

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 195213	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 06/10/2025
NAME OF PROVIDER OR SUPPLIER Courtyard of Natchitoches		STREET ADDRESS, CITY, STATE, ZIP CODE 708 Keyser Avenue Natchitoches, LA 71457	

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 0602</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Protect each resident from the wrongful use of the resident's belongings or money.</p> <p>Based on interview and record review, the facility failed to ensure a resident was free from misappropriation of property/funds for 1 (Resident #1) of 3 (Resident #1, Resident #2, and Resident #3) sampled residents investigated for misappropriation. The facility failed to prevent misappropriation of Resident #1's funds by S7 Rehab Tech.</p> <p>Findings:</p> <p>Review of a facility policy on 06/09/2025 at 9:18 a.m. titled, Abuse Protection and Prevention Program with a revision date of 02/2013 revealed the following in part .Our residents have the right to be free from abuse, neglect and misappropriation of resident property. Misappropriation of property means the deliberate misplacement, exploitation, or wrongful, temporary or permanent use of a resident's belongings or money without the resident's consent.</p> <p>Review of Resident #1's medical record revealed a re-entry admission date of 05/07/2024, with diagnoses that included in part . Fusion of Spine of the Cervical Region, Seizures, Quadriplegia, and Depression.</p> <p>Review of Resident #1's Quarterly MDS with an ARD of 04/23/2025 revealed a BIMS score of 15, which indicated intact cognition.</p> <p>Review of Resident #1's care plan with an initiated date of 08/28/2024 revealed the following in part .date initiated (05/22/2025): Focus: Resident gives money to associates to keep for her. Interventions: Staff will encourage resident to give money to appropriate staff member to put up in a safe place.</p> <p>Review of a facility investigation/incident report completed by S1 Administrator on 05/20/2025 at 12:35 p.m. revealed the following in part .Incident Description: S1 Administrator and S2 SSD interviewed Resident #1 regarding allegations of money being taken from Resident #1 by an associate. Resident #1 revealed to S1 Administrator and S2 SSD that she asked S7 Rehab Tech to hold \$12,000 dollars for her in 11/2024. Resident #1 told S1 Administrator and S2 SSD in the interview, that weeks after 11/2024, S7 Rehab Tech told Resident #1 the money she was holding for Resident #1 was stolen from S7 Rehab Tech's home. Resident #1 stated S7 Rehab Tech did not report the crime or repay Resident #1's money stolen.</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 0602</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Review of Resident #1's statement written on 05/20/2025 revealed the following in part . on 11/06/2024, Resident #1 went to the bank and cashed a check for \$12,434.29 dollars. S7 Rehab Tech counted money on Resident #1's bed. S7 Rehab Tech put \$7,000 dollars in one envelope to distribute to Resident #1's mother and sister and \$5,000 dollars in another envelope to hold for Resident #1. S7 Rehab Tech proceeded to take all the money home to hold for Resident #1. On 12/03/2024, S7 Rehab Tech brought \$800.00 dollars of the \$5,000.00 dollars for Resident #1 to distribute to her family members as Resident #1 wished. S7 Rehab Tech also agreed to pay Resident #1's monthly cell phone bill since 12/2024. Sometime in 01/2025, S7 Rehab Tech told Resident #1 someone broke into S7 Rehab Tech's house and stole Resident #1's money. S7 Rehab Tech told Resident #1 she would repay her when S7 Rehab Tech filed her income taxes. Since 01/2025, S7 Rehab Tech has blocked Resident #1's phone number and has avoided speaking to Resident #1 regarding the above events.</p> <p>Review of S1 Administrator and S6 Rehab Director's statement written on 05/20/2025 at 12:30 p.m. revealed the following in part . S1 Administrator and S6 Rehab Director interviewed S7 Rehab Tech regarding the events involving Resident #1. S7 Rehab Tech stated she agreed to hold Resident #1's money. S7 Rehab Tech stated the total amount of money was \$8,000 dollars and denied it being \$12,000 dollars as Resident #1 stated. S7 Rehab Tech stated she told Resident #1 that someone broke into her home and stole the black box where S7 Rehab Tech kept Resident #1's money. S7 Rehab Tech stated she did not file a police report regarding the crime because S7 Rehab Tech did not want to explain why she had Resident #1's money. S7 Rehab Tech stated she told Resident #1 she would repay Resident #1 as soon as she could. S7 Rehab Tech stated she paid for Resident #1's phone bill and bought Resident #1 things she needed.