

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 045402	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 11/21/2024
NAME OF PROVIDER OR SUPPLIER Highlands of Bella Vista Health & Rehab, LLC		STREET ADDRESS, CITY, STATE, ZIP CODE 670 Rogers Road Bella Vista, AR 72715	
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 0803</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Ensure menus must meet the nutritional needs of residents, be prepared in advance, be followed, be updated, be reviewed by dietician, and meet the needs of the resident.</p> <p>42016</p> <p>Based on observation, interviews, and facility menu and policy review, the facility failed to ensure the planned, written recipe was followed for residents who received meals from 1 of 1 kitchen. Specifically, the recipe was not followed for scrambled eggs, oatmeal, and creamy wheat cereal in accordance with the written recipe.</p> <p>Findings include:</p> <p>A review of a facility policy titled, Food Preparation, dated 05/15/2020, indicated the purpose was to conserve nutritive value, provide palatable flavor, attractive appearance and appropriate temperature of food received by residents. The procedure revealed the cook was responsible for food preparation in accordance with the menu and recipes.</p> <p>A review of the menu used to prepare breakfast on 11/20/2024 included egg of choice and cereal of choice.</p> <p>A review of the Egg 1 oz (ounce) recipe dated 02/22/2024, instructed Prepare according to package directions.</p> <p>A review of the Oatmeal recipe dated 10/01/2023, instructed to prepare according to package directions, omitting salt.</p> <p>A review of the Creamy Wheat recipe dated 10/01/2023, instructed to stir dry cereal into boiling water using wire whip until cereal begins to thicken.</p> <p>During an observation on 11/20/2024 at 5:45 AM, the Dietary [NAME] (Cook #1) stated breakfast was being prepared for 64 residents. [NAME] #1 turned on stove, placed two pots containing water on stove to heat, filled steam table with water, placed various sized pans into four slotted areas on steam table, and covered with four large covers. [NAME] #1 obtained two flats of raw eggs in shells, and two clear plastic bags of liquid eggs, from refrigerator, oatmeal and wheat cereal the dry storage area. Two bags of liquid eggs were placed in large pot of boiling water on top of stove, and a large fry pain was placed over the top to form a lid. No instructions were on or attached to bags. Two flats of raw eggs in shells were placed on top of the griddle on the stove.</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 0803</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>During an observation on 11/20/2024 at 6:01 AM, [NAME] #1 opened a sealed jug of margarine, unscrewed lid, pierced barrier seal with thumb and removed seal. [NAME] #1 removed lid from pans on steam table, used cooking spray on three pans, differing in size, poured an unmeasured amount of margarine, into 3 of the silver pans, added hot water to one of the pans containing margarine, and stirred in the dry wheat cereal.</p> <p>Cook #1 opened a box of quick oats, added the oats to a second pan containing margarine, added boiling water to the oatmeal, and vigorously stirred with a whisk to combine ingredients. [NAME] #1 placed a portion of wheat cereal into a small pan and stated 4-5 residents received enhanced cereal which was the wheat cereal with a powder added. [NAME] #1 stated the cereals would be cooked on the table while other food was being prepared.</p> <p>During an observation on 11/20/2024 at 6:44 AM, [NAME] #1 cut open the two bags of eggs and poured the cooked eggs into the third pan containing margarine and added an unmeasured amount of water. [NAME] #1 stated the margarine was added to provide a butter flavor to the food and was not part of the recipe.</p> <p>During an interview on 11/20/2024 at 12:20 PM, the Dietary Director (DD) stated [NAME] #1 was unable to read and has been told not to add things to recipes and should have followed the recipes. The DD stated the recipes for oatmeal, wheat cereal, and eggs did not call for margarine or butter, and did not know why water was added to the eggs after they were cooked. The DD stated enhanced wheat cereal was made by adding a multi mix that contained a combination of powdered milk and powdered protein.</p>		

