

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  035289	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  05/02/2025
NAME OF PROVIDER OR SUPPLIER  Center at Arrowhead, LLC		STREET ADDRESS, CITY, STATE, ZIP CODE  7201 W Camino San Xavier Ave Glendale, AZ 85308	

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 0658</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Ensure services provided by the nursing facility meet professional standards of quality.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> Based on observation, staff and resident interviews, and the facility policy and procedures, the facility failed to ensure that one resident (#86 ) was provided with appropriate sized briefs for incontinence care. The deficient practice could result in skin breakdown/injury.</p> <p>Findings include:</p> <p>Resident (#86) was admitted on [DATE] with diagnoses that included bilateral primary osteoarthritis of the knee, morbid (severe) obesity, right and left knee pain, and muscle weakness.</p> <p>The care plan dated March 30, 2025 revealed that the resident had bowel and bladder incontinence. The interventions included to check frequently and assist with toileting as needed.</p> <p>The minimum data set (MDS) dated [DATE] included a brief interview for mental status score of 15 indicating she was cognitively intact. It also included that the resident is frequently incontinent of bladder and always incontinent of bowel. The resident was not on a toileting program.</p> <p>An interview was conducted on May 2, 2025 at 9:07 a.m. with the resident who stated that the adult briefs provided by the facility are too small and cuts into the creases where the brief lies between her legs, so she doesn't tape the brief closed. She stated that she keeps telling the certified nursing assistants (CNAs) that she needs a larger size and the CNAs tell her that they don't have a larger size. During the interview, blue/green colored briefs were observed on the dresser and the resident stated that they were not big enough for her.</p> <p>An interview was conducted on May 2, 2025 at 9:56 a.m. with (CNA/staff #205) who observed the blue/green briefs on the resident's counter and stated that they were a size 2 XL and based on the resident's size, he thought she needed the larger bariatric brief, 3 XL, which was a white brief. He stated that if the brief is too small, it can cause creases in the groin area and indentations across the abdomen.</p> <p>An interview was conducted on May 2, 2025 at 10:41 a.m. with the maintenance/housekeeping assistant (staff #206), he stated that the supply rooms on each floor are stocked daily and if a CNA asks for supplies, such as a specific size of brief, he will stock the supply room with the specific size. During the interview, it was observed that there were no 3 XL adult briefs in the supply room on the third floor where the resident's room is located. It was also observed that there were no 3 XL adult briefs in the supply room on the second floor where residents reside.</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 0658</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>An interview was conducted on May 2, 2025 at 11:09 a.m. with the interim Director of Nursing (DON/staff #93), who stated that she stocks the supply rooms on the second and third floors and it was her expectation that the CNAs tell her if they need adult briefs, so she can go and get some in the main supply room located on the first floor. She observed the blue/green briefs on the counter in the resident's room and stated that they were 2 XL. Then the DON assessed the resident and stated that the resident was wearing a 2 XL adult brief which was not the appropriate size and apologized to the resident. The DON went to the supply room on the third floor and stated that there were no briefs sized 3 XL stocked and this was the size the resident needed. She stated that when a brief is too small, there is a risk of the resident developing skin integrity issues.</p> <p>During an interview with (CNA/staff #72) conducted on May 2, 12:31 p.m., she stated that there are two tapes on each side of the brief and when she and a nurse changed the resident, she only fastened one tape on each side of the brief at the resident's request. She stated that the brief seemed snug and went to look for a larger size in the supply room, but there were no larger briefs and she thought the resident probably needed the bariatric brief 3 XL. She stated that when the brief is too small, there is a risk of it cutting into the skin and skin rash.</p> <p>The facility's policy, Incontinence Management Policy states that the purpose of incontinence care is to ensure that the residents who are incontinent receive care and services to prevent urinary tract infections, skin breakdown, and loss of dignity, in compliance with the Centers for Medicare and Medicaid Services (CMS) regulations and Arizona Department of Public Health.</p>