

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 265001	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 01/14/2025
NAME OF PROVIDER OR SUPPLIER Athene Nursing and Rehabilitation		STREET ADDRESS, CITY, STATE, ZIP CODE 13995 Clayton Road Town and Country, MO 63017	

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 0550</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Honor the resident's right to a dignified existence, self-determination, communication, and to exercise his or her rights.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 40290</p> <p>Based on observation, interview and record review, the facility failed to ensure residents were treated with dignity and respect when one employee used profanity while using their personal cell phone and providing feeding assistance to one resident (Resident #1), and four residents reported issues with staff being on their phones while working (Residents #2, #3, #5 and #4). The census was 143.</p> <p>Review of the facility's Professionalism - Customer Service policy, dated 9/1/21, showed:</p> <p>-Policy: It is the policy of this facility to provide professional, courteous service to our customers. Every employee is accountable for conducting themselves in a professional manner at all times. This facility strives to create an environment where the resident always comes first;</p> <p>-The facility is the resident's home and will be regarded as such. Each resident will be treated with compassion and respect at all times.</p> <p>Review of the facility's Personal Cell Phones policy, undated, showed:</p> <p>-Policy: It is the policy of this facility to provide quality care to our residents without interruption;</p> <p>-Policy Explanation and Compliance Guidelines included:</p> <p>-This facility prohibits employees from using personal cell phone for any reason, on the nursing units or in working areas of the facility;</p> <p>-This includes calls, texts, social media or any other use of cell phones;</p> <p>-Cell phones may be used by employees while on a scheduled break or in break areas only.</p> <p>1. Review of Resident #1's quarterly Minimum Data Set (MDS), a federally mandated assessment instrument completed by facility staff, dated 11/16/24, showed:</p> <p>-Severe cognitive impairment;</p> <p>-Partial to moderate assistance required for eating;</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 0550</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>-Diagnoses included dementia, malnutrition, and depression.</p> <p>Review of the resident's care plan, in use at the time of survey, showed:</p> <p>-Focus: Resident has an activities of daily living (ADL) self-care performance deficit related to failure to thrive, dementia, other abnormalities of gait and mobility, muscle weakness, and need for assistance with personal care;</p> <p>-Interventions included partial to moderate with meals and staff assistance to the extended needed to accomplish task.</p> <p>Observation on 12/27/24 at 9:55 A.M., showed the resident seated near the nurse's station, receiving feeding assistance from Certified Nurse Aide (CNA) A, who was seated next to the resident on his/her right side. Certified Medication Technician (CMT) B stood at a medication cart to the left side of the resident. CNA A had a cell phone in his/her lap. While providing feeding assistance to the resident, CNA A yelled out, The fuck I'm not! The statement could be heard from room [ROOM NUMBER], approximately 30 feet away. CMT B continued to stand at the medication cart and did not respond to CNA A.</p> <p>During an attempted interview on 12/27/24 at approximately 10:48 A.M., the resident was unable to respond to questions.</p> <p>During an interview on 12/27/24 at approximately 10:48 A.M., CNA A said he/she has worked with the facility for a year and a half. He/She knows he/she is not supposed to use profanity in front of residents. He/She was just on his/her personal cell phone talking to someone, and cussed in the heat of the moment. He/She knows he/she should not be on his/her cell phone while assisting the resident. It was not appropriate or respectful to be on his/her phone while assisting the resident.</p> <p>During an interview on 12/27/24 at 10:01 A.M., CMT B said he/she wasn't paying attention when CNA A was providing feeding assistance to the resident, and he/she did not realize CNA A used profanity. It is inappropriate to use profanity in front of residents. It is inappropriate, unprofessional, and disrespectful for staff to be on their cell phones while providing assistance to residents.</p> <p>2. Review of Resident #2's quarterly MDS, dated [DATE], showed:</p> <p>-Cognitively intact;</p> <p>-Diagnoses included anxiety and depression.</p> <p>During an interview on 12/27/24 at 10:03 A.M., the resident said some of the aides can be disrespectful. There are issues with aides being on their phones when they are supposed to be providing care.</p> <p>3. Review of Resident #3's quarterly MDS, dated [DATE], showed:</p> <p>-Cognitively intact;</p> <p>-Diagnoses included anxiety and depression.</p> <p>(continued on next page)</p>