</p> <p>Review of S7 Rehab Tech's statement written on 05/20/2025 at 12:30 p.m. revealed the following part .in 11/2024, Resident #1 asked S7 Rehab Tech to hold money for her and gave S7 Rehab Tech an envelope with \$8,000 dollars. S7 Rehab Tech stated two weeks before Christmas, someone broke into S7 Rehab Tech's home and stole the black lock box with Resident #1's money. S7 Rehab Tech stated she would try to purchase items Resident #1 needed and told Resident #1 she would pay Resident #1 back as soon as she could. S7 Rehab Tech stated Resident #1 did not want the facility to know Resident #1 received the money. S7 Rehab Tech did not call anyone when the money was stolen from her home because S7 Rehab Tech did not know how to explain where the money came from and who it was for. S7 Rehab Tech stated it was her own fault, she should have never taken Resident #1's money, and she should have never made these arrangements with Resident #1.</p> <p>In an interview on 06/09/2025 at 10:15 a.m., S1 Administrator revealed the following in part .on 05/20/2025 there was a rumor going around the facility that Resident #1 allowed a staff member to hold money for Resident #1 and now the money was missing. S1 Administrator and S2 SSD interviewed Resident #1 on this day and Resident #1 revealed this rumor to be true. S1 Administrator stated that she and S6 Rehab Director then interviewed the accused, S7 Rehab Tech. S7 Rehab Tech admitted to holding \$8,000 cash for Resident #1 and then her house was broken into and Resident #1's money was stolen.</p> <p>(continued on next page)</p>		

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<p>F 0602</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>In an interview on 06/09/2025 at 1:15 p.m., Resident #1 revealed the following in part . Resident #1 confirmed the events that occurred in her previous written statement on 05/20/2025. Resident #1 stated she was receiving a car accident settlement and she thought if the nursing home knew about the money the facility would take the money, Resident #1's stay at the facility would be jeopardized, and/or Resident #1's insurances would be discontinued. Resident #1 was worried about this, so Resident #1 trusted S7 Rehab Tech to hold the settlement money, distribute the money as Resident #1 wished, and buy certain things for Resident #1. Resident #1 stated that S7 Rehab Tech agreed to these arrangements. Resident #1 stated, in 11/2024, she received the settlement check, cashed it at the bank, and gave \$12,000 dollars cash for S7 Rehab Tech to hold for Resident #1. Resident #1 stated that during this time, S7 Rehab Tech would distribute her money as she wished. Resident #1 stated, in 12/2024 before Christmas, S7 Rehab Tech told Resident #1 that her home was broken into and Resident #1's money was stolen. S7 Rehab Tech promised Resident #1 she would repay her when S7 Rehab Tech received her income tax return. Since 12/2024, Resident #1 would attempt to talk to S7 Rehab Tech about when she would pay Resident #1 back. Resident #1 stated S7 Rehab Tech responses were always some excuse. Resident #1 expected to get paid back from S7 Rehab Tech for the remaining money that was stolen from S7 Rehab Tech's home. Resident #1 revealed that S7 Rehab Tech never stated how much money was actually stolen from S7 Rehab Tech's home or speak of the details of the home invasion/theft. Resident #1 stated, S7 Rehab Tech did not file a police report because S7 Rehab Tech told Resident #1 she did not want to explain why she had thousands of dollars. Resident #1 never spoke of the events/arrangements until 05/20/2025 because S7 Rehab Tech was avoiding Resident #1 and still did not repay Resident #1 for the stolen money. On 05/20/2025, Resident #1 stated she spoke to nursing staff, S1 Administrator, S2 SSD, and the police about the events that took place with S7 Rehab Tech. Resident #1 stated she had not seen or heard from S7 Rehab Tech since 05/20/2025 and had not been repaid for the funds stolen from S7 Rehab Tech's home. Resident #1 revealed S7 Rehab Tech had blocked Resident #1's phone number and blocked Resident #1's daughter's phone numbers.