

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  035086	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  12/10/2025
NAME OF PROVIDER OR SUPPLIER  Haven of Sierra Vista, LLC		STREET ADDRESS, CITY, STATE, ZIP CODE  660 South Coronado Drive Sierra Vista, AZ 85635	

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)
<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>Based on observation, interviews, review of facility documentation and policies, the facility failed to ensure the dishwasher was operating at appropriate temperatures according to manufacturer's instructions. The deficient practice could increase the risk of residents consuming food that come into contact with non-sanitized food ware. The facility's census was 88. Findings include: An initial kitchen observation was conducted on December 7, 2025 at 10:47 A.M. of the dish machine temperature log. The temperature log had an entry for December 7, 2025 that indicated the temperature of the wash was 120 degrees and the rinse was 120 degrees. It also indicated PPM (parts per million) was 100. The log was initialed by Dietary Aide/Staff #93. An observation of the dish machine was conducted on December 7, 2025 at 11:15 A.M. The temperature of the dish machine was checked with Cook/Staff #44. Staff #44 indicated the temperature of the dish machine was 106 degrees. He stated that he was going to run the machine a few times and would recheck the temperature. A second observation of the dish machine temperature was done on December 7, 2025 at 11:36 A.M. with Staff #44. The dishwasher machine was observed to be running with dishware inside. Staff #44 removed the dishware and placed a dishwasher temperature puck onto the dish rack. At the end of the cycle, the puck was removed, by Staff #44, and he identified the temperature to be 101 degrees. Surveyor showed Staff #44 the dish machine temperature log and asked why there was a temperature discrepancy between the current reading and what was recorded on the log. Staff #44 indicated that the log must be incorrect because Staff #93 had not yet started their shift and hadn't been onsite yet. Staff #44 stated that the temperature should be 120 degrees or more since it was a low temperature dishwasher. He then stated that he was going to call his supervisor for directions on what he should do regarding the low temperatures. Staff #44 informed surveyor that they will be using disposable containers for the food service until maintenance fixes the dish machine. An interview was conducted on December 8, 2025 at 11:34 with the facility's Environmental Services Engineer/Staff #215. He stated that he was informed about the issue with the dish machine today and that there was an issue with the hot water mixing with the cold water which was causing the low water temperature to run through the dish machine. He shared that he was currently working on fixing the issue. An interview was conducted on December 8, 2025 at 3:15 P.M. with Dietary Manager/Staff #32. Staff #32 identified the dishwasher being a low temperature dishwasher with a wash/rinse temperature range of 120 - 150 degrees. She indicated that if the temperatures were out of range, staff are to stop the dishwasher and alert her and the maintenance team. If the issue comes up during the weekend or at night, they still are expected to alert her and the maintenance team. Staff #32 also shared that there was nothing in the policy that identifies the time-frame for her being notified about the malfunction. When reviewing the dishwasher temperature log, Staff #32 reviewed it and shared that she noticed the temperature of the dishwasher log indicated that the temperature on December 5th was 117 degrees. She stated that she was not notified about the low temperature of the dishwasher that day. Staff #32 indicated that residents could contract foodborne illnesses if the facility was not properly washing the dishes. An interview was conducted on December 8, 2025 at 3:40 P.M. with Staff #93. Staff #93 confirmed that she started her shift on December 7, 2025 at noon and worked until 8:00 P.M. (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 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>She shared that part of her job duties is to take the temperature of the dishwasher and record it on the temperature log. She explained that the temperature needed to be 120 degrees or more and she obtains the temperature by placing the little square thing in the wash machine. Staff #93 shared that when she checked the temperature of the dish machine on December 6, 2025, the temperature was a little bit under 120 degrees but she went ahead and recorded 120 degrees on the dish machine temperature log so they wouldn't get mad at me. She also admitted that on December 6, 2025 she pre-filled out the log sheet for December 7, 2025. She added that the temperature of the dish machine had been inconsistent since the previous kitchen manager left and she did not know if the current kitchen manager knew about the issue. She also shared that she did not notify Staff #32 about the low temperature of the dish machine but did talk to some of her co-workers about it. Staff #93 indicated that having unsanitary dishes increases the risk of residents coming into contact with germs and bacteria which can make them sick. An interview was conducted on December 9, 2025 at 6:16 A.M. with Dietary Aide/Staff #80. She confirmed that she sometimes takes the temperature of the dish machine as part of her duties. She shared that she took the temperature of the dish machine on Friday, December 5, 2025 and that she recorded the temperature as 117 degrees. She shared that the temperature should have been 120 degrees or more and that she did not notify anyone about the low temperature of the dish machine. Staff #80 added that she should have told her supervisor about the low temperature. She indicated that the low temperature of the dish machine could lead to residents getting sick. Review of the facility's policy and procedure titled, Dish Machine Temperature Log, revealed a date of 2018. The policy stated Dishwashing staff will monitor and record dish machine temperatures to assure proper sanitizing of dishes. The procedure indicated that the temperature of the wash and rinse cycles are to be taken at each meal. The log is to be spot checked by the food director to ensure that temperatures are accurate. It also indicated that staff will be trained to report issues with the dish machine as soon as they occur.</p>