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<p>F 0550</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>During an interview on 12/27/24 at 10:11 A.M., the resident said some of the staff can be rude and disrespectful. Some of the staff cuss around the resident, but he/she just ignores it. Some of the staff are on their phones when providing care and it is rude.</p> <p>4. Review of Resident #5's quarterly MDS, dated [DATE], showed:</p> <p>-Cognitively intact;</p> <p>-Diagnoses included anxiety and depression.</p> <p>During an interview on 12/27/24 at 10:22 A.M., the resident said he/she sees staff on their phones all the time and it is rude. Some of the staff get out of hand with it and are just always on their phones when they are working.</p> <p>5. Review of Resident #4's annual MDS, dated [DATE], showed:</p> <p>-Cognitively intact;</p> <p>-Diagnoses included anxiety and depression.</p> <p>During an interview on 12/27/24 at 10:52 A.M., the resident said he/she sees some aides on their phones all the time. Some of the staff wear earphones and don't even acknowledge residents when they have them in. He/She is tired of staff being on their phones when they are working.</p> <p>6. During an interview on 12/27/24 at 11:53 A.M., Licensed Practical Nurse (LPN) C said staff should not use their personal cell phones while on the floor. If they need to use their phone, they should step off the floor. It is inappropriate for staff to be on their personal cell phone while providing care. It is inappropriate to curse in front of any resident. If staff witness a coworker using profanity in front of a resident, they should report it to the nurse and the nurse would correct the employee. Using profanity in front of residents is a dignity issue.</p> <p>7. During an interview on 12/27/24 at 12:40 P.M., the Director of Nurses (DON) said it is inappropriate to use profanity in front of a resident. If an employee witnesses their coworker doing this, they should report it to the nurse. Using profanity in front of residents is a customer service issue. It is inappropriate for staff to be on their personal cell phones while providing care. Some staff use cell phones for charting, but personal cell phone use is not appropriate. In the event that an employee needs to make a personal call, they should notify other staff that they are going to step off the floor. The facility just did an in-service training with staff on personal cell phone use on 12/19/24.</p> <p>Review of the facility's education sign-in sheet, dated 12/19/24, showed topics included customer service/cell phones. No documentation of CNA A in attendance for the education.</p> <p>8. During an interview on 12/27/24 at 1:21 P.M., the Administrator said it is inappropriate for staff to be on their cell phones while assisting residents. Employees should not use profanity in front of residents. Customer service and cell phone use are covered during monthly staff meetings. Additional education is needed for the employee who used profanity and their cell phone while providing feeding assistance today. Staff will be in-serviced on cell phone use and customer service.</p> <p>(continued on next page)</p>		

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<p>F 0550</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Review of the facility's list of active employees, provided 12/27/24, showed 170 staff employed by the facility.</p> <p>Review of the facility's attendance record sign-in sheet, dated 12/27/24, showed subjects included cell phone use and customer service. 16 staff signed as in attendance.</p>

