

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 265200	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 03/07/2025
NAME OF PROVIDER OR SUPPLIER Loch Haven		STREET ADDRESS, CITY, STATE, ZIP CODE 701 Sunset Hills Dr Macon, MO 63552	

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 0684</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>Provide appropriate treatment and care according to orders, resident's preferences and goals.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 36219</p> <p>Based on interview and record review, the facility failed to ensure one resident (Resident #2), in a review of seven sampled residents, received the necessary care and services in accordance with professional standards of practice when the facility failed to assess and report Resident #2's complaint of right eye pain, redness, watering, and blurry and dim vision timely. The resident was involved in a physical altercation with Resident #1 on 02/10/25, where both resided on the facility's Special Care Unit (SCU - dementia care unit). Resident #2 reported to family and staff in the days following that his/her eye hurt. Multiple staff in the SCU, including Certified Medication Technicians (CMT) and a Certified Nursing Assistant (CNA), reported to licensed staff (nurses that worked off SCU unit and were to go to that unit to assess any reported issue), the resident's complaints and concern with his/her right eye. Licensed staff failed to come to the unit to assess the resident's eye concerns reported by unit staff. The resident was seen by his/her physician on 02/26/25 after a resident's family member brought the concern with the resident's eye becoming worse, and the physician recommended the resident be seen by his/her eye physician. The resident was seen by an optometrist (professionall who specializes in eye and vision care), on 02/27/25 who recommended further evaluation by an ophthalmologist (physician who specializes in eye and vision care including surgery). The resident had sustained a dislodged lens in his/her right eye that required treatment with eye drops and a surgical procedure to correct the condition caused by blunt force trauma. The facility census was 69.</p> <p>Review of the facility policy titled Physician Notification, revised 11/2020, showed the charge nurse will notify physician of an accident or incident involving residents (falls, etc.).</p> <p>1. Review of Resident #1's admission Minimum Data Set (MDS), a federally mandated assessment instrument completed by facility staff, dated 12/02/24, showed the following:</p> <ul style="list-style-type: none"> -The resident had both short and long term memory problems; -Rarely/never understood; -Inattention and disorganized thinking behavior present, fluctuates; -Wandered four to six days of the last seven days; -Wandered and was at significant risk of getting into a potentially dangerous place; -Wandering significantly intruded on the privacy of activities of others; <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 0684</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>-Diagnoses of stroke and dementia;</p> <p>-Able to walk 50 feet with two turns with supervision or touching assist;</p> <p>-No limitation in upper or lower extremity range of motion.</p> <p>Review of the resident's care plan, dated 12/08/24, showed the resident had socially inappropriate/disruptive behavioral symptoms as evidenced by wandering into others' rooms.</p> <p>Review of the resident's progress notes, dated 02/10/25 at 6:28 P.M., showed the following:</p> <p>-At 6:15 P.M. this evening resident went into another resident's room through the bathroom and grabbed that resident's (Resident #2's) right arm leaving a bruise the shape of a line on that resident's right bicep;</p> <p>-Called and spoke with resident's family member and a message was sent to nurse practitioner.</p> <p>Review of the resident's care plan, revised 02/11/25, showed the following:</p> <p>-When the resident was awake, encourage him/her to stay in the day room;</p> <p>-If the resident leaves the day room, complete frequent rounds to check on him/her;</p> <p>-Remove resident from other residents' rooms and unsafe situations as needed.</p> <p>2. Review of Resident #2's quarterly MDS, dated [DATE], showed the following:</p> <p>-Moderately impaired cognition with a BIMS of nine;</p> <p>-Diagnoses of dementia, anxiety and depression.</p> <p>Review of the resident's progress notes, written by Licensed Practical Nurse (LPN) C, dated 02/10/25 at 6:46 P.M., showed the following:</p> <p>-At 6:15 P.M. another resident (Resident #1) came into Resident #2's room through the bathroom and grabbed Resident #2's arm, leaving a bruise the shape of a line on Resident #2's right bicep (muscle on the front of the upper arm);</p> <p>-Called and spoke with Family Member H and on call physician.</p> <p>Review of the facility's self-report, dated 02/11/25, showed the following:</p> <p>-Resident #1 entered Resident #2's room from the shared bathroom because Resident #1 got turned around and went into Resident #2's room by mistake;</p> <p>-There was an altercation between Resident #1 and Resident #2;</p> <p>-Resident #1 obtained some superficial scratches to his/her arm;</p> <p>(continued on next page)</p>		

