistants on the night shift should have cleaned Resident #15's wheelchair.</p> <p>Resident #80</p> <p>Review of Resident #80's medical record revealed an admitted [DATE] with a diagnoses, of but not limited to atrial fib, chronic kidney disease, mild protein calorie malnutrition, osteoarthritis, hypertension, gastric reflux disease and type 2 diabetes.</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

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<p>F 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Review of Resident #80's Quarterly MDS dated [DATE] revealed Resident #80 had a BIMS (Brief Interview Mental Status) Score of 15 indicating intact cognition.</p> <p>Observation on 01/06/2025 at 8:15 a.m. revealed brown colored splash spots on the wall next to and behind Resident #80's toilet. Further observation revealed Resident #80's toilet had brown stains on the seat and inside of the toilet.</p> <p>Observation on 01/07/2025 at 8:00 a.m. with S5 Housekeeper revealed brown colored splash spots on the wall next to and behind Resident #80's toilet. Further observation revealed Resident #80's toilet had brown stains on the seat and inside of the toilet.</p> <p>During an interview on 01/07/2025 at 8:00 a.m. S5 Housekeeper reported Resident #80's restroom was supposed to be cleaned daily and confirmed it had not been cleaned.</p> <p>During an interview on 01/08/2025 at 8:00 a.m. S6 Housekeeping Supervisor confirmed Resident #80's restroom was not cleaned daily and should have been.</p>		

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<p>F 0640</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Encode each resident's assessment data and transmit these data to the State within 7 days of assessment.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> 45317</p> <p>Based on record review and interview, the facility failed to ensure each resident's MDS (Minimum Data Set) assessment was transmitted to CMS (Centers for Medicare and Medicaid Services) within the required timeframe for 1 (#74 ) of 1 (#74 ) resident who was reviewed for Resident Assessment.</p> <p>Findings:</p> <p>Review of Resident #74's MDS assessments revealed a discharge MDS dated [DATE] with a status of in progress.</p> <p>During an interview on 01/07/2025 at 4:30 p.m., S3 Nurse Case Manager confirmed resident #74's discharge MDS had not been transmitted to CMS and should have been.</p>		

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F 0656  Level of Harm - Minimal harm or potential for actual harm  Residents Affected - Some	<p>Develop and implement a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> 36665</p> <p>Based on record review and interview the facility failed to ensure a resident's plan of care was implemented for 1 (#15) of 1(#15) resident out of total of 34 sampled residents. The facility failed to ensure Resident #15's lab work was done as ordered.</p> <p>Findings:</p> <p>Review of Resident #15's medical record revealed an admitted [DATE] with diagnosis of but not limited to; Alzheimer's disease, moderate protein calorie malnutrition, gastric reflux disease, dermatitis, dysphagia, vascular dementia, lack of coordination, cognitive communication deficit, and hypertension.</p> <p>Review of Resident #15's MDS (Minimum Data Set) for 11/12/2024, revealed Resident #15 was assessed as rarely understood.</p> <p>Review of Resident #15's December 2024 Physician's orders revealed an order for a CBC (Complete Blood Count) dated 12/13/2024 one time for dementia until 12/16/2024.</p> <p>Review of Resident #15's medical record failed to reveal lab results from the CBC ordered on 12/13/2024.</p> <p>During an interview on 01/08/2025 at 12:48 p.m. S2 DON (Director of Nurses) reported the facility did not have the results of Resident #15's CBC because the specimen had clotted and the facility failed to follow-up and ensure the lab was re-drawn. S2 DON confirmed Resident #15's lab work was not done as ordered.</p>		

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<p>F 0684</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Provide appropriate treatment and care according to orders, resident's preferences and goals.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> 30669</p> <p>Based on observation, interviews, and record reviews the facility failed to ensure each resident received the care and services in accordance with professional standards of practice for 1 (#2) of 1 sample resident reviewed for skin conditions (non-pressure). The facility failed to ensure resident #2, with a diagnosis of diabetes was provided necessary care and services for her feet.</p> <p>Findings:</p> <p>Review of resident #2's records revealed diagnoses of diabetes type 2, peripheral vascular disease, chronic kidney disease, dependence on dialysis, chronic obstructive pulmonary disease, and congestive heart failure.</p> <p>Review of resident #2's Annual Minimum Data Set assessment dated [DATE] revealed a BIMS (Brief Interview for Mental Status) score of 15 indicating intact cognition.</p> <p>During an interview on 01/07/2025 at 09:20 a.m. resident #2 reported she had a black spot on her right foot. Resident #2 reported she had reported this to S8 Wound Care Nurse multiple times and nothing had been done. Resident #2 reported nothing had been done for her foot and she did not want to lose her foot.</p> <p>Observation made on 01/07/2025 at 09:30 a.m. of resident #2's right foot with S7 LPN (License Practical Nurse) revealed resident #2 had a black spot on top of her right great toe.</p> <p>During an interview on 01/07/2025 at 09:30 a.m. S7 LPN reported there is a foot doctor that comes to the facility that could see resident #2. S7 LPN reported she was not aware resident #2 had a black spot on her foot.</p> <p>During an interview on 01/08/2025 at 2:20 p.m. S9 CNA (Certified Nursing Assistant) reported she had worked with resident #2 bathing her at times. S9 CNA reported she had noticed resident #2's right toe being black yesterday and she reported it to the S8 Wound Care Nurse.</p> <p>During an interview at 01/08/2025 at 2:30 p.m. S10 SSD (Social Service Director) reported S11 APRN (Advanced Practice Registered Nurse) podiatrist sees all the resident at the facility for foot care. S10 SSD reported none of the facility's nurses had asked her to put resident #2 on S11 APRN podiatrist schedule.</p> <p>Review of S12 NP (Nurse Practitioner) notes dated 01/07/2025 revealed resident #2 had a toenail injury with toenail fungus.</p>		