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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>22409</p> <p>Ensure food and drink is palatable, attractive, and at a safe and appetizing temperature.</p> <p>Based on observation, interview and record review, the facility failed to serve food that was palatable and ensure meal service tray temperatures were maintained to at least 120 degrees Fahrenheit (F). Three of six residents complained that hot foods were served cold (Residents #13, #15 and #16). This deficient practice had the potential to affect all residents who ate their meals in their room. The census was 143.</p> <p>During an interview on 1/9/25 at 10:27 A.M., Resident #13 said he/she eats in his/her room. The food is usually cold by the time he/she gets it. Staff will heat it up in the microwave if you ask.</p> <p>During an interview on 1/9/25 at 11:19 A.M., Resident #15 and Resident #16 both said the food is improving. As far as food being warm when it is served, sometimes it's warm enough and sometimes it's not.</p> <p>Observation on 1/13/25 at 12:30 P.M., showed dietary staff brought the tray cart (a warming cart that can be plugged in to keep the trays warm until ready to serve) and left it in the hall. The plates contained roasted chicken, a scoop of mashed potatoes and a scoop of spinach. Certified Nursing Assistant (CNA) H and another CNA pushed the cart down the hall, stopping at rooms to remove lunch trays to serve to residents. The last lunch tray was served at 12:41 P.M. At that time, the following food temperatures were obtained from a test tray on the cart. The mashed potatoes were 108 degrees F and the spinach was 105 degrees F.</p> <p>Observation on 1/14/25 at 8:40 A.M., showed dietary staff brought the tray cart to the floor and left it sitting near the nurse's station. The Dietary Manager (DM) pushed the cart near the wall and plugged the cart in. A couple of minutes later two CNAs unplugged the cart and began pushing it down the hall, stopping at rooms to remove the trays and serve to the residents. The cart remained unplugged until the last tray was served at 8:53 A.M. At that time, the DM used his thermometer and checked the temperatures from a test tray. The omelet on the tray was 114 degrees F. The DM said the tray cart should be plugged in for the entire duration of serving the trays to keep the food temperatures at a minimum of 120 degrees F.</p> <p>During an interview on 1/14/25 at 9:14 A.M., CNA H said no one had ever told him/her to keep the tray cart plugged in until all the trays had been served.</p> <p>During an interview on 1/14/25 at 1:06 P.M., the Administrator said he would expect the heated tray cart to be kept plugged in until the last tray is served to keep the hot foods hot.</p> <p>MO00243196</p>		

