Printed: 05/28/2025 Form Approved OMB No. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 675002	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 12/06/2024	
NAME OF PROVIDER OR SUPPLIER Retama Manor Nursing Center/San Antonio West		STREET ADDRESS, CITY, STATE, ZIP CODE 636 Cupples Rd San Antonio, TX 78237		
For information on the nursing home's	plan to correct this deficiency, please con	tact 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 0698	Provide safe, appropriate dialysis care/services for a resident who requires such services.			
Level of Harm - Minimal harm	**NOTE- TERMS IN BRACKETS F	HAVE BEEN EDITED TO PROTECT C	ONFIDENTIALITY** 39251	
or potential for actual harm Residents Affected - Some	Based on interviews and record reviews, the facility failed to ensure that residents who required dialysis received such services, consistent with professional standards of practice for 1 of 2 residents (Resident #1) reviewed for dialysis.			
	The facility failed to ensure Resident #1 had a complete set of vital signs assessed prior to leaving for dialysis on (8) occasions.			
	2. The facility failed to ensure Resident #1 had a complete set of vital signs and access site assessed upon returning to the facility after dialysis on (9) occasions.			
	These deficient practices could affect residents who receive dialysis treatments at risk for inadequate care and/or decline in health.			
	Findings included:			
	1. Record review of Resident #1's Admission Record, dated 12/5/24, revealed the resident was admitted to the facility on [DATE] with diagnoses that included: Chronic Kidney Failure (condition in which kidneys are unable to filter waste from blood), Type 2 Diabetes (condition in which the body has trouble controlling blood sugar and using it for energy), ESRD (kidneys can longer function due to permanent damage), and Hypertension (high blood pressure).			
	Record review of Resident #1's Care Plan , initiated 9/4/24, revealed: CKD with Dialysis .Assess shunt for any redness, swelling, or pain .Take to dialysis as scheduled .			
	Record review of Resident #1's Order Summary, dated 11/28/24, revealed an order for dialysis treatment, dated 9/18/24. Further review revealed Monday, Wednesday, Friday dialysis at 11:30 am.			
	Record review of Resident #1's Dialysis Pre & Post Assessment, completed by LVN E, revealed the Dialysis Pre-Evaluation were not complete on the following dates: 10/2/24, 10/7/24, 10/11/24, 10/14/24, 10/18/24, 10/23/24, 10/28/24, and 11/13/24. Further review revealed LVN E documented vital signs from previous dates on the mentioned dates.			
	Record review of Resident #1's Pro	ogress notes revealed:		
	10/2/24 - there was no pre dialysis assessment documented.			
	(continued on next page)			

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: 675002

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(XI) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 675002	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 12/06/2024	
NAME OF PROVIDER OR SUPPLIER		STREET ADDRESS, CITY, STATE, ZI	P CODE	
		636 Cupples Rd	PCODE	
Retama Manor Nursing Center/San Antonio West		San Antonio, TX 78237		
For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.			agency.	
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)			
F 0698	10/14/24 - there was no pre dialys	is assessment documented.		
Level of Harm - Minimal harm or	10/18/24 - there was no pre dialys	is assessment documented.		
potential for actual harm	10/28/24 - there was no pre dialys	is assessment documented.		
Residents Affected - Some	11/13/24 - there was no pre dialys	is assessment documented.		
	Record review of Resident #1's Dialysis Pre & Post Assessment, completed by LVN E, revealed the Dialysis Post-Evaluation was not complete on 10/2/24, 10/7/24, 10/11/24, 10/14/24, 10/16/24, 10/18/24, 10/23/24, 10/28/24, and 11/13/24.			
	Record review of Resident #1's Pro	ogress notes revealed:		
	10/2/24 - there was no post dialysis assessment documented.			
	10/11/24 - there was no post dialysis assessment documented.			
	10/23/24 - there was no post dialy	sis assessment documented.		
	10/28/24 - there was no post dialysis assessment documented.			
	11/13/24 - there was no post dialysis assessment documented.			
	During an interview on 12/2/24 at 2:26 pm, Resident #1 said he did not remember if he was assessed progoing to dialysis.			