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F 0686  Level of Harm - Minimal harm or potential for actual harm  Residents Affected - Some	<p>Provide appropriate pressure ulcer care and prevent new ulcers from developing.</p> <p>30669</p> <p>Based on observations, interviews and record review the facility failed to provide preventive care, and treatment consistent with professional standards of practice, for 1 (#151) of 3 (#15. #35 and #151) residents reviewed for positioning/mobility. The facility failed to ensure residents who were at risk for development of pressure injuries was provided necessary care to avoid a pressure injury.</p> <p>Findings:</p> <p>Review of resident #151's records revealed diagnoses of non-traumatic intracerebral hemorrhage unspecified, benign neoplasm of cerebral meninges, other seizures. type 2 diabetes with hyperglycemia, diabetic polyneuropathy and essential hypertension.</p> <p>Review of resident #151's admit note dated 12/02/2024 S3 RN (Registered Nurse) reads in part, resident admitted to skilled facility after hospital or treatment for intracranial hemorrhaged. Resident #151 was independent prior to recent illness and did not need any assist from anyone. Resident #151 at the time of admit is total assist feeding, bed mobility, incontinent care, transfers.</p> <p>Review of the Skin and Wound Evaluation dated 01/01/2025 revealed resident #151's initial admitted was 12/04/2024. In facility acquired pressure ulcer to his right gluteus. Stage 2, partial-thickness skin loss with exposed dermis.</p> <p>Review of resident #151's MDS (Minimum Data Set) failed to reveal the entries were completed except for the entry on 12/04/2024. All other MDS entries were in progress.</p> <p>Review of resident #151's Plan of Care revealed the following problems and interventions:</p> <p>1. Resident lifting plan</p> <p>Goal: Resident will have no injury/complication due to use of lift through need review.</p> <p>Interventions: Lift assessment quarterly and prn.</p> <p>2. Resident has a stage 2 pressure ulcer to right gluteal.</p> <p>Goal: Pressure ulcer will heal without complication through next review.</p> <p>Interventions: Observe daily for sign and symptoms of infection. Observe for pain and medicate per order. Pressure relieving mattress and pressure relieving cushion to chair. Treatment to area per order. Weekly evaluation of wound healing.</p> <p>3. Resident needs assist with ADL's (Activity of Daily Living) and late loss ADL's. Resident requires extensive assist with repositioning and bed mobility.</p> <p>Chair/Bed to chair transfer. Resident is dependent on staff to transfer to and from a bed to a chair/wheelchair. Roll left to right: Resident needs substantial/maximal assist to roll left to right.</p> <p>(continued on next page)</p>		

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<p>F 0686</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Observation on 01/06/2025 at 09:30 a.m. resident #151 awake and alert positioned on his back with his head elevated. Further observation revealed a turning schedule a clock posted on the wall at the head of the bed to be turned every 2 hours to the door, window, and ceiling.</p> <p>Observation on 01/06/2025 at 12:15 p.m. resident #151 was still positioned on his back in bed</p> <p>Observation on 01/06/2025 at 2:00 p.m. resident #151 was still in the same position in bed. During an interview at this time resident #151 reported he had not been out of bed, he had not been turning or repositioned</p> <p>Observation on 01/07/2024 at 8:18 a.m. resident #151 in bed at this time positioned on his back.</p> <p>Observation on 01/07/2024 at 2:15 p.m. revealed resident #151 in bed asleep. Resident #151 easily aroused, he reported he had not been out of bed today.</p> <p>During an interview on 01/06/2025 at 9:30 a.m. resident #151 reported he had been at the facility for a month and had never been gotten out of bed. Resident further reported he was unable to turn or reposition himself and unable to get out of bed without assistance.</p> <p>During an interview on 01/07/2024 at 2:35 p.m. S8 Wound Care Nurse reported there is no reason resident #151 should not be up and out of bed. S8 Wound Care Nurse reported resident #151 has very little control of his upper body and can get up with 2 person assist by a lift to a Geri chair. S8 Wound Care Nurse reported resident #151's had a stage 2 pressure ulcer that occurred in the facility.</p> <p>During an interview on 01/08/2025 at 10:00 a.m. S7 LPN reported resident #151 had not been up and out of bed.</p> <p>Review of resident #151's records failed to reveal any documentation he had refused to be turned or repositioned or got up out of bed.</p> <p>.</p> <p>.</p>		