</p> <p>In an interview on 06/09/2025 at 3:08 p.m., S2 SSD revealed the following in part .S2 SSD accompanied S1 Administrator to Resident #1's room to be a witness of an interview. S2 SSD revealed Resident #1 stated the same events and arrangements (mentioned above) Resident #1 and S7 Rehab Tech agreed to.</p> <p>In an interview on 06/10/2025 at 11:08 a.m., S6 Rehab Director revealed the following in part .S6 Rehab Director confirmed his previous statement written on 05/20/2025. S6 Rehab Director stated on 05/20/2025 he participated in an interview with S1 Administrator and S7 Rehab Tech. In the interview, S7 Rehab Tech admitted to holding \$8,000 dollars for Resident #1 (in 11/2024) and then the money being stolen from S7 Rehab Tech's home (in 12/2024).</p> <p>In an interview on 06/10/2025 at 1:05 p.m., S1 Administrator revealed the following in part .S1 Administrator confirmed her previous statement written on 05/20/2025. S1 Administrator confirmed after S1 Administrator completed Resident #1's investigation, the allegation of misappropriation of funds/property was substantiated by the facility. S1 Administrator confirmed Resident #1's funds were misappropriated by S7 Rehab Tech.</p>		

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<p>F 0610</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Respond appropriately to all alleged violations.</p> <p>Based on interview and record review, the facility failed to ensure an investigation of an allegation of misappropriation of resident property/funds was thoroughly investigated for 1 (Resident #1) of 3 (Resident #1, Resident #2, and Resident #3) sampled residents reviewed for misappropriation.</p> <p>Findings:</p> <p>Review of a facility policy on 06/09/2025 at 9:18 a.m. titled, Abuse Protection and Prevention Program with a revision date of 02/2013 revealed the following in part . Our residents have the right to be free from abuse, neglect and misappropriation of resident property. D. Timely and thorough investigations of all reports and allegations of abuse. Misappropriation of property means the deliberate misplacement, exploitation, or wrongful, temporary or permanent use of a resident's belongings or money without the resident's consent. 10. Upon receiving information concerning a report of abuse, the director of nursing will designate an associate to monitor the resident's emotions concerning the incident as well as the resident's reactions to his/her involvement in the investigation to assure the resident feels he/she is protected from harm during an investigation.</p> <p>Review of Resident #1's medical record revealed a re-entry admission date of 05/07/2024, with diagnoses that included in part . Fusion of Spine of the Cervical Region, Seizures, Quadriplegia, and Depression.</p> <p>Review of Resident #1's Quarterly MDS with an ARD of 04/23/2025 revealed a BIMS score of 15, which indicated intact cognition.</p> <p>Review of Resident #1's care plan with an initiated date of 08/28/2024 revealed the following part .date initiated (05/22/2025): Focus: Resident gives money to associates to keep for her. Interventions: Staff will encourage resident to give money to appropriate staff member to put up in a safe place.</p> <p>Review of a facility investigation/incident report completed by S1 Administrator on 05/20/2025 at 12:35 p.m. revealed the following in part .Incident Description: S1 Administrator and S2 SSD interviewed Resident #1 regarding allegations of money being taken from Resident #1 by an associate. Resident #1 revealed to S1 Administrator and S2 SSD that she asked S7 Rehab Tech to hold \$12,000 dollars for her in 11/2024. Resident #1 told S1 Administrator and S2 SSD in the interview, that weeks after 11/2024, S7 Rehab Tech told Resident #1 the money she was holding for Resident #1 was stolen from S7 Rehab Tech's home.</p> <p>Review of a facility investigation/incident report completed by S1 Administrator on 05/20/2025 at 12:35 p.m. revealed the following in part . Incident Investigation: 05/20/2025 at 12:30 p.m.: S7 Rehab Tech, accused, confirmed allegations. 05/21/2025: Education to all staff. 05/21/2025: Interview with four cognitive residents regarding allegations of staff keeping money, asking for money, or taking money from residents. All four residents denied that any staff had ever approached them about money.</p> <p>(continued on next page)</p>		

