

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 035166	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 10/11/2024
NAME OF PROVIDER OR SUPPLIER Estrella Health and Rehabilitation Center		STREET ADDRESS, CITY, STATE, ZIP CODE 350 East LA Canada Avondale, AZ 85323	

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 0921</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p> <p>Note: The nursing home is disputing this citation.</p>	<p>Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 49399</p> <p>Based on observations, staff interviews and review of facility policy the facility failed to maintain comfortable water temperature to meet resident needs and food within a safe temperature for consumption. The deficient practice could have a negative psychosocial impact on residents.</p> <p>Findings include:</p> <p>The following resident interviews were conducted on October 10, 2024 care services provided in the facility:</p> <ul style="list-style-type: none"> -Resident #10 stated that there was no hot water in the bathroom. -Resident #3 stated that food is cold not warm. Moreover stated there is no hot water; and that, her last shower was on September 30 because there is no hot water. -Resident #22 at 3:24 pm stated that there was no hot water for couple days. -Resident #30 stated that the soup is usually cold. There was no hot water today and Sunday. He was told that there is no hot water in the shower, their shower room is down by the hall, and the certified nursing assistant (CNA)/Staff #120 told him that there is no hot water today that he is supposed to receive a shower. Resident #30 family/visitor at bedside during interview. <p>On October 11, 2024 at 08:38 am, Resident #33 stated that soup is cold; and that they have asked for reheating their food, however that the staff's expression appear to being bothered so residents just eat it cold. They stated that coffee was cold.</p> <p>On October 11, 2024 at 08:45am, human resources manager/Staff #6 was observed mopping the floor by the soiled room in station 2. She stated that they had a water back up this morning, they were notified by the night staff about the back up of water and they already had a plumber working on it. At 08:54 am, the director of nursing (DON)/Staff #22 stated that he had never seen flooding before, he stated that they have been working on their kitchen plumbing for a month ago, and he is not aware of any issues with plumbing or issues with water. Staff #300/executive director stated that they were remodeling their kitchen replacing pipes and their plumbers come at night so not to disturb care.</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 0921</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p> <p>Note: The nursing home is disputing this citation.</p>	<p>An observation revealed white towels on the floor by the entrance door in room [ROOM NUMBER] and an air circulator is in the clean linen room next to the soiled room.</p> <p>Furthermore, observation revealed bathroom flooding in room [ROOM NUMBER].</p> <p>On October 11, 2024 at 10:47am, shower sheets were requested for resident #30 which revealed shower sheets this week were missing.</p> <p>On October 11, 2024 at 1:09 PM, dietary manager/Staff #15 assisted with measuring the food temperature of a test tray ordered during investigation which revealed: temperature of turkey is at 117 degrees Fahrenheit, the stuffing temperature is at 128 degrees Fahrenheit, and the mixed veggies temperature is at 112 degrees Fahrenheit. The dietary manager stated that the food temperature when it reaches the resident should be around 110 degrees or higher.</p> <p>An interview was conducted with an LPN/Staff #149 on October 11, 2024 at 1:12pm who stated that they use Hoyer lift or Sara lift mechanical devices for transfers, one person assists or two person assist if resident able to stand up, and gait belt are used for transfers. Regarding showers, they have assigned showers for days and evening shift, and residents get at least a two showers a week. They use shower sheet every time even when a resident refuses a shower. They use the shower sheets for skin checks. He stated that he has not heard of any plumbing issues, but that there were toilet issues, and they have maintenance staff all the time.</p> <p>An interview was conducted with the DON on 10/11/2024 at 2:22pm. The DON stated that the meal times for delivering meals are on time according to posted meal times. The process for ordering food for the residents is they have a regular menu and an alternative menu, if they don't want the main dish they have alternative menu.</p> <p>A phone interview was conducted with staff #120/CNA. He stated that he gave a bed bath to a resident and one shower to another resident. He stated that they have issues with water and they are trying to fix it, and during the evening there is no warm water.</p> <p>A review of facility policy titled, Resident Rights, reviewed 3/2024 revealed (1) the resident has the right to be treated with consideration, respect, and full recognition of his or her dignity and individuality, and (5) to be encouraged and assisted throughout his or her stay in the center.</p>