

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 175214	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 07/30/2025
NAME OF PROVIDER OR SUPPLIER Diversicare of Chanute		STREET ADDRESS, CITY, STATE, ZIP CODE 530 W 14th Street Chanute, KS 66720	
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 0576</p> <p>Level of Harm - Potential for minimal harm</p> <p>Residents Affected - Many</p>	<p>Ensure residents have reasonable access to and privacy in their use of communication methods.</p> <p>The facility reported a census of 44 residents. The sample included three residents. Based on observation, interview, and record review, the facility failed to provide the residents of the facility with reasonable access to receive mail. Findings included:- During an observation and interview on 07/29/25 at 03:25 PM, R3 sat in his room. He stated he received a little mail at the facility, but the young lady who delivered the mail does not work on weekends, so he did not think the residents received mail on Saturdays. During an observation and interview on 07/29/25 at 04:24 PM, R5 was in bed doing crossword puzzles. She stated she got her mail at the facility Monday through Friday, but the residents did not get mail delivered to them on Saturdays. She stated she wished she had gotten her mail on Saturday, but the staff who deliver the mail do not work the weekend. During an observation and interview on 07/29/25 at 05:21 PM, R4 sat in his room awaiting his evening meal. On inquiry, he reported he did not receive mail in the facility; his mail was delivered to his house. He stated his house was near the facility, and he received mail on Saturdays at his house, so he expected mail would be delivered to the facility on Saturday as well. On 7/29/25 at 12:08 PM, Certified Medication Aide (CMA) R stated somebody should check for, and deliver the mail to the residents every day, Monday through Saturday. CMA R said she was not sure who delivered the mail anymore since the previous Activity Director (AD) used to check the mail, sort it, and deliver it to the residents. Monday through Friday. She stated she did not know who checked the mail and delivered it to the residents of the facility, but the AD does not work on Saturdays. CMA R, it was her understanding that AD Z did not check the mail like the previous AD. On 07/29/25 at 02:45 PM, Activity Staff Z stated that before the new business office manager (Administrative Staff C) started at the facility, the previous business office manager was responsible for the mail. She reported that when Administrative Staff C started, she checked the mailbox Monday through Friday, sorted the mail, and placed the residents' mail in Activity Staff Z's mailbox. Activity Staff Z stated she delivered the mail to the residents Monday through Friday and confirmed she did not work on Saturdays and did not know who checked the mail on Saturday because Administrative Staff C does not work the weekend either. Activity Staff Z stated that on Monday mornings, there are usually two bundles of mail for her to deliver to residents, so that might include the Saturday delivery. She stated that all mail delivered to the residents should be delivered sealed and not opened unless the resident requested assistance. On 07/29/25 at 5:02 PM, Licensed Nurse (LN) H reported she saw Activity Staff Z and the Administrative Staff A deliver mail to the residents during the week. Additionally, she stated she worked every other weekend but did not observe any mail being delivered on the weekends she worked. On 07/30/25 at 11:35 AM, Administrative Staff A confirmed the residents had a right to receive their mail delivered to the facility on Saturday, the same day the post office delivered their mail. The facility policy Rights of Nursing Facility Residents, dated 05/01/2012, documents that the elderly have all the rights, benefits, responsibilities, and privileges granted by the constitution and laws of the state and the United States. By law, every nursing facility resident has the right to send and receive mail. The policy lacked an address for the timely delivery of resident mail received on Saturdays.</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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F 0804 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few	Ensure food and drink is palatable, attractive, and at a safe and appetizing temperature. (continued on next page)