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<p>F 0684</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>-Resident #2 had a reddened area/bruise from where Resident #1 grabbed his/her arm;</p> <p>-Families and physicians notified;</p> <p>-No new orders received.</p> <p>Review of the resident's care plan, revised 02/11/25, showed he/she currently resided in the SCU due to wandering and need for safety.</p> <p>Review of the resident's progress notes showed staff documented on 02/11/25 at 2:00 P.M., after lunch the resident was walked up the hall and asked about that girl/boy that grabbed his/her arm; he/she did not recall who it was, but did show staff the bruise on his/her arm. There was no documentation the resident was involved in another altercation or experienced a fall or other injury other than the one documented on 02/10/25.</p> <p>Review of the resident's physician's progress note, dated 02/12/25, showed the following:</p> <p>-Resident was evaluated for right arm bruise and dementia;</p> <p>-The resident was apparently in some sort of altercation with one of the other residents;</p> <p>-The resident ended up with a bruise on his/her upper right arm.</p> <p>Review of the resident's progress notes dated 02/12/25 through 02/26/25 showed no documentation the resident was involved in another altercation or experienced a fall or other injury other than the one documented on 02/10/25.</p> <p>Review of the SCU undated report sheet (written report from lead Certified Medication Technician (CMT) to lead CMT)) showed the resident complained of his/her right eye being watery for a few days.</p> <p>Review of the resident's progress notes, dated 02/26/25 at 3:18 P.M., showed the following:</p> <p>-Care plan conference held;</p> <p>-Condition report given and medications reviewed;</p> <p>-Resident's right eye has some redness and was watery, the resident was on Claritin (antihistamine medication) for allergies.</p> <p>Review of the resident's progress notes, documented by Registered Nurse (RN) D, showed staff documented the following:</p> <p>-On 02/26/25 at 4:00 P.M., the resident was seen on rounds by his/her physician for right eye being red and watery;</p> <p>-The resident rubbed at it (his/her right eye) while the physician was in with him/her;</p> <p>(continued on next page)</p>		

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<p>F 0684</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>-When Family Member H visited with Resident #2 on 2/11/25, Resident #2 had redness around his/her right eye;</p> <p>-He/She saw Resident #2 three to four days after the altercation (2/13/25 or 2/14/25);</p> <p>-When he/she visited Resident #2 on 2/13/25 or 2/14/25, Resident #2 had redness around his/her right eye and complained of his/her right eye burning. Resident #2 told him/her that he/she was hit in the right eye with a book;</p> <p>-He/She did not think to tell staff about Resident #2's right eye on 2/13/25 or 2/14/25 as he/she was hoping it would improve.</p> <p>During an interview on 03/07/25 at 8:46 A.M., the resident's Family Member H said the following:</p> <p>-He/She visited Resident #2 several times a week;</p> <p>-Staff notified him/her on 02/10/25 that Resident #2 had a bruise on his/her arm from an altercation with another resident;</p> <p>-He/She visited Resident #2 on 02/11/25. Resident #2 had a red spot on his/her right temple and his/her right eye was red;</p> <p>-On 2/11/25, Resident #2 said a woman/man hit him/her with something on the side of his/her head;</p> <p>-Resident #2's eye kept getting redder and redder;</p> <p>-Resident #2 told him/her that he/she just couldn't see out of his/her right eye and that his/her vision was very blurry;</p> <p>-They did not discuss Resident #2's eye complaints during the care plan meeting on 2/26/25;</p> <p>-On 2/26/25 after the meeting, Resident #2 again told him/her that he/she just couldn't see out of his/her right eye;</p> <p>-Resident #2 had cataract removal in the past and had 20/20 vision; now Resident #2's vision was blurry;</p> <p>-In order to restore Resident #2's vision in his/her right eye, it must be surgically repaired;</p> <p>-Resident #2 did not want surgery because he/she did not want to be anesthetized (be given medication to be put to sleep to have a medical procedure/surgery).</p> <p>During an interview on 03/07/25 at 3:17 P.M., the resident's Family Member I said the following:</p> <p>-On 02/22/25, Resident #2 complained about his/her right eye and told him/her that he/she was hit in the face;</p> <p>(continued on next page)</p>		