	During an interview on 12/5/24 at 2:09 pm, the DON said she expected that residents be assessed on the same day of dialysis, 30 minutes - 1 hour before the residents were transported to the dialysis center. The DON further stated the residents were to be assessed once they returned from dialysis as well to ensure the residents were stable. The DON said the pre/post assessments included how the resident looked, their cognition, if they had shortness of breath, any complaints, a complete set of vital signs (T, P, R, BP, and O2 sat), assessment of the dialysis access site, and a comparison to the dialysis center assessment after the residents returned from dialysis. The DON said the resident may be unstable prior to dialysis or may become unstable after dialysis so it was important to have the complete assessment before and after dialysis.			
	Attempts to interview LVN E on 12/5/24 at 5:15 pm and 12/6/24 at 10:06 am were unsuccessful.			
	During an interview on 12/6/24 at 3:04 pm, RN H said he expected residents to be assessed on the same day of dialysis prior to be transported to the dialysis center. RN H further stated staff could not use assessments from previous days because the facility needed a baseline to know whether the resident was stable or not before they left for the dialysis center, the resident should not be sent to dialysis with a low BP. RN H said the pre/post dialysis assessments includes respiration, BP, HR, O2 sat, and temperature every time the residents went to dialysis, along with the access site for bleeding and signs of infection. RN H further stated if the assessments were not competed or not documented, the facility would be unable to know if the residents were stable.			
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AND PLAN OF CORRECTION IDENTIFICATION NUMBER: 675002 A. Building B. Wing COMPLETED 12/06/2024 NAME OF PROVIDER OR SUPPLIER Retama Manor Nursing Center/San Antonio West STREET ADDRESS, CITY, STATE, ZIP CODE 636 Cupples Rd San Antonio, TX 78237 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) During an interview on 12/6/24 at 3:58 pm, the DON said she was not aware LVN E used assessments from previous dates on the above-mentioned assessments because she did not review pre/post dialysis assessments unless they were triggered by the UDA (User Defined Assessment), which only triggered if the assessments were not within normal limits.				10.0930-0391
Retama Manor Nursing Center/San Antonio West 636 Cupples Rd San Antonio, TX 78237 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) During an interview on 12/6/24 at 3:58 pm, the DON said she was not aware LVN E used assessments from previous dates on the above-mentioned assessments because she did not review pre/post dialysis assessments unless they were triggered by the UDA (User Defined Assessment), which only triggered if the assessments were not within normal limits. Residents Affected - Some Record review of the facility's policy titled, End-Stage Renal Disease, Care of a Resident with, revised September 2010, revealed: . Residents with end-stage renal disease (ESRD) will be cared for according to	STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	IDENTIFICATION NUMBER:	A. Building	COMPLETED
Retama Manor Nursing Center/San Antonio West 636 Cupples Rd San Antonio, TX 78237 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) During an interview on 12/6/24 at 3:58 pm, the DON said she was not aware LVN E used assessments from previous dates on the above-mentioned assessments because she did not review pre/post dialysis assessments unless they were triggered by the UDA (User Defined Assessment), which only triggered if the assessments were not within normal limits. Residents Affected - Some Record review of the facility's policy titled, End-Stage Renal Disease, Care of a Resident with, revised September 2010, revealed: . Residents with end-stage renal disease (ESRD) will be cared for according to	NAME OF PROVIDER OR SUPPLIE	⊥ ER	STREET ADDRESS, CITY, STATE, Z	IP CODE
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previous dates on the above-mentioned assessments because she did not review pre/post dialysis Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some Record review of the facility's policy titled, End-Stage Renal Disease, Care of a Resident with, revised September 2010, revealed: Residents with end-stage renal disease (ESRD) will be cared for according to	(X4) ID PREFIX TAG			ion)
September 2010, revealed: . Residents with end-stage renal disease (ESRD) will be cared for according to	F 0698 Level of Harm - Minimal harm or potential for actual harm	previous dates on the above-menti assessments unless they were trig	oned assessments because she did no gered by the UDA (User Defined Asse	ot review pre/post dialysis
	Residents Affected - Some	September 2010, revealed: . Resid	ents with end-stage renal disease (ES	

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NAME OF PROVIDER OR SUPPLIER		STREET ADDRESS, CITY, STATE, ZI	P CODE
Retama Manor Nursing Center/San Antonio West		636 Cupples Rd	P CODE
Netama wanti Narsing Contendan Antonio West		San Antonio, TX 78237	
For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.			agency.
