

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  045441	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  03/28/2024
NAME OF PROVIDER OR SUPPLIER  Hillcrest Home		STREET ADDRESS, CITY, STATE, ZIP CODE  1111 Maplewood Rd Harrison, AR 72601	

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 0677</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Provide care and assistance to perform activities of daily living for any resident who is unable.</p> <p>49071</p> <p>Based on observation, interview, and record review, the facility failed to ensure that 2 (Residents #44, #78) sampled residents had facial hair and nails trimmed and re-polished. This has the ability to affect 16 residents who reside on 300 Hall.</p> <p>The findings are:</p> <ol style="list-style-type: none"> <li>On 03/25/2024 at 11:48 AM, the Surveyor observed Resident #78 with chipped nail polish on the fingernails of both hands. The Surveyor ask Resident #78, Do you like your nails painted? Resident #78 stated, Yes, but they need repainted.</li> <li>On 03/25/2024 at 03:09 PM, the Surveyor observed Resident #78 with chipped nail polish on both hands.</li> <li>On 03/26/2024 at 09:19 AM, the Surveyor observed Resident #78 with chipped nail polish on both hands.</li> <li>On 03/25/2024 at 11:40 AM, the Surveyor observed Resident #44 with 0.5-0.75-inch-long nails with chipped nail polish, and 0.5-0.75-inch-long chin and neck hair.</li> <li>On 3/25/2024 at 03:09 PM, the Surveyor observed Resident #44 with 0.5-0.75-inch-long fingernails with chipped polish on both hands, and 0.5-0.75-inch-long facial chin and neck hair.</li> <li>On 03/26/2024 at 09:09 AM, the Surveyor observed Resident #44 up in recliner in room with 0.5-0.75-inch-long fingernails with chipped polish on both hands and 0.5-0.75-inch-long facial chin and neck hair.</li> <li>On 03/27/2024 at 11:46 AM, the Surveyor asked Certified Nursing Assistant, (CNA) #1, Who is responsible for trimming and polishing resident's fingernails? CNA #1 stated, The CNAs are, unless they are diabetic then the nurses do. The Surveyor asked, How often do the residents get their nails trimmed and polish reapplied? CNA #1 stated, Weekly or earlier if needed. CNA #1 confirmed Residents #44 and #78 needed their nails trimmed and repolished.</li> </ol> <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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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)		
<p>F 0677</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>8. On 03/27/2024 at 11:50 AM, the Surveyor asked CNA #1, Why should a resident be free of facial hair? CNA #1 stated, Dignity, and they feel better about themselves. The Surveyor asked, How often should a female resident's facial hair be trimmed? CNA #1 confirmed, Whenever it is noticeable, weekly, or as needed. CNA #1 confirmed that Resident #78 had long facial and neck hair.</p> <p>9. On 03/27/2024 at 11:54 AM, the Surveyor asked the Assistant Director of Nurses (ADON), Who is responsible for making sure nails are trimmed and polished? The ADON stated, The CNAs are, unless they (the residents) are diabetic, then the nurses trim them, but the CNAs polish the nails. The Surveyor asked, How often do the Residents get their nails polished? The ADON stated, Weekly, unless it is chipped and they need to do it sooner, as needed. The ADON observed the fingernails of Residents #44 and #78 and confirmed that both residents need their nails trimmed and re-polished. The Surveyor asked, Why should a female resident be free of facial hair? The ADON stated, For their dignity. The Surveyor asked, How often should a female Resident have their facial hair removed? The ADON confirmed, As needed and with showers. The ADON observed Resident #78 and stated, Oh my, yes it needs done and we will make sure it is removed this afternoon.</p> <p>10. On 03/26/2024 at 12:40 PM, a policy was received titled, Activities of Daily Living (ADLs) which documented, .Care and services will be provided for the following activities of daily living: 1. Bathing, dressing, grooming and oral care; 3. A resident who is unable to carry out activities of daily living will receive the necessary services to maintain good nutrition, grooming, and personal and oral hygiene.</p>		