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<p>F 0610</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>In an interview on 06/09/2025 at 10:15 a.m., S1 Administrator revealed the following in part .in regards to the investigation of Resident #1 and S7 Rehab Tech's incident, an in-service was completed with the staff on duty regarding misappropriation of property and S8 DON completed random interviews with residents who resided on Resident #1's hall regarding the allegations. S1 Administrator stated on multiple occasions to this surveyor .she did not have to do much of an investigation because S7 Rehab Tech admitted to taking Resident #1's money.</p> <p>Review of S8 DON's statement written on 05/21/2025 revealed the following in part . S8 DON spoke with three residents that resided in the facility regarding issues with staff and money All three residents were asked if any of our staff ever asked for money, if the residents had any money missing, and if staff ever asked to hold money for them .all three residents answered no to all above questions.</p> <p>In an interview on 06/09/2025 at 1:15 p.m., Resident #1 revealed the following in part . Resident #1 reported S7 Rehab Tech to S1 Administrator and S2 SSD on 05/20/2025. Following reporting the incident on 05/20/2025, S2 SSD came to visit her occasionally regarding the incident but no other staff had checked on her regarding the incident.</p> <p>In an interview on 06/09/2025 at 2:40 p.m., S5 CNA Supervisor revealed the following in part .S5 CNA Supervisor could not describe, define, or give an example of misappropriation of resident property/funds. S5 CNA confirmed she did not know what this meant and was unaware this was a form a resident abuse.</p> <p>In an interview on 06/09/2025 at 3:08 p.m., S2 SSD revealed the following in part .S2 SSD stated she was on vacation when S8 DON completed in-servicing regarding the incident on 05/20/2025. S2 SSD confirmed she had not received any in-servicing since returning to work regarding misappropriation of resident funds/property.</p> <p>In an interview on 06/10/2025 at 10:25 a.m., S4 CNA revealed the following in part .S4 CNA was only aware of physical abuse and no other forms of resident abuse. After education provided, S4 CNA confirmed she was not aware of verbal, mental, sexual, misappropriation of resident funds/property and that these were all forms of resident abuse. S4 CNA confirmed she did not have in-servicing following Resident #1's incident on 05/20/2025 and was not educated regarding misappropriation of resident funds/property.</p> <p>In an interview on 06/10/2025 at 11:08 a.m., S6 Rehab Director revealed the following in part .S6 Rehab Director completed an in-service on 05/21/2025 to his therapy staff regarding ethics including misappropriation of resident funds/property. S6 Rehab Director confirmed he did not in-service/educate all of his therapy staff regarding misappropriation of resident funds/property, but should have.</p> <p>(continued on next page)</p>		

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<p>F 0610</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>In an interview on 06/10/2025 at 1:05 p.m., S1 Administrator revealed the following in part .S1 Administrator was responsible for Resident #1's investigation on 05/20/2025. S1 Administrator stated S8 DON completed three resident interviews on 05/21/2024 and in-serviced the staff on duty regarding ethics including misappropriation of resident funds/property. S1 Administrator stated there was not much of an investigation because S7 Rehab Tech admitted to taking Resident #1's money, the allegation was substantiated by the facility, and S7 Rehab Tech was suspended immediately and then terminated. S1 Administrator closed and completed the investigation. S1 Administrator confirmed that not all cognitive residents were interviewed, not all facility staff and therapy staff were in-serviced, and Resident #1 did not have safety/monitoring checks throughout the investigation. S1 Administration confirmed she and the facility did not complete a thorough investigation and should have provided safety/monitoring rounds to all residents, in-servicing to all facility/therapy staff, and monitored Resident #1 for any negative effects following the incident on 05/20/2025, but did not.</p>		