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<p>F 0804</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Ensure food and drink is palatable, attractive, and at a safe and appetizing temperature.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> Based on observations, interviews, and review of the facility's policies and procedures, the facility failed to ensure resident meals were served at appropriate temperatures. The sample size was five residents. The facility census was 88. The deficient practice could lead to residents receiving meals at unsafe temperatures which increases the risk of foodborne illnesses. Findings include: A complaint was received through the State Agency (SA) portal on November 25, 2025 at 2:37 pm alleging that food was served cold and was too spicy. Related to Resident #77-Resident #77 was admitted to the facility on [DATE] with diagnoses that includes pyothorax (infected pus pocket in the chest cavity) with fistula, pneumonia, and major depressive disorder. Review of the admission MDS, dated [DATE] revealed a BIMS score of 14 which indicated the resident is cognitively intact. An interview was conducted on December 7, 2025 with Resident #77 at 3:12 P.M. He shared that the food is cold and sometimes it was unidentifiable. Related to Resident #33-Resident #33 was admitted to the facility on [DATE] with diagnoses that includes chronic osteomyelitis (infection in the bloodstream) of the left ankle and foot, hypertension, and generalized muscle weakness. Review of the admission Minimum Data Set (MDS), dated [DATE] revealed a Brief Interview for Mental Status (BIMS) score of 15 which indicated the resident is cognitively intact. An interview was conducted on December 7, 2025 at 3:25 P.M. with Resident #33. He stated that the food was always cold. Related to Resident #32-Resident #32 was admitted to the facility on [DATE] with diagnoses that includes a fracture to the left femur, a large blood clot in the fork of the main lung artery blocking blood flow to both lungs, and muscle weakness. Review of the admission Minimum Data Set (MDS), dated [DATE] revealed a Brief Interview for Mental Status (BIMS) score of 15 which indicated the resident is cognitively intact. An interview was conducted on December 7, 2025 with Resident #32 at 3:51 P.M. He stated that the food is cold but it did taste better than his previous facility. Related to Resident #78-Resident #78 was admitted to the facility on [DATE] with diagnoses that includes pneumonia, acute kidney failure, and congestive heart failure. Review of the admission Minimum Data Set (MDS), dated [DATE] revealed a Brief Interview for Mental Status (BIMS) score of 15 which indicated the resident is cognitively intact. An interview was conducted on December 7, 2025 at 4:00 P.M. He expressed that the food was not great in temperature, texture, and flavor. An observation of the lunch meal delivery was conducted on December 8, 2025 with Staff #32. During this observation, a temperature check of the test tray was conducted with Staff #32 at 1:21 P.M. using the facility's food thermometer. The temperature check of the test tray was conducted in the dining/activity room in hallway 300. The temperature of the roast beef was 111 degrees. The temperature of the mashed potatoes was at 123 degrees. The temperature of the mixed vegetables was at 142 degrees. An observation of the breakfast tray line was conducted on December 9, 2025 at 6:56 A.M in the kitchen. During this observation, a temperature check, using the facility's food thermometer, of the food on the steam table was conducted with Cook/Staff #19 and staff #32. The temperature of the sausage patties was 129 degrees. Staff #19 shared that the food sometimes gets cold on the steam table because the air conditioning duct was directly over the steam table. She was observed putting parchment paper over the sausage patties. At 7:19 A.M. a second temperature check of the sausage patties was taken and the temperature was 131 degrees. A second observation of the meal delivery was conducted on December 9, 2025 with Staff #32 at 7:50 A.M. During this observation, a temperature check of the test tray was conducted with Staff #32 at 8:11 A.M. using the facility's food thermometer. Staff #32 indicated the temperature of the grits was 141 degrees. The temperature of the biscuit was 96 degrees and the sausage was 96 degrees. Staff #32 shared that the temperatures were acceptable if the food was palatable. An interview was conducted with the Staff #19 on December 10 at 10:11 A.M. When asked about safe temperatures for food being served to residents, she explained that she thought that the food on the steam table needed to be 145 degrees or higher in order to be safe to serve. However, she did not (continued on next page)</p>		

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<p>F 0804</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>know what temperatures the hot food needed to be when residents receive it. She also added that sometimes the food gets cold because it takes too long to get delivered to the residents. Staff #19 shared that it wasn't okay for residents to eat hot food cold because they would not be happy with it. An interview was conducted with Staff #32 on December 10, 2025 at 10:16 A.M. She indicated that the food that was being held on the steamer needed to be maintained at 135 degrees. However, she added that when hot food is being delivered to residents, they need to be at palatable temperatures and it would be dependent on the resident's preferences. She also explained that if residents feel that the food is too cold, they are able to request a new tray and a new tray is given to them. Staff #32 reviewed the in-room dining policy and shared that the policy stated that it was preferred that food be at 120 degrees for palatability. She shared that she did not think she was meeting the temperature standard but they were meeting the palatability standard. Staff #32 indicated that hot food served at temperatures below 120 degrees increases the risk of residents developing foodborne illnesses. Review of the facility's policy and procedure titled, In-Room Dining indicates it was implemented in 2020. The policy explains that they do encourage residents to eat in the dining room to encourage socialization and monitoring. Number three of the procedure indicates that meals served in resident rooms can be checked at the point of service for palatable food temperatures. It identified the temperature of hot foods on room trays are preferred to be at 120 degrees or more for resident palatability. It also states that if there are concerns about the temperature of the food, a new meal is to be ordered from dining services. Number six of the procedure explains that the facility's nurses are to monitor residents when they are dining in their rooms. If there was an expressed concern about the food's temperature, they will offer appropriate meal substitutions.</p>		