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<p>F 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards.</p> <p>46970</p> <p>Based on observation and interview, the facility failed to store and serve food in accordance with professional standards for food service safety by failing to date opened packages of food. The facility also failed to ensure dining room furniture was clean and free of roaches and failed to keep kitchen equipment clean when staff failed to clean the wells of a steam table used to serve resident's food. The sample size was 25. The census was 143.</p> <p>Review of the facility's Food Safety Requirements, dated 9/1/21, showed:</p> <p>Policy: Food will be stored, prepared, distributed and served in accordance with professional standards for food service safety;</p> <p>Definitions:</p> <ul style="list-style-type: none"> -Food service: the process involved in actively serving food to the resident; -Food service safety: refers to handling, preparing, and storing food in ways that prevent foodborne illness; -Policy Explanation and Compliance Guidelines: Food safety practices shall be followed throughout the facility's entire food handling process. This process begins when food is received from the vendor and ends with delivery of the food to the resident. Elements of the process include the following: <ul style="list-style-type: none"> -Preparation of food, including thawing, cooking, cooling, holding, and reheating; -Equipment used in handling of food, including dishes, utensils, mixers, grinders, and other equipment that comes in contact with food; -All equipment used in handling of food shall be cleaned and sanitized, and handled in a manner to prevent contamination; -Staff shall follow facility procedures for dishwashing and cleaning fixed cooking equipment. <p>Review of the facility's policy section: Sanitation and Food Safety, titled Sanitation, reviewed 8/1/23, showed:</p> <ul style="list-style-type: none"> -Policy: The food service area shall be maintained in a clean and sanitary manner; -Procedure: All kitchens, kitchen areas, and dining areas shall be kept clean, free from litter and rubbish and protected from rodents, roaches, flies, and other insects. <p>Review of the facility's weekly cleaning schedule, showed:</p> <ul style="list-style-type: none"> -P.M. Cook: <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 - Few</p>	<p>-Clean and sanitize kitchen steamtable and prep area daily. Keep wells filled with clean water;</p> <p>-Put away all supplies used for meal (seal/label/date);</p> <p>-Clean outside of steamer;</p> <p>-A.M. Cook:</p> <p>-Clean and sanitize kitchen steamtable and prep area daily. Keep wells filled with clean water;</p> <p>-Put away all supplies used for meal (seal/label/date);</p> <p>-Clean outside of steamer;</p> <p>-A.M. Aide:</p> <p>-Opposite [NAME] Area: Clean and sanitize prep table and lower shelves. Return stock to storage areas, sealed, dated and labeled;</p> <p>-Clean and sanitize 3rd floor kitchenette counters (interior and outside serving area);</p> <p>-Clean/organize cabinets and drawers (Mondays);</p> <p>-Clean/sanitize 3rd floor kitchenette steamtable. All wells and shelving/storage. Fill wells with clean water;</p> <p>-P.M. Aide:</p> <p>-Opposite [NAME] Area: Clean and sanitize prep table and lower shelves. Return stock to storage areas, sealed, dated and labeled;</p> <p>-Clean and sanitize 3rd floor kitchenette counters (interior and outside serving area);</p> <p>-Clean/sanitize 3rd floor kitchenette steamtable. All wells and shelving/storage. Fill wells with clean water.</p> <p>1. Observation in the main kitchen on 1/13/25 at 10:15 A.M., showed:</p> <p>-One opened packet of brown gravy wrapped in plastic wrap, without a date;</p> <p>-One packet of opened bowtie pasta wrapped in plastic wrap, without a date;</p> <p>-One packet of opened spaghetti noodles wrapped in plastic wrap, without a date.</p> <p>2. Observation of the 3rd floor kitchenette and dining room on 1/9/25 at 12:00 P.M., showed a long cabinet with four working drawers and two sets of cabinet doors under the drawers. The following was observed:</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 - Few</p>	<p>-A drawer on the end of the cabinet contained three dead roaches and a box of opened silverware inside the drawer;</p> <p>-A cabinet door on the end on the left side was opened and revealed approximately five bait traps inside, with more than ten dead roaches and a half a jug of water on the shelving. There were food crumbs on the bottom of the cabinet;</p> <p>-Two cabinet doors in the middle were opened and revealed three dead roaches along with one brown roach egg sack, two small square black bait traps, various packets of condiments strewn about and dried brown stains of varying sizes on the bottom</p> <p>During an interview on 1/9/25 at 12:00 P.M. A.M. [NAME] M said he/she didn't know there were dead roaches underneath the cabinets and/or in the drawers in the resident dining room area.</p> <p>3. Observation of the 3rd floor kitchenette, 1/9/25 at 12:14 P.M. showed:</p> <p>-Approximately 1/4 inch to 1/2 inch of dirty frothy water with corn and other materials floating in the steam table wells;</p> <p>-A.M. [NAME] M walked over to the sink and filled a plastic container with water several times and added the clean water to the dirty frothy water in the steam table wells. After which, he/she removed the foil paper from large pans containing the lunch meal and placed the pans inside the steam table wells.</p> <p>During an interview on 1/9/25 at 12:14 P.M. A.M. [NAME] M said staff should have cleaned the steam table before he/she added the clean water and before the meal.</p> <p>4. Observation and interview on 1/13/25 at 10:00 A.M., showed Dietary Aide (DA) L cleaning the 3rd floor kitchenette steam table. DA L said it was not his/her normal job but he/she had been asked to clean it. DA L said he/she didn't know there were dead roaches underneath the kitchenette cabinet. Observation showed he/she opened the cabinet doors and removed the condiment boxes to view the dead roaches. He/She began cleaning underneath the cabinet. DA L said staff were supposed to clean underneath the cabinets daily and weekly.</p> <p>5. During an interview on 1/13/25 at 10:30 A.M., the Dietary Manager said the cooks were supposed to clean the steam tables every day. He told the cooks multiple times to clean the steam tables after every shift. He didn't know there were dead roaches in the kitchenette but said the DAs were supposed to clean it daily. He didn't know there were dead roaches in the dining room drawer but said housekeeping was responsible for cleaning that area. He said nursing staff left resident room trays there after the trays were collected, but they should bring the trays to the kitchen. He said that was probably why roaches were there. He expected the kitchenette steam table and dining area to be clean and free from roaches. He said whom ever opened and used dry goods were responsible to wrap, label, and date the items when it was put back into the storage area. He expected staff to do that.</p> <p>6. During an interview on 1/13/25 at 11:34 A.M., the Administrator said dietary staff were responsible to clean the steam table, dining room cabinets, and label/date food. He expected staff to follow the facility's food storage, sanitation, and cleaning policy. He expected the facility would be clean.</p> <p>(continued on next page)</p>		

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