

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 235234	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 02/04/2026
NAME OF PROVIDER OR SUPPLIER Heritage Manor Nursing and Rehabilitation Center		STREET ADDRESS, CITY, STATE, ZIP CODE 9500 Grand River Ave Detroit, MI 48204	
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 0600 Level of Harm - Actual harm Residents Affected - Few	<p>Protect each resident from all types of abuse such as physical, mental, sexual abuse, physical punishment, and neglect by anybody.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** This citation pertains to intake number 2723282. Based on observation, interview, and record review, the facility failed to protect R201's right to be free from physical and mental abuse by Housekeeper D and Housekeeping Manager C, when Housekeeping Manager C sprayed a chemical (bleach cleaner) into the eyes of R201 while Housekeeper D held R201's wheelchair in place. This deficient practice caused chemical damage to R201's eyes and subsequent pain. Findings include: On 1/14/2026 at 8:51 AM, the State Agency (SA) received a Facility Reported Incident (FRI) with an allegation of staff to resident abuse. On 2/4/2026 at 10:00 AM, R201 was observed in bed and was interviewed about the reported incident to the SA. R201 stated, Some staff sprayed a chemical in my eyes. My right eye is still messed up, and I am having pain in it. R201 said the incident occurred in the sixth-floor hallway and said he was assaulted by several employees but could not identify the staff members. R201 stated, They also hit me with a broom. R201 was unable to describe which chemical was sprayed. R201 said he went to the hospital to get his eyes treated. On 2/4/2026 at 11:22 AM, the Nursing Home Administrator (NHA) was queried regarding the incident with R201 and provided a video recording and facility investigation. Review of the video dated 1/12/2026 with a time stamp of 14:33 with the NHA revealed Housekeeping Manager (HM) C spraying a spray bottle identified as Clorox bleach cleaner by the NHA directly at R201 beginning at 41 seconds. There appeared to be a total of five sprays directed at R201 from HM C. When the NHA was asked to describe the incident on video the NHA stated, I saw (HM C) spray Clorox cleaning spray in R201's face in the hallway on the sixth floor. The NHA identified from the video recording Housekeeper D holding R201's wheelchair while HM C sprayed Clorox cleaning spray at R201. The NHA identified Certified Nursing Assistant (CNA) B in the video. On 2/24/2026 at 11:50 AM, CNA B was interviewed and said she was working on the sixth floor and witnessed the incident with R201. CNA B stated, I saw (HM C) spray Clorox cleaning spray in R201's face in the hallway. CNA B said HM C stated, I'm gonna fuck him up and sprayed more Clorox bleach spray in R201's face. CNA B stated, I knew it was bleach spray because of the smell. Record review of R201's Electronic Health Record (EHR) revealed original admission to the facility on 9/1/2023 with most recent readmission on [DATE] with diagnoses that included Schizoaffective disorder, Dementia, Acquired absence of left leg below knee, and Asthma. Review did not reveal a history of eye disease. The Minimum Data Set (MDS) dated [DATE], indicated that R201 had adequate vision (-sees fine details, such as regular print in newspaper/books), did not wear corrective glasses, had moderate cognitive impairment and was wheelchair bound. Review of the practitioner progress note dated 1/1/2026, revealed, HEENT (head, eyes, ears, nose, and throat) Normocephalic and atraumatic. Conjunctiva white, sclera non-icteric (normal sized head, no trauma, eyes white and healthy in appearance). Review of R201's progress note dated 1/12/2026 at 3:33 PM, revealed, Resident transferred to hospital at his request via Detroit Police Department. Review of R201's hospital after visit summary dated 1/12/2026 revealed, You were seen on Monday</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
FORM CMS-2567 (02/99) Previous Versions Obsolete	Event ID:	Facility ID: 235234
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F 0600 Level of Harm - Actual harm Residents Affected - Few	<p>January 12th, 2026, for Eye Pain. The following issue was addressed: Chemical exposure of eye. Instructions -Preservative free artificial tears every hour during the day in both eyes. Erythromycin ointment four times per day while awake in both eyes. Pred forte four times per day in both eyes. Moxifloxacin four times per day in both eyes.Review of R201's progress note dated 1/13/2026 at 8:16 AM revealed, Resident was transported back to the facility from hospital at approximately 3AM.Review of R201's practitioner progress note dated 1/13/2026 revealed, Patient evaluated today following recent ED transfer (1/12/26) after allegation of chemical exposure to the eyes during a confrontation between patient and facility staff member. Patient returned to SNF (Skilled Nursing Facility) on 1/13/26. Today is the first day ophthalmic medications will be administered. Mild conjunctival redness noted on arrival and periorbital puffiness noted.Review of R201's ophthalmology report of consultation dated 1/14/2026, revealed, (R201) was seen for chemical exposure to the front of eyes. Initially had significant epithelial irritation (eye irritation) with corneal haze (a condition that affects the transparent outermost layer of the eye, the cornea) although improving today continues to have some haze. Overall improving, will adjust medications. Diagnosis: chemical exposure of eye, no limbal ischemia (inadequate blood supply to the limbus, the border between the cornea and the conjunctiva).Review of R201's after Visit Summary dated 1/14/2026 revealed, You have chemical damage to the front of your eyes which is improving.On 2/24/2026 at 1:00 PM, R201's previous eye examination records were requested.On 2/4/2026 at 2:00 PM, the Director of Nursing (DON) was interviewed and reviewed R201's EHR. The DON said R201 did not have a medical history of eye disease or any listed eye conditions other than dry eyes. The DON said there were no previous eye consultations for R201. The DON further said there wasn't a documented history of cornea haze or eye issues for R201.On 2/4/2026 at 3:30 PM, the NHA was interviewed and said all employees receive abuse training and how to deal with combative residents upon hire and at least yearly. The NHA said the expectation is for staff to de-escalate tense situations with residents, to walk away and not engage. The NHA said all employees associated with the incident with R201 were terminated for not following the abuse policy.Review of the facility policy titled Abuse, Neglect and Exploitation dated January 2026, revealed in part.It is the policy of this facility to provide protections for the health, welfare and rights of each resident by developing and implementing written policies and procedures that prohibit and prevent abuse, neglect, exploitation and misappropriation of resident property. Abuse means the willful infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm.</p>		