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<p>F 0684</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>-On 2/22/25, Resident #2's right eye was very red around the rim and the resident said his/her vision was blurry;</p> <p>-On 02/22/25, he/she reported the resident's complaints to an unknown staff member at the desk, he/she asked the staff member if he/she knew about the resident's eye;</p> <p>-On 02/22/25, the staff at the nurses' station said they had looked at Resident #2's eye and it was looking better;</p> <p>-On 02/22/25, he/she told staff, something needs to be done about Resident #2's eye;</p> <p>-On 02/26/25, after the resident's care plan meeting, he/she reported the resident's complaints to staff and the resident was seen by his/her physician on 02/26/25;</p> <p>-The resident told Optometrist M that he/she was hit in the right eye with a book by another resident.</p> <p>During an interview on 03/06/25 at 11:50 A.M., Certified Nurse Aide (CNA) B said the following:</p> <p>-Staff that worked the unit told the nurses (Licensed Practical Nurse (LPN) C and RN O) about the resident's complaint of pain in his/her right eye;</p> <p>-The nurses did not come to the unit and look at the resident's right eye.</p> <p>During an interview on 03/06/25 at 2:15 P.M., Certified Medication Technician (CMT) A said the following:</p> <p>-When the resident complained of his/her right eye hurting, he/she (CMT A) verbally reported it to both Registered Nurse (RN) O and LPN C;</p> <p>-For at least one month, staff has been reporting to the charge nurses that the resident complained about his/her right eye and no one came and looked at it until RN D and the resident's physician came and looked at the resident's right eye.</p> <p>During an interview on 03/10/25 at 5:37 A.M., CMT J said the following:</p> <p>-The resident complained about his/her right eye being blurry and not being able to see out of it;</p> <p>-He/She reported the resident's complaints regarding his/her right eye to Licensed Practical Nurse (LPN) C (he/she did not recall when he/she had reported).</p> <p>During an interview on 03/06/25 at 12:02 P.M. and 12:28 P.M., LPN C said the following:</p> <p>-Resident #1 wandered in and out of other resident rooms;</p> <p>-On 02/10/25, Resident #1 wandered into Resident #2's room and Resident #1 grabbed hold of Resident #2;</p> <p>(continued on next page)</p>

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<p>F 0684</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>-The resident's vision in the right eye would not improve without surgery.</p> <p>During an interview on 03/11/25 at 1:55 P.M., Ophthalmologist Assistant K (assistant to Ophthalmologist L) said the following:</p> <ul style="list-style-type: none"> -The resident said his/her right eye was hurting; -The resident had cataract removal many years ago; -Blunt force trauma caused the lens to sublux inferiorly (the lens is no longer in the middle of the eye); -The injury to the resident's right eye could not have occurred by rubbing his/her eye; -The injury significantly affected the resident's vision in his/her right eye; -Without surgery, the resident's vision would not improve. <p>During an interview on 3/17/25 at 2:15 P.M., the resident's physician's nurse said the following:</p> <ul style="list-style-type: none"> -The resident's physician was not aware of the resident's complaints regarding his/her right eye until 02/26/25; -The resident's physician would expect to be notified by staff if the resident complained of redness and/or pain in his/her right eye. <p>During an interview on 03/07/25 at 3:49 P.M., the Director of Nursing said the following:</p> <ul style="list-style-type: none"> -She would expect staff to assess the resident and notify the physician if the resident complained of eye pain; -She reviews residents' progress notes daily and was not aware of the resident's complaints regarding his/her right eye. <p>During an interview on 03/07/25 at 3:55 P.M., the Administrator said she would expect staff to notify the physician if the resident complained of eye pain. She was not aware the resident was complaining about his/her right eye.</p> <p>MO 250291</p>		