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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>Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards.</p> <p>42016</p> <p>Based on observations, interviews, and facility policy review, the facility failed to maintain overall kitchen sanitation, failed to ensure food was prepared under sanitary conditions, and failed to ensure hand hygiene was performed by dietary staff, in 1 of 1 kitchen.</p> <p>Findings include:</p> <p>A review of a facility policy titled, Food Preparation, dated 05/15/2020, indicated the purpose was to conserve nutritive value, provide palatable flavor, attractive appearance and appropriate temperature of food received by residents. The procedure revealed bare hands should not come in contact any foods, ready to eat or otherwise.</p> <p>A review of a facility policy titled, Cleaning & Sanitation, dated 09/20/2020, indicated the purpose was to ensure a clean, sanitary, and safe environment according to state and federal regulations. The procedure included the Dietary Director (DD) would develop, implement, and monitor cleaning of the kitchen and equipment.</p> <p>A review of the Monthly Cleaning Log for November 2024 revealed the table legs on kitchen worktables were to be cleaned during Week 3. No completion date or initials were documented. Week 4 indicated that the pipes, walls, and floor behind equipment were to be cleaned. No completion date or initials were documented.</p> <p>A review of the Weekly Cleaning Log for the week of 11/10/2024 through 11/16/2024 had missing entries for items that included, walls, steam table #1, table surfaces, tray line, floors, stove top and grill.</p> <p>A review of the Weekly Cleaning Log for the week of 11/17/2024 to 11/23/2024 had missing entries for items that included, deep fryer, floors, steam table, tray line, stovetop and grill.</p> <p>A review of the dietary in-service topic Kitchen Cleaning, dated 11/20/2024 revealed the summary of the in service included cleaning schedules, keeping kitchen clean is to ensure a sanitary and safe environment, and had 5 participant signatures.</p> <p>A review of the dietary in-service topic Hand Washing, dated 11/20/2024 revealed the summary of the in service included staff were to wash hands after touching body parts, going from dirty to clean, handling dirty utensils or equipment, during food preparation, or engaging in any activity that will contaminate hands, and had 5 participant signatures.</p> <p>During an observation on 11/20/2024 at 5:43 AM, a silver-colored griddle portion of stovetop had yellow orange debris from center to back of the griddle. The top edge of the silver-colored cooktop had an irregular brown/tan pour pattern of debris.</p> <p>The oven door had dark discoloration in splotchy, running pattern. The ledge above the door opening had gritty, brown and black buildup the width of the oven door.</p> <p>(continued on next page)</p>		

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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>During a concurrent observation and interview on 11/20/2024 at 6:37 AM, Dietary Aide (DA) #2 placed 6 slices of bread into an automatic conveyor toaster, 6 slices of toast removed and stacked on a blue tray. DA #2 used a large, handled butcher type knife to cut the toast diagonally, placed toast cut side down to the back of the tray. DA #2 was asked if the tray was clean prior to placing the toast on the tray to cut it. DA #2 stated the bread was on the tray upon arrival and placed there by [NAME] #1, and believed the tray was clean at that time. DA #2 was asked if the tray was cleaned before placing toast on it. DA #2 did not respond, picked up the tray, threw the toast into the trash can, placed the tray to the dish washing area, and obtained a new tray.</p> <p>During an interview on 11/20/2024 at 6:39 AM, the (DD) was asked what the debris on top of the griddle was and stated it was a reaction of something that was set on top of the griddle but could not identify what was set on the griddle to cause the debris. The DD stated the trash can could be within 2 inches of the stove according to guidance. The DD cleaned the top of the griddle. The DD stated the evening dietary staff should have cleaned the kitchen before leaving. The DD stated deep cleaning was done weekly and monthly. The DD stated the kitchen did not look like it was cleaned in the last month.</p> <p>During an observation on 11/20/2024 at 6:03 AM, the floor and red connection line, on the serving side of the steam table, was covered in thick black and gray debris.</p> <p>The right side of the steam table had dried brown debris in a running pattern, and the floor between the steam table and preparation table had a layer of dark debris.</p> <p>There were white bowls, and two flats of raw eggs on the griddle, and the trash can handle was overlapping the top of griddle.</p> <p>During an interview on 11/20/2024 at 12:20 PM, the DD stated it was okay to have a trash can within 2 inches of the stove if not touching the stove and did not believe it was an infection control issue, moved the trash can from overlapping the griddle. The DD was asked to provide information about distance from stove. The DD stated [NAME] #1 should have performed hand hygiene after touching glasses, clothing or moving from one station to another. DD stated an in-service was completed earlier for cleaning and hand washing. After the in-service, DD stated she observed [NAME] #1 wiping their hand on the apron and had to bring attention to that and remind [NAME] #1 to do hand hygiene. The Administrator walked through the kitchen area and observed the debris on the wall and ceiling above the beverage refrigerator, debris on shelves, floor, baseboard, stove, fryer, and location of the trashcan, and stated the large trashcan would be replaced with a smaller one and the kitchen would be cleaned to correct concerns.</p> <p>On 11/20/2024 at 12:30 PM, the DD stated the guidance for a trash can being 2 inches from the stove, and the trash can was moved due to infection control concerns.</p>		