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)		on)
F 0880	Provide and implement an infection	prevention and control program.	
Level of Harm - Minimal harm or potential for actual harm	**NOTE- TERMS IN BRACKETS H	IAVE BEEN EDITED TO PROTECT CO	ONFIDENTIALITY** 39251
Residents Affected - Some	Based on observations, interviews, and record review the facility failed to maintain an infection prevention and control program designed to provide a safe, sanitary, and comfortable environment and to help prevent the development and transmission of communicable diseases and infections for 7 of 8 residents (Resident #2, Resident #5, Resident #6, Resident #8, Resident #10, Resident #11, and Resident #15) reviewed for infection control.		
	The facility failed to use proper infe	ction control practices:	
	During skin assessment and work	und care for Resident #2.	
	2. During skin assessments for Res	sidents #5, #6, #8, #10, and #11.	
	3. During wound care for Resident	#15.	
	This failure could place residents a	t risk for infection and decline in health.	
	Findings included:		
	1. Record review of Resident #2's Admission Record, dated 12/2/24, revealed the resident was readmitted to the facility on [DATE] with diagnoses that included: Cellulitis (common bacterial skin infection), Lesions (Right Shoulder), and Type 2 diabetes (chronic condition that affects the way the body processes blood sugar).		
	Record review of Resident #2's quarterly MDS assessment, dated 10/8/24, revealed the resident had a BIMS score of 12, suggesting intact cognition. Further review of the document revealed Resident #2 had open lesions other than ulcers, rashes, or cuts.		
		re Plan, initiated 11/15/24, revealed: .A nd left upper back .Treatment as order	
	Record review of Resident #2's Order Summary, dated 12/2/24, revealed: Abscess to left upper back, cleanse with normal saline or wound cleanser, pat dry, apply Medi-honey (used to treat chronic wounds), alginate (absorbent dressing used to treat wounds with discharge), foam dressing every day shift for wound care; Abscess to right upper back, cleanse with wound cleanser, pat dry, apply Lodoform (antiseptic used minor skin conditions) dressing every day shift for wound care.		
	Observation of wound care to Resident #2's upper back, on 11/28/24 beginning at 3:44 pm, revealed LVN G washed her hands for 9 seconds prior to the skin assessment and 7 seconds after completing the skin assessment for Resident #2.		•
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			NO. 0936-0391
STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 675002	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 12/06/2024
NAME OF PROVIDER OR SUPPLIER Retama Manor Nursing Center/San Antonio West		STREET ADDRESS, CITY, STATE, ZIP CODE 636 Cupples Rd San Antonio, TX 78237	
For information on the nursing home's plan to correct this deficiency, please cor		.l	
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)		
F 0880 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	Observation of wound care to Resident #2's upper back, on 11/28/24 beginning at 4:02 pm, revealed LVN G donned a gown, washed her hands for 3 seconds, and donned gloves prior to wound care. Further observation revealed LVN G removed her gloves after removing Resident #2's dressings and sanitized her hands but did not allow the ABHR to dry before donning new gloves. LVN G cleaned Resident #2's wounds to his upper back, removed her gloves, sanitized her hands but did not allow the ABHR to dry before donning new gloves. Further observation revealed LVN G removed her PPE after completing wound care and washed her hands for 5 seconds.		
	2. Record review of Resident #5's Admission Record, dated 12/4/24, revealed the resident was readmitted to the facility on [DATE] with diagnoses that included: Peripheral Vascular Disease (circulatory condition in which narrowed blood vessels reduce blood flow to the limbs) and Type 2 diabetes (chronic condition that affects the way the body processes blood sugar).		
	Record review of Resident #5's quarterly MDS assessment, dated 9/24/24, revealed the resident had a BIMS score of 15, suggesting intact cognition. Further review of the document revealed Resident #2 had a venous or arterial ulcer that required the application of a nonsurgical dressing and medication.		
	Record review of Resident #5's Care Plan, reviewed 11/11/24, revealed: .Altered skin integrity non pressure/pressure wounds to .2. vascular wound to left leg .5 necrotic to left toes x 3 2nd toe, 3rd toe, 4th toe .gangrene left 2nd toe .		