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<p>F 0804</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>The facility reported a census of 44 residents. The sample included three residents. Based on observation, interview, and record review, the facility failed to provide food that was nutritionally balanced, palatable, attractive, and at safe appetizing temperatures. This placed the residents at risk for inadequate nutrition and decreased quality of life. Findings included:- Observation on 07/29/25 at 3:25 PM revealed R3 in his room. R3 reported that the facility's food could be better. He stated he usually opted to eat in his room, and the food was not as hot as he would like. He stated that the staff offered to heat the food if he was not satisfied, but some things just do not taste right after it has been reheated, such as French fries. R3 stated he just makes do as he does not want to bother the staff. He reported he ordered boiled eggs and juice frequently, so if it was served cold, it was ok. R3 reported that if he wanted something else besides what was served at the facility, he had an account at a local restaurant where he could have food delivered. Observation on 07/29/25 at 4:24 PM R5 sat in bed doing crossword puzzles. She stated she always ate in her room by choice. She reported the food at the facility was nasty and cold. R5 stated when she tells staff the food is cold, they tell her it was hot when it left the kitchen. She stated she complained to the nursing and kitchen staff; she said she had not filed a written grievance, but said staff knew her concerns and nothing had changed. R5 said the staff told her there is not anything they can do to fix it because she is in her room and not the dining room. R5 said the nursing staff offered to warm up the food, but then it tasted worse. R5 said there are potatoes served at most every meal, and there were no alternatives except for peanut butter and jelly sandwiches. Observation on 07/29/25 at 4:45 PM revealed R4 sat in his recliner and reported he was waiting for his supper. R4 said the food at the facility was not the worst food he had eaten in his life. He stated he was a little spoiled because he had lived with a chef. R4 went on to say his mom taught him to eat what was set in front of him. R4 reported he chose to eat in his room, and the temperature of most meals was not totally cold, but not hot either. R4 stated staff heated the food up if asked. R4 stated he tried to choose and order foods that would not be a problem if it was served cold. Observation on 07/29/25 at 5:14 PM revealed that the [NAME] Unit room trays were delivered to the unit in an insulated meal cart. Observation on 07/29/25 at 05:21 PM revealed that staff delivered R4's room tray. R4 declined his meal and reported he was still full after eating lunch. R4's meal tray was selected to use as a test tray for food temperatures and palatability, as it was the last tray served from the cart. During an observation and interview on 07/29/25 at 05:37 PM, Dietary Staff BB tested the temperature immediately after the last tray was served on the delivery cart. The noted temperatures revealed the turkey and rice casserole temperature of 127 degrees Fahrenheit (F.), sugar snap pea pods of 119 degrees F., and strawberry swirl cake of 77 degrees F. The tray was then taste tested by the Dietary Staff BB, who reported the main course foods would be more palatable if they were hotter. Additionally, she stated the strawberry cake with white icing was made with milk and refrigerated after preparation, prior to putting it on the delivery cart. Dietary Staff BB confirmed the strawberry cake was a substitute for the chocolate cake with peanut butter icing listed on the menu. She verified the previously refrigerated strawberry cake with milk-based icing was now at room temperature and less palatable than if served chilled. Observation on 07/29/25 at 05:49 PM revealed that the East Hall room trays were delivered in an insulated meal cart. During an observation and interview on 07/29/25 at 05:51 PM, Dietary Staff BB noted the nursing staff were not present to deliver the meal trays delivered to East Hall. She left the food cart in the hallway to locate the staff. Upon her return, she stated the nursing staff were not available to pass meal trays in a timely manner due to being in the shower room providing direct care to a resident. Upon her return to the meal cart, she confirmed the meal trays remained on the cart and had not been served. On 07/29/25 at 05:55 PM, observation revealed Licensed Nurse (LN) G and Certified Nurse Aide (CNA) N approached the meal delivery cart, pushed the cart to the middle of the hall, and started to deliver the meal trays to the residents. On 07/29/25 at 05:02 PM, LN H stated some residents complained about the food. LN H said the resident's meal ticket should have their likes and dislikes on there, and staff should offer an alternative if the resident did not like what they got. On 07/30/25 at 10:35 AM, Administrative Nurse D confirmed the dietary services were provided by a contracted service, and she was not aware of how the concerns related to dietary were communicated to the dietary staff. On 07/29/25 at 02:45 PM, Activity Staff Z stated she received complaints regarding dietary and food almost monthly since January 2025. Activity Staff Z said the residents' complaints included that food was not delivered in scheduled mealtimes: the residents sat at the table waiting for meals in the dining room, and sometimes did</p>		