STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	195408	A. Building B. Wing	01/14/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
Heritage Manor South	9712 Mansfield Road Shreveport, LA 71118

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 0677 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	Provide care and assistance to perform activities of daily living for any resident who is unable. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on observations, record reviews and interviews the facility failed to ensure residents who were unable to complete their activities of daily living received the necessary services to maintain grooming and hygiene for 5 (#4, #31, #45, #69, #100) of 5 residents reviewed for activities of daily living out of a total final sample of 37. The facility failed to ensure Residents #4, #31, #45, #69, and #100 fingernails were cleaned and trimmed. Findings:Resident #4Review of Resident #4's medical record revealed an admit date of 01/15/2013 with diagnoses that include in part type 2 diabetes mellitus with diabetic neuropathy, primary generalized (Osteo) arthritis, Schizophrenia and lack of coordination.Review of Resident #4's quarterly MDS assessment dated [DATE] revealed in part Resident #4 had a BIMS score of 15 indicating Resident #4 was cognitively intact. During an interview on 01/12/2026 at 9:00 a.m. Resident #4 reported he wanted his nails cut and cleaned and staff kept telling him the nurse will do it because he is diabetic. Observation on 01/12/2026 at 9:00 a.m. revealed Resident #4's fingernails were long past the end of his fingertips with brown and black substance underneath. Observation on 01/13/2026 at 9:50 a.m. revealed Resident #4's fingernails were long past end of his fingertips with brown and black substance underneath. During an interview on 01/13/2026 at 9:50 a.m. Resident #4 reported they still haven't come to cut or clean my fingernails yet. Resident #31 Review of Resident #31's medical record revealed an admit date of 03/23/2022 with diagnoses that include in part rheumatoid arthritis with rheumatoid factor, type 2 diabetes mellitus without complications, and lack of coordination. Review of Resident #31's annual MDS assessment dated [DATE] revealed in part Resident #31 had a BIMS score of 15 indicating Resident #31 was cognitively intact. Observation on 01/12/2026 at 8:00 a.m. revealed Resident #31's fingernails were long past end of her fingertips with brown substance underneath. During an interview on 01/13/2026 at 9:30 a.m. Resident #31 reported I'm diabetic so the nurse is supposed to cut my fingernails and I wish she would because they are jagged. During an interview on 01/13/2026 at 9:35 a.m. S4 CNA reported she could not cut Resident #31's fingernails because Resident #31 was a diabetic and a nurse had to do it. S4 CNA confirmed Resident #31's fingernails were long and jagged and needed to be cut. Resident #45 Review of Resident #45's medical record revealed an admit date of 05/23/2019 with diagnoses that include in part diabetes mellitus with diabetic neuropathy, chronic systolic (congestive) heart failure, hallucinations, and other lack of coordination. Review of Resident #45's quarterly MDS assessment dated [DATE] revealed in part Resident #45 had a BIMS score of 10 indicating moderate cognitive impairment. Observation on 01/12/2026 at 8:40 a.m. revealed Resident #45's fingernails were long past the end of fingertips with brown substance underneath. During an interview on 01/12/2026 at 8:40 a.m. Resident #45 reported he needed the nurse to cut and clean his fingernails. Observation on 01/13/2026 at 9:30 a.m. revealed Resident #45's fingernails were long past the end of fingertips with brown substance underneath. Resident #69 Review of Resident #69's record revealed an admit date of 07/16/2025 with diagnoses that include in part: type 2 diabetes mellitus without complications, schizoaffective disorder, unspecified, and paranoid schizophrenia. Review of Resident #69's quarterly MDS assessment dated [DATE] revealed in part a BIMS score of 11 indicating moderate impairment. Observation on 01/12/2026 at 8:30 a.m. revealed Resident #69's fingernails were long and jagged past (continued on next page)

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	195408	A. Building B. Wing	01/14/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
Heritage Manor South	9712 Mansfield Road Shreveport, LA 71118

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 0677 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	fingertips with black substance underneath. During an interview on 01/12/2026 at 8:30 a.m. Resident #69 reported he would like to have his fingernails cut and cleaned. Observation on 01/13/2026 at 9:39 a.m. revealed Resident #69's fingernails were long and jagged past end of fingertips with black and brown substance underneath. During an interview on 01/13/2026 at 9:39 a.m. Resident #69 reported he needs his fingernails cut and cleaned and it hasn't been done in a long time. Resident #100Review of Resident #100's medical record revealed an admit date of 04/08/2021 with diagnoses that include in part hemiplegia and hemiparesis following cerebral infarction affecting left non-dominant side, type 2 diabetes mellitus, unspecified dementia, depression, and cognitive communication deficit. Review of Resident #100's quarterly MDS assessment dated [DATE] revealed in part a BIMS score of 07 indicating severely impaired cognition.Observation on 01/12/2026 at 9:30 a.m. revealed Resident #100's fingernails were long past fingertips, jagged with brown substance underneath. During an interview on 01/12/2026 at 9:30 a.m. Resident #100 reported my fingernails need to be cut. Observation on 01/13/2026 at 9:30 a.m. revealed Resident #100's fingernails were long past tips of fingers with yellow, and black substance underneath. During an interview on 01/13/2026 at 9:45 a.m. S2 LPN confirmed residents #4, #31, #45, #69, and #100 were diabetic and a nurse should cut the resident's fingernails. During an interview on 01/13/2026 at 10:00 a.m. S1 DON confirmed Residents #4, #31, #45, #69, and #100's were diabetics. S1 DON further confirmed Residents #4, #31, #45, #69, and #100's fingernails were long, dirty and should have been cleaned and cut by the nurse.

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	195408	A. Building B. Wing	01/14/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
Heritage Manor South	9712 Mansfield Road Shreveport, LA 71118

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 0641 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few	Ensure each resident receives an accurate assessment. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on record review and interviews the facility failed to ensure assessments were accurate for 1 (#13) of 37 residents reviewed for MDS assessments. The facility failed to ensure Resident #13's medication was accurately assessed. Findings:Review of Resident #13's record revealed an admit date of 08/29/2024 and failed to reveal Resident #13 was diagnosed with diabetes. Review of Resident #13's physician orders failed to reveal Resident #13 had an order for insulin. Review of Resident #13's quarterly MDS assessment dated [DATE] revealed in part, Resident received 1 injection of insulin every 7 days. During an interview on 01/14/2026 at 10:45 a.m. S2 LPN confirmed Resident #13 is not a diabetic and does not receive insulin. During an interview on 01/14/2026 at 10:50 a.m. S1 DON reviewed Resident #13's record and confirmed Resident #13 is not a diabetic and does not receive insulin. During an interview on 01/14/2026 at 11:00 a.m. S3 MDS reviewed Resident #13's record, confirmed Resident #13 is not a diabetic, does not receive insulin and the MDS medication section had been coded incorrectly.