	Observation of skin assessment for Resident #5's, on 11/28/24 beginning at 3:37 pm, revealed LVN G washed her hands for 7 seconds after Resident #5's skin assessment.		
	Record review of Resident #6's Admission Record, dated 12/2/24, revealed the resident was readmitted to the facility on [DATE] with diagnoses that included: Multiple sclerosis (disease that damages the nervous system) and Pressure Ulcers.		
	Record review of Resident #6's quarterly MDS assessment, dated 8/19/24, revealed the resident had a BIMS score of 15, suggesting intact cognition. Further review of the document revealed Resident #6 had one or more pressure ulcers/injuries, open lesions other than ulcers, rash, or cuts, and required application of nonsurgical dressings and medications.		
	Record review of Resident #6's Care Plan, reviewed 9/6/24, revealed: .currently has pressure ulcers and hx of healed pressure ulcer .Altered skin integrity .		
	Observation of skin assessment for Resident #6's, on 11/28/24 beginning at 3:21 pm, revealed LVN G washed her hands for 7 seconds prior to Resident #6's skin assessment and for 5 seconds after completing the skin assessment.		
	facility on [DATE] with diagnoses the language), Cirrhosis (chronic liver of processes blood sugar), Neuropat	nission Record, dated 12/2/24, revealed nat included: Cognitive Communication damage), Type 2 diabetes (chronic con hy of Lower Extremities (weakness, nu and subcutaneous tissue (layer of skin	Deficit (difficulty with thinking and dition that affects the way the body mbness, and pain due to nerve
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Retama Manor Nursing Center/San Antonio West		636 Cupples Rd	P CODE
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F 0880 Level of Harm - Minimal harm or potential for actual harm	Record review of Resident #8's quarterly MDS assessment, dated 10/22/24, revealed the resident had a BIMS score of 15, suggesting intact cognition. Further review of the document revealed Resident #8 did not have pressure ulcers.		
Residents Affected - Some	Record review of Resident #8's Cal Cirrhosis .Generalized Pruritis [itch	re Plan, reviewed 11/12/24, revealed: . y skin]-severe .	[Resident #8] has liver disease r/t
	Observation of skin assessment for Resident #8's, on 11/28/24 beginning at 3:01 pm, revealed LVN G washed her hands for 6 seconds prior to Resident #8's skin assessment and for 8 seconds after completing the skin assessment.		
		mission Record, dated 12/2/24, reveale es that included: Alzheimer's Disease (d	
	Record review of Resident #10's quarterly MDS assessment, dated 10/21/24, revealed the resident had a BIMS score of 6, suggesting severely impaired cognition. Further review of the document revealed Resident #10 did not have any skin conditions but required application of ointments/medications other than to the feet.		
	Record review of Resident #10's Care Plan, reviewed 9/13/24, revealed: . [Resident #10] has potential for pressure ulcer development . [Resident #10] has a rash r/t dermatitis, c/o itching .		
	Observation of skin assessment for Resident #10's, on 11/28/24 beginning at 2:55 pm, revealed LVN G washed her hands for 7 seconds prior to Resident #10's skin assessment and for 7 seconds after completing the skin assessment.		
	Record review of Resident 11's Admission Record, dated 12/2/24, revealed the resident was admitted to the facility on [DATE] with diagnoses that included: Excoriation (skin picking) Disorder, Type 2 diabetes (chronic condition that affects the way the body processes blood sugar) Candidiasis (fungal infection).		
	Record review of Resident #11's quarterly MDS assessment, dated 9/28/24, revealed the resident had a BIMS score of 15, suggesting intact cognition. Further review of the document revealed Resident #11 did not have any skin conditions but required application of ointments/medications other than to the feet.		
	Record review of Resident #11's Care Plan, reviewed 10/22/24, revealed: Altered skin integrity non pressure related to: fungal on abdominal folds area .Altered skin integrity non pressure related to dermatitis [inflammation, redness, and itchiness of the skin] .		
		r Resident #11's, on 11/28/24 beginning rior to Resident #6's skin assessment a	-
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Retama Manor Nursing Center/San Antonio West		636 Cupples Rd San Antonio, TX 78237	. 6052	
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)			
F 0880 Level of Harm - Minimal harm or potential for actual harm	3. Record review of Resident 15's Admission Record, dated 12/4/24, revealed the resident was readmitted to the facility on [DATE] with diagnoses that included: Hemiplegia (paralysis or weakness to one side of the body), Hemiparesis (weakness or an inability to move one side of the body), and Dementia (group of thinking and social symptoms that interferes with daily functioning).			
