

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

Printed: 10/09/2026
Form Approved OMB
No. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 065168	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 07/23/2026
NAME OF PROVIDER OR SUPPLIER Falcon Heights Rehabilitation and Nursing LLC		STREET ADDRESS, CITY, STATE, ZIP CODE 1795 Monterey Rd Colorado Springs, CO 80910	
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 0804 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	Ensure food and drink is palatable, attractive, and at a safe and appetizing temperature. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on observations and interviews, the facility failed to ensure residents consistently received food prepared by methods that conserved nutritive value and was palatable in taste, texture and temperature. Specifically, the facility failed to ensure the residents' food was palatable in temperature appearance. Findings include: I. Facility policy and procedure The Food Preparations Guidelines policy, April 2025, was provided by regional clinical resource #2 on 7/23/26 at 10:49 a.m. It read in pertinent part, It is the policy of this facility to prepare foods in a manner to preserve or enhance a resident's nutrition and hydration status. The cook, or designee, shall prepare menu items following the facility's written menus and standardized recipes. Food shall be prepared by methods that conserve nutritive value, flavor and appearance. This includes, but is not limited to: Storing food in a manner to minimize exposure to light and air; preparing foods as directed; cooking foods in appropriate amounts of water (avoid large volumes); minimizing holding time prior to meal service; and, food and drinks shall be palatable, attractive, and at a safe and appetizing temperature. Strategies to ensure resident satisfaction include: Providing meals that are varied in color and texture; using spices or herbs to season food in accordance with recipes; serving hot foods/drinks hot and cold foods/drinks cold; addressing resident complaints about foods/drinks; honoring resident preferences, as possible, regarding foods and drinks; and, staff shall offer residents appropriate alternatives when they choose not to consume food/drink that is initially served or when a different food/drink choice is requested. II. Resident interviews Resident #70 was interviewed on 7/20/26 at 9:20 a.m. Resident #70 said breakfast was cold. He said he ate in his room. He said lunch and supper were also often served cold, but breakfast was consistently served cold. He said he did not ask the staff to warm up his food because the staff were too busy. Resident #72 was interviewed on 7/20/26 at 2:41 p.m. Resident #72 said she ate in her room. She said the food was not consistently hot or cold as it should have been. She said she got her food too late and it was cold. She said the hot dogs were never hot and always cold so she asked the certified nurse aides (CNA) to warm up her food. Resident #49 was interviewed on 7/20/26 at 4:25 p.m. Resident #49 said the food was not good. Resident #11 was interviewed on 7/20/26 at 9:40 a.m. Resident #11 said he ate primarily breakfast and lunch. He said the food was served cold. He said the food was bland. III. Test tray On 7/22/26 at 12:30 p.m., a test tray for a regular diet, that was served at the same time as resident room trays, was evaluated by three surveyors during the lunch meal service. The test tray was plated in the kitchen at 12:10 p.m., arrived on the unit at 12:11 p.m. and was tested for temperature and tasted immediately after the last resident on the unit was served their meal. The test tray served consisted of chicken paprikash, [NAME] pasta, steamed broccoli florets, a dinner roll and a slice of cream pie. The temperatures of the chicken paprikash, [NAME] pasta and steamed broccoli florets were taken immediately upon receipt of the test tray. The [NAME] pasta and steamed broccoli florets were served too cold. The (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
FORM CMS-2567 (02/99) Previous Versions Obsolete	Event ID: 065168	Facility ID: 065168 If continuation sheet Page 1 of 2

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 065168	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 07/23/2026
NAME OF PROVIDER OR SUPPLIER Falcon Heights Rehabilitation and Nursing LLC		STREET ADDRESS, CITY, STATE, ZIP CODE 1795 Monterey Rd Colorado Springs, CO 80910	
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 0804 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	cream pie did not hold its shape and was the texture of soft pudding. The temperature of the steamed broccoli on the test tray was 110 degrees fahrenheit (F) .The temperature of the penne pasta on the test tray was 118 degrees F.IV. Staff interviewsThe dietary manager (DM) and cook #1 were interviewed on 7/22/26 at 1:15 p.m. The DM said he did not have complaints from residents in the food committee meetings so did not know cold food was a concern. He said the plate warmer for the hot pellets (for keeping room trays plate hot) had been broken for about a year. He said the operations manager would regularly get a test tray but he was unsure if the operations manager took the temperature of the food on the test tray. The DM said the staff used a pudding mix to make the cream pie but needed to adjust the recipe in the future to use less milk so the pie would hold its shape and not be as soft.Cook #1 said the staff did not take food temperatures at the end of the meal, but she stirred her food during the meal and tried to keep it covered so the food would stay hot. [NAME] #1 said if the hot pellet warmer was fixed maybe the food would be hotter.The operations manager was interviewed on 7/23/26 at 12:30 p.m. The operations manager said he did get test trays from the kitchen, but did not take temperatures of the food on the test trays. He said he did not know the warmer for the hot pellets was broken.		