STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	045216	A. Building B. Wing	02/12/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
Twin Rivers Rehabilitation and Healthcare Center	3021 Twin Rivers Drive Arkadelphia, AR 71923

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 0812 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards. Number of residents sampled: Number of residents cited: Based on observation, record review and interview, the facility failed to ensure foods stored in freezers were covered and sealed to maintain freshness and decrease the potential for cross contamination. The facility also failed to ensure the low temperature dishwasher was maintained at proper temperatures to prevent potential contamination of dishware. This failed practice had the potential to affect 67 residents who received meals from the kitchen. The findings include: Incident #1 During the initial tour of the kitchen and concurrent interview with the Dietary Manager (DM) on 02/09/2026 at 10:20 AM, the following were observed: -An opened pie crust that did not have an open date or use by date in the pantry area. The Dietary Manager (DM) verified the pie crust was not labeled with any form of date on them The DM stated it was important to have a date on [food items] that were opened to know if it was still good. -The walk-in freezer contained one box of sheet dough that was opened and not covered or sealed. The DM verified that the box of sheet dough was not covered or sealed. The DM stated it was important for things to be covered and sealed correctly so the food items would not get freezer burn or become cross contaminated. During an interview on 02/12/2026 at 4:07 PM, the Administrator stated if a food item had been opened, it should have an open date and a used by date. Incident #2 Review of an equipment manual titled ES-4000 Dish machine, revealed the wash and sanitizing rinse temperature of the machine should be at a minimum of 120 degrees Fahrenheit (F). Review of an undated facility policy titled Food and Nutrition Services, revealed the dishwasher, should be maintained and run according to manufacturer's instructions. The policy also indicated the dishwasher should be kept above 120 degrees F if using a chemical sanitizer. (continued on next page)

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F 0812 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	During an interview on 02/09/2026 at 10:10 AM, the Dietary Manager (DM) stated she had been the DM since December 2025 and had not started classes for dietary certifications yet, but she had been a cook at the facility for the past year. During an interview on 02/09/2026 at 10:45 AM, the DM verified that the facility's dishwasher was a low-temperature model. The DM provided the machine's user manual and log used by the kitchen staff to record the maximum operating temperature achieved by the machine while in use. The DM also provided temperature logs for November 2025, December 2025, and February 2026. The DM was unable to locate a log for January 2026. The following indicates the number of times documented that the dishwasher did not meet the minimum wash and rinse temperatures: December 2025: -Out of 31 Breakfast wash temperatures reviewed, 17 temperatures did not reach 120 degrees F, with one temperature not documented. -Out of 31 Breakfast rinse temperatures, 30 temperatures did not reach 120 degrees F, with one temperature not documented. -Out of 31 Lunch wash temperatures, 21 temperatures did not reach 120 degrees F, with one temperature not documented. -Out of 31 Lunch rinse temperatures, 29 temperatures did not reach 120 degrees F, with one temperature not documented. -Out of 31 Dinner wash temperatures, 27 temperatures did not reach 120 degrees F, with three temperatures not documented. -Out of 31 Dinner rinse temperatures, 22 temperatures did not reach 120 degrees F, with three temperatures not documented. January 2026: -There were no temperatures to review as the DM was unable to locate the temperature log form. February 2026: -Out of 9 Breakfast wash temperatures reviewed, 5 temperatures did not reach 120 degrees F -Out of 9 Breakfast rinse temperatures, 8 temperatures did not reach 120 degrees F -Out of 8 Lunch wash temperatures, 1 temperature did not reach 120 degrees F -Out of 8 Lunch rinse temperatures, 7 temperatures did not reach 120 degrees F -Out of 8 Dinner wash temperatures, 4 temperatures did not reach 120 degrees F, with one temperature not documented. -Out of 8 Dinner rinse temperatures, 5 temperatures did not reach 120 degrees F, with one (continued on next page)

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F 0812 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	temperature not documented. During an interview on 02/11/2026 at 12:15 PM the DM stated she was not sure what the dishwasher temperatures should be, but thought it was over 100 degrees F. Review of an outside vendor service report titled Regular Service Call dated 01/29/2026, indicated the Outside Vendor Technician (OVT) #2 checked the machine and dispensers. The report revealed the wash temperature of the dishwasher was, 90 [degrees] Fahrenheit Out of Range – Action Needed. The document also indicated the water temperature needed to be 120 degrees F for best results. During an interview on 02/09/2026 at 3:02 PM, OVT #2 stated when he was last in the facility on 01/29/2026, he noted the water temperature only reached 90 degrees F and notified the dietary staff that was on duty due to the previous dietary manager not being employed at the facility any longer. OVT #3 stated he emailed the report to the Administrator.

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F 0801 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few	Employ sufficient staff with the appropriate competencies and skills sets to carry out the functions of the food and nutrition service, including a qualified dietician. Number of residents sampled: Number of residents cited: Based on interviews, observation and record review it was determined the facility failed to ensure a qualified dietary professional served as dietary manager affecting 67 residents that received meals from the facility kitchen. The findings include: Review of a facility document titled, Dietary Manager Job Description, which was signed by the Dietary Manager (DM) on 12/12/2025, indicated the minimum required qualifications were to meet one of the following: Certification as a dietary manager Certification as a food service manager Have similar national certification for food service management and safety from a national certifying body. Have an associate's or higher degree in food service management or in hospitality, if the course of study includes food service or restaurant management, from an accredited institution of higher learning. Have 2 or more years of experience in the position of food and nutrition services in a nursing facility setting and completed a course of study in food safety and management, by no later than October 1, 2023, that includes topics integral to managing dietary operations including, but not limited to, foodborne illness, sanitation procedures, and food purchasing/receiving. During an interview on 02/09/2026 at 10:10 AM, the DM stated she had been the DM since December 2025. She also stated she had not started classes for dietary certifications yet, but she had been a cook at the facility for the past year. On 02/09/2026 at 10:34 AM, this surveyor observed the DM attempt to attach a five-gallon bucket to the low temperature dishwasher. The bucket was labeled Laundry Detergent with Bleach. The DM stated the bucket was what the facility always used to sanitize the dishes. At 10:48 AM, the DM and Dietary Staff #1 ran the dishwasher and used a pH strip to test the water. The pH strip indicated no color, which indicated there were no chemicals in the water. This was completed three times with the same result. At 10:50 AM, the DM stated that since the pH strips indicated there was no bleach, she would rewash the same dishes using the same chemicals. The surveyor asked for the DM to clarify, since the dishwasher was not effectively washing the dishes, how would rewashing the dishes in the dishwasher be effective. The DM stated she was unsure what to do if the dishwasher was not properly disinfecting the dishes but thought she could use the three-compartment sink. During a follow up interview on 02/11/2026 at 12:15 PM, the DM stated she was not aware of what (continued on next page)

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F 0801 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few	the temperatures for the dishwasher should be. During a follow up interview on 02/12/2025 at 3:40 PM, the DM reviewed her signed job description and confirmed she did not meet the required qualifications. During an interview on 02/12/2026 at 4:07 PM, the Administrator confirmed the DM took the position on 12/12/2025. The Administrator stated he thought the Dietary Manger had completed her training. At this time, the Administrator was made aware that the DM had not started the course and did not meet the dietary qualifications.