Residents Affected - Some	Record review of Resident #15's quarterly MDS assessment, dated 8/30/24, revealed the resident had a BIMS score of 2, suggesting severely impaired cognition. Further review of the document revealed Resident #10 did not have any skin conditions but required application of ointments/medications other than to the feet.			
		are Plan, reviewed 11/27/24, revealed: ease process, Immobility .Altered skin i tments as ordered .	•	
	Record review of Resident #15's Order Summary, dated 12/4/24, revealed: Stage 2 to right buttock, cleanse with normal saline or wound cleanser, pat dry, apply Medi-honey, alginate, dressing every day shift for wound healing.			
	Observation of wound care to Resident #15's right buttock, on 12/4/24 beginning at 8:13 am, revealed LVN G sanitized her hands prior to gathering wound care supplies but did not allow the ABHR to dry prior to donning clean gloves. Further observation revealed LVN G washed her hands for 12 seconds prior to wound care for Resident #15. LVN G closed Resident #15's privacy curtain, sanitized her hands but did not allow the ABHR to dry before donning clean gloves.			
	Happy Birthday once or twice, at le thought it was 20 seconds. LVN G amount of time to keep from spread hand hygiene properly could keep when ABHR was used it should be	4:42 pm, LVN G said she was expecte ast 25 seconds. LVN G further stated s said it was important to perform hand hading germs and keep infections down. I bacteria on the hands and pass them of allowed to air dry for 5-10 seconds and a that could transfer from resident to resident.	she sang Happy Birthday twice, and bygiene for the recommended LVN G further stated not performing on to the residents. LVN G said dishould be allowed to completely	
	During an interview on 12/6/24 at 3:04 pm, RN H said he expected staff to follow the facility's hand hygiene policy, which stated hand hygiene should be performed for 15 seconds or the CDC, which stated 20 seconds. RN H said it was everyone's responsibility to ensure hand hygiene was completed properly. RN H further stated ABHR should rubbed into the hands for 15 to 20 or until it dries. RN H further stated the ABHR should be allowed to completely dry before donning gloves because it decreased the chances of infection. RN H said not performing hand hygiene properly can highly affect the residents because the residents' immune systems were compromised, they are elderly and prone to infection.			
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For information on the nursing home's	plan to correct this deficiency, please con	Lact the nursing home or the state survey	agency.
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFIC	CIENCIES full regulatory or LSC identifying informati	on)
F 0880 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	hand hygiene was critical because stated staff should wash hands for the hands of bacteria according to introduce bacteria to the residents, stated the facility's goal was to mitiple because she was the Infection Prehygiene. The Administrator said should affect the efficacy of the ABH infection. Record review of the facility's policy This facility's infection control policicomfortable environment and to he objectives of our infection control policicomfortable environment and to he objectives of infections to other perso at least 62% alcohol; or, alternative situations . b. Before and after directions to be final step after removing and dishands together vigorously for at lea Alcohol-Based Hand Rubs . 2. Cov	the hands were the port of entry for ma 20 seconds or Happy Birthday because the CDC. The DON said not performing who had co-morbidities and were immigate the risk for infection. The DON said ventionist, but every staff were response expected staff to perform hand hygie BHR should be allowed to dry, when perform the graph of titled, Handwashing/Hand Hygiene, reseand practices are intended to facilitally prevent and manage transmission of olicies and practices are to: a. Prevent of titled, Policies and Practices - Infection Infecti	any organisms. The DON further is it took at least 20 seconds to rid it hand hygiene properly could unocompromised. The DON further is the maintained accountability sible for properly performing hand ine through Happy Birthday twice. If the forming hand hygiene, because it lace the resident at risk for sevised August 2019, revealed: at a maintaining a safe, sanitary and if diseases and infections 2. The and control infections in the facility on Control, revised October 2018, ocedures to help prevent the alcohol-based hand rub containing obial) and water for the following holial and water for the following holial gloves .8. Hand hygiene is sent . Washing Hands . 2. Rub if the hands and fingers . Using till hands are dry .