

Department of Health & Human Services
Centers for Medicare & Medicaid Services

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No. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 045337	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 06/25/2026
NAME OF PROVIDER OR SUPPLIER Heather Manor Nursing and Rehabilitation Center		STREET ADDRESS, CITY, STATE, ZIP CODE 400 West 23rd Street Hope, AR 71801	
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 - Few	Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards. Based on observation, interview, and facility policy review, it was determined that the facility failed to ensure food in the residents' nourishment refrigerator was stored under sanitary conditions for one of one refrigerator. The findings include: During an observation and concurrent interview of Station 1's Medication Room on 06/04/2026 at 3:20 PM, Licensed Practical Nurse (LPN) #1 described the full-sized refrigerator/freezer as the residents' nourishment refrigerator/freezer. In the refrigerator section the following items were observed and described by LPN #1:- (Generic) restaurant box with chicken had no name or date on the box.- LPN #1's employee lunch.- Unidentified chocolate-appearing substance with nuts, stuck to the glass shelf.- A soup substance in a bowl with a lid with a resident's name written on the lid but no date.- Opened four pack of peanut butter-chocolate candy with one left, unsealed, not labeled with a resident name, and no date.- Plastic sack with unidentified food items - no name or date.- Open cup with loose sugar and napkin on top, not in original container, no label or date.- Opened small individual carton of milk, no opened date. In the freezer section the following items were observed and described by LPN #1: -Approximately half eaten ice cream in a (generic) foam cup with open-topped clear plastic lid, with plastic spoon down inside the firm ice cream.-Two clear plastic bags of chicken tortillas, no name or date, not in original container.-Approximately half eaten carton of ice cream, no name or date.-Clear plastic bag of sugar, not in original container, no label to identify substance.- Partially eaten ice cream cookie in original folded-over wrapper, no name or date. LPN #1 indicated that all licensed nurses were responsible for what was put into the nourishment fridge/freezer. LPN #1 also indicated that the process for putting items into the fridge/freezer was the Certified Nursing Assistant (CNA) staff bring the food to the nurse, and the nurse should date and label the food with the resident's name. LPN #1 indicated that food put into the fridge should be thrown out after, about a week, and partially consumed food that has come into contact with the resident's mouth should not be placed into the nourishment fridge/freezer. LPN #1 indicated that it was important to label and date foods, and not put partially consumed foods into the fridge, so staff knew when to throw them out and prevent the spread of germs. (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
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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 0812 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few	During an interview on 06/24/2026 at 4:09 PM, the Director of Nursing (DON) indicated the process for keeping food in the nourishment fridge should be for the food to have the resident's name on it and a received date, and it should be thrown away in a day or two if not eaten. The DON also indicated that employee food should not be kept in the resident nourishment fridge. During an interview on 06/25/2026 at 10:50 AM, the Infection Preventionist (IP) indicated that employee food should not be kept in the residents' nourishment fridge. The IP also indicated that partially consumed food and items not dated and labeled with a name could cause cross-contamination and food poisoning. During an interview on 06/25/2026 at 12:47 PM, the Administrator indicated that employees should not keep their food in the same fridge as the residents' nourishment fridge and any food put in the fridge should be labeled with a date and time and discarded after a certain time. The Administrator stated that partially consumed food should not be put back into the refrigerator/freezer and the foods not being labeled/dated could mean the food was spoiled and the residents could get sick. During an interview on 06/25/2026 at 2:10 PM, the DON indicated they do not have a policy, cleaning schedule, or evidence for an in-service or other education to staff for the process with the residents' nourishment fridge/freezer. A review of a facility policy titled Use and Storage of Foods Brought to Residents by Family/Others dated 11/22/2016, revealed that any outside food must be stored in covered containers and labeled with the resident's name and the date the food was brought into the facility. And Foods brought into the facility outside of its original container or packaging will be discarded three days after the date identified on the label.		