

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 065124	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 01/21/2026
NAME OF PROVIDER OR SUPPLIER Holly Heights Care and Rehabilitation		STREET ADDRESS, CITY, STATE, ZIP CODE 6000 E Iliff Ave Denver, CO 80222	

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 0925</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Make sure there is a pest control program to prevent/deal with mice, insects, or other pests.</p> <p>Based on observations, record review and interviews, the facility failed to maintain an effective pest control program so the facility was free from pests and rodents on two of three units. Specifically, the facility failed to keep the resident's rooms free from mice. Findings include: I. Facility policy and procedure The Pest Control policy revised April 2021, was provided by the nursing home administrator (NHA) on 1/21/26 at 1:42 p.m. via email. It read in pertinent part, It is the policy of this facility to provide an environment free of pests. The facility will have a pest contract that provides frequent treatment of the environment for pests. It will allow for additional visits when a problem is detected. Monitoring of the environment will be done by the facility's staff. Pest control problems will be reported promptly. II. Observations and interviews Resident #4's representative was interviewed on 1/20/26 at 2:45 p.m. via the telephone. The representative said he had filled out several grievances forms to inform the facility's staff that mice were often seen when he visited daily in Resident #4's room. The representative said at the end of December 2025, he complained in writing that there were mice feces in the drawers of the resident's dresser and all over Resident #4's clothes. The representative said he used a rag and cleaner to wipe out the dresser drawers and he took the resident's clothes home to wash them. The representative said he had seen mouse droppings on the resident's bed also. The representative said as of two to three days prior there were no traps seen in the resident's room. The representative said he felt frustrated that even though he brought this to the attention of the management, there was little to no response. III. Record review The NHA provided a grievance form from Resident #4's representative that was filled out on 12/31/25. The grievance form indicated the NHA instructed the housekeeping staff to clean the rooms on Resident #4's unit and report back to him if mice droppings were found (see NHA interview below). IV. Pest control specialist interview The pest control specialist was interviewed on 1/21/26 at 9:00 a.m. The pest control specialist said he came to the building one time per month until the current week when the facility requested more visits. The pest control specialist said his company received a call from the facility to request the pest control company come and evaluate the building to figure out what areas were determined to have mice, and to implement a plan for mitigation. The pest control specialist said his company determined that mice were only in rooms four through 30, just one unit. He said the mice were only one side of the building. The pest control specialist said the company called the plan the massive mouse trapping plan. He said the plan was implemented on 1/19/26. The pest control specialist said he did not know why his company had not begun the plan until just two days ago. The pest control specialist said he came into the facility on 1/19/26 in the early evening and set up 36 mice traps on the unit determined to have mice. The pest control specialist said on 1/20/26 he returned and found 11 mice trapped. The pest control specialist said he then on 1/20/26 in the evening, he reset the traps again. The pest control specialist said in the morning of 1/21/26 when he came to investigate the traps, four mice were trapped. The pest control specialist said the plan was to set traps at</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 0925</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>week. Certified nurse aide (CNA) #2 was interviewed on 1/21/26 at 2:18 p.m. via the telephone. CNA #2 said she was the one who found the mouse last Sunday 1/18/26 in Resident #16's room. CNA #2 said she threw the mouse in the trash. Registered nurse (RN) #1 was interviewed on 1/21/26 at 2:30 p.m. RN #1 said mice were usually seen a couple of times per week on her unit (not the current mitigation unit). RN #1 said every time a mouse was seen, a concern was put in the computer system to inform the director of maintenance that a mouse was found. Resident #17 was interviewed on 1/21/26 at 2:45 p.m. Resident #17 said he often saw several mice run up and down the hallway at night outside his room door. Resident #18 was interviewed on 1/21/26 at at 2:50 p.m. Resident #18 said he often saw a lot of mice in the hallway. Resident #18 said just last week he saw many mice in the hallway. The NHA was interviewed again on 1/21/26 at 3:10 p.m. The NHA said he trusted the professionals who determined mice were only on one of the three units. The NHA said he did not know why it took from 12/31/25 when a complaint about mice was filled out, until 1/19/26 for traps to be set on the one unit. The NHA said after the mouse was found under Resident #16's bed today on 1/21/26, he contacted the pest control company. The NHA said immediately that evening the entire building would have traps set in different locations. The NHA said it was not correct that mice were only on one of three units. The NHA said the plan would remain the same as before but the entire facility would be included in the plan. The clinical resource was interviewed on 1/21/26 at 3:15 p.m. The clinical resource said the situation of mice in the building would be handled immediately and fixed. The clinical resource said they updated the plan for the pest control mitigation.</p>		