

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

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Form Approved OMB  
No. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  375317	(X2) MULTIPLE CONSTRUCTION  A. Building B. Wing	(X3) DATE SURVEY COMPLETED  12/27/2024
NAME OF PROVIDER OR SUPPLIER  Heritage Hills Living & Rehabilitation Center		STREET ADDRESS, CITY, STATE, ZIP CODE  411 North West Street McAlester, OK 74502	
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 - Few	<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** 46702</b></p> <p>Based on observation and interview, the facility failed to maintain and clean, safe, and sanitary homelike environment during two of two observations.</p> <p>The administrator identified 59 residents resided in the facility.</p> <p>Findings:</p> <p>On 12/19/24 at 11:03 a.m., the following observations were made,</p> <p>a. a broken tile was observed with black tape over a loose and cracked tile in the main hallway,</p> <p>b. a tile in the main hall was cracked and pieces missing creating a trip hazard,</p> <p>c. there was a cracked and broken tile observed in room [ROOM NUMBER],</p> <p>d. room [ROOM NUMBER] had cracked tiles in the entry way,</p> <p>e. the double doors leading down the main hallway from the front commons had the lower panel separated from the door and had sharp edges,</p> <p>f. the walls in the main center hallway were scuffed with black marks and damaged in the commons area and the North main hallway,</p> <p>g. the tiled floors on the East hall were chipped, stained, and damaged where the center hall met. There was brown stained residue on the tile and the base boards and corners were damaged,</p> <p>h. the halls had missing paint and damaged sheetrock and resident doors were scuffed with marks, and</p> <p>i. there were cracked tiles and black mold around the toilet and shower area on the North hall.</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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F 0584  Level of Harm - Minimal harm or potential for actual harm  Residents Affected - Few	<p>On 12/26/24 at 11:32 a.m., HK #1 was asked to discuss the broken tiles on the halls and resident rooms. They stated they noticed the tile with tape on the center hall on 12/25/24. They stated the East hall stains were because it needed waxed and it would not stay clean. They stated the cracked tile needed to be replaced. HK #1 stated the walls in the halls were scuffed with black marks throughout the facility from the residents' wheel chairs.</p> <p>On 12/27/24 at 9:39 a.m., a family representative was asked what they thought about the condition of the facility. They stated the place could use some help. They stated the floors and the walls were in disrepair.</p> <p>On 12/27/24 at 10:03 a.m., CNA #3 was asked to discuss the condition of the facility. They stated the tile floor on the East hall was not clean. They stated it was stained, cracked, and looked soiled. They stated the walls were usually soiled with spilled drinks and scuffed from carts and residents' wheelchairs. The CNA stated they report it to HK and maintenance. They were asked if they thought it looked like a clean, sanitary, and safe home like environment. The CNA stated mainly the cleanliness and the condition of the environment and the walls. They stated it was definitely not how some of the residents would live.</p> <p>On 12/27/24 at 10:20 a.m., CNA #4 was asked to discuss the condition of the facility. They stated it was pretty bad. They stated the floors on East hall you could not tell if they were dirty or stained. They stated the tiles were cracked. The CNA stated the walls in the halls were scuffed up throughout the whole facility. They were asked if it looked like a clean, safe, and sanitary home like environment. They stated, No, I wouldn't want to live this. I would be fixing things. The CNA stated the doors in the hall were in disrepair and looked broken.</p> <p>On 12/27/24 at 10:45 a.m., HK #2 was asked to discuss the condition of the facility. They stated it was the nastiest facility they had ever worked in. They stated it was rough. HK #2 stated the walls were scuffed and was permanent. They stated they had scrubbed the walls and they were missing paint. They stated the walls needed to be repainted. HK #2 was asked to discuss the East hall floors. They stated they were old, the tiles were stained, and some were cracked. They stated they stained easily and they were stained and soiled and could not be cleaned. HK #2 stated the tiles in the center hall were cracked and some were missing.</p> <p>On 12/27/24 at 11:02 a.m., LPN #1 was asked to discuss the condition of the facility. They stated on the East hall the floors looked stained after they were mopped. They stated the tiles were cracked and looked horrible. The LPN stated the walls in the halls, resident doors and rooms were scuffed, missing paint, and base boards were damaged in places. They were asked if it looked like a clean ,sanitary, and safe home like environment. They stated, No, I know when house keeping cleans, it always looks dirty because of the stained and old floors.</p> <p>(continued on next page)</p>		

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F 0584  Level of Harm - Minimal harm or potential for actual harm  Residents Affected - Few	<p>On 12/27/24 at 12:07 p.m., a tour of the facility was conducted with the DON. They were asked to discuss the observations made. They stated the fire doors in the main hall laminate was not attached for safety and it looked like it was in disrepair. They stated the halls needed to be painted. The DON stated the corners were very concerning due to disrepair and how it looked. They stated the back nurses station metal trim was damaged and could cause skin tears. They stated the base boards were trip hazards and looked like they were in disrepair. They stated the tile on East hall was cracked, stained, and did not not look clean when it was mopped due to stains. The DON was asked what was the facility's policy for maintaining a clean, safe, and sanitary home like environment. They stated it should be maintained and it was the residents rights to have a clean, safe, and sanitary home like environment. The DON was asked, based upon the above observations, what they thought about the condition of the facility in regard to their policy. They stated it needed to be painted, the floors needed to be redone, the base boards needed to be cleaned and tacked down, and the doors needed to be painted and repaired. They stated especially the fire doors. The DON was asked if the residents right to a clean, safe, and sanitary home like environment policy was followed. The DON stated, No.</p> <p>On 12/27/24 at 12:36 p.m., a tour of the facility was conducted with the administrator. They were asked to discuss the policy on maintaining a clean, sanitary, and home like environment. The administrator stated the house keepers were supposed to deep clean and maintenance quit on 12/26/24. They were asked to discuss what was observed on the walk through of the facility. The administrator stated the floor on the East hall needed to be redone. They stated it looked bad, had patches, the tile was cracked, and it was stained. They stated it did not look clean. They stated the corners needed to be replaced because they were in disrepair and looked bad. The administrator stated the walls needed to be touched up and they had black marks from wheelchairs and carts. They stated the North bathroom had mold on the floor and broken tiles which needed to be repaired. They stated the fire doors had rough edges and needed to be fixed on North and center. The administrator was asked how the doors looked on the halls. They stated the tops looked good, but the bottom did not. They were were asked, based upon the above observations, did they think it was a clean, safe, and sanitary home like environment. The administrator stated, I don't think it is that bad, we have hard people to take care of. They stated they did not have a policy regarding a clean, safe, and sanitary homelike environment and went by resident rights.</p>		