

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 115582	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 04/02/2025
NAME OF PROVIDER OR SUPPLIER Heritage Oaks		STREET ADDRESS, CITY, STATE, ZIP CODE 2255 Frederica Road Saint Simons Island, GA 31522	
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 0684</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Provide appropriate treatment and care according to orders, resident's preferences and goals.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 25490</p> <p>Based on observations, interviews, record review, and review of the facility policy titled, Skilled Nursing Services, Validation of Record Entries/Legal Documentation, the facility failed to apply a physician ordered neck brace displayed on the Treatment Administration Record (TAR) for one of one resident (Resident (R) 48) of 22 sample residents. This failure to apply R48's neck brace could result in further damage to her neck.</p> <p>Findings include:</p> <p>Review of facility's policy titled, Skilled Nursing Services, Validation of Record Entries/Legal Documentation, dated 12/27/2024, revealed It is the intent of this center to maintain accurate, complete and organized clinical information that is accessible for resident care .documentation will follow standards of practice for clinical and legal documentation.</p> <p>Review of R48's electronic medical record (EMR) titled Face Sheet located under the Resident tab, indicated the resident was admitted to the facility on [DATE] with unspecified fracture of T11-T12 [thoracic] vertebra, unspecified displaced fracture of fourth cervical vertebra, and unspecified fracture of first thoracic vertebra.</p> <p>Review of R48's EMR titled Quarterly Minimum Data Set (MDS) with an Assessment Reference Date (ARD) of 3/6/2025, revealed a Brief Interview for Mental Status (BIMS) score of three out of 15, which indicated the resident was severely cognitively impaired. The assessment indicated the residents required extensive assistance from two staff members for bed mobility and transfers.</p> <p>Review of R48's EMR titled Physician Orders located under the Resident tab and dated 12/4/2024, indicated [R48] is to wear neck brace when out of bed.</p> <p>During an observation on 3/30/2025 at 11:30 am, R48 was sitting in the dining room waiting for lunch to be served. R48 did not have on her neck brace.</p> <p>During an observation on 3/30/2025 at 2:30 pm, R48 was observed in the facility entrance area sitting in her wheelchair with no neck brace on.</p> <p>Review of R48's TAR located under the Facility tab of the EMR, dated March 2025, indicated R48 neck brace was applied as ordered during the day and night shifts. Further review of the TAR for 3/30/2025 revealed R48 neck brace was applied.</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 0684</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Review of R48's EMR titled Care Plan located under the Resident Assessment Instrument (RAI) tab and dated 12/16/2024, revealed [R48] has complaints of acute pain R/T [related to] has fracture T11-T12 vertebra.</p> <p>During an interview on 3/31/2025 at 11:20 am, Certified Nurse Aide (CNA) 1 stated R48 was supposed to have a neck brace on anytime she was out of bed. CNA1 stated it has been a while since I have seen her wearing it.</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>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 26446</p> <p>Based on observations, interviews, and review of the facility policy titled, Storage Areas, the facility failed to ensure food was not expired, were properly labeled and dated, and were properly sealed in accordance with professional standards for food service safety as required for 52 census residents who received an oral diet. These failures had the potential to lead to food-borne illness among all facility residents.</p> <p>Findings include:</p> <p>Review of a facility's policy titled, Storage Areas, dated [DATE], revealed It is the intent of this center to store food in a manner that maintains quality and safety .Items should be covered, sealed, labeled, and dated appropriately .Food should be properly stored to prevent cross contamination .Food codes and internal tools may be used as a reference for proper dating .Freezer .Area should be kept in good working condition.</p> <p>During an initial kitchen observation on [DATE] at 7:43 am, it was revealed:</p> <p>In the walk-in refrigerator:</p> <ul style="list-style-type: none"> -An open five-pound carton of cottage cheese with a Best by [DATE]. -An open ten-pound carton of Peeled Hard Cooked Eggs with a Use by 6 [DATE] on the side. There was a sticker on the side of the carton that revealed [DATE] exp [DATE]. -Two opened metal trays of shredded cooked meat covered in plastic wrap. Neither was dated or labeled. -A large container of soup was opened and covered with aluminum foil. It was not dated or labeled. <p>In the walk-in freezer:</p> <ul style="list-style-type: none"> -A large plastic container of frozen chicken pieces. The container had a sticker that had Prepared Date , d+[DATE] and Use By ,d+[DATE] on the side of the carton. <p>An undated poster was observed on the wall that revealed Labeling and Dating-Receive Date, Expiration Date, Open Date, Use by Date, and First in First Out.</p> <p>During an interview on [DATE] at 8:07 am, Cook1 stated that cooks and dietary aides had checklists that they were all responsible to follow. Cook1 said that they were all responsible for checking dates and labels on food items.</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 an additional kitchen observation on [DATE] at 8:30 am, the Dietary Manager (DM) stated that she was responsible for making sure food items were dated and labeled, and that she did that regularly. Upon reviewing the food items in the walk-in refrigerator, she confirmed the meat and soup items should have been dated and labeled. She confirmed the expired food items should have been thrown away. Upon review of the frozen food items, she believed the chicken may have had the wrong dates posted on the carton. The DM removed these food items.</p> <p>During an additional kitchen observation on [DATE] at 12:30 pm with DM, the walk-in freezer was observed to have a leak under the compressor, along the back wall. Ice was observed frozen in a baseball-size chunk along the pipe. Water was observed to have frozen along the tops of cardboard boxes of food below the leak, approximately 18 inches below. An approximate 20-pound cardboard box of garlic knot bread rolls was also observed below the compressor, with the lid ajar. Ice was visible on the top of the cardboard box lid where water from the compressor leak had frozen. The bread rolls were not secured tightly in the plastic bag inside the box, exposing them to the air and the water leak above.</p> <p>During a concurrent interview on [DATE] at 12:35 pm, the DM and Registered Dietitian (RD) were not aware the bread rolls were not properly secured inside the plastic bag in the walk-in freezer, below the water leak. They confirmed the food should have been properly sealed. The DM and RD confirmed that the walk-in freezer had a leak and caused a buildup of ice where food had been stored. They stated they would move items away from the leak until the walk-in freezer was repaired. The RD and DM both confirmed expired food items should have been tossed, and food should always be dated and labeled.</p>		