

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 265438	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 09/19/2024
NAME OF PROVIDER OR SUPPLIER Jackson Manor		STREET ADDRESS, CITY, STATE, ZIP CODE 710 Broadridge Jackson, MO 63755	

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 0804</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Ensure food and drink is palatable, attractive, and at a safe and appetizing temperature.</p> <p>46555</p> <p>Based on observation, interview, and record review, the facility failed to provide palatable, attractive food at a safe and appetizing temperatures for eight residents (Resident #1, #3, #4, #5, #6, #8, #9, #10) out of 10 sampled residents. This deficient practice had the potential to affect all residents in the facility. The facility's census was 68.</p> <p>The facility did not provide a food temperature policy.</p> <p>Review of the facility's Resident Council minutes, dated 09/12/24, showed eight residents said the food was always cold for both the dining room and the hall trays.</p> <p>Observations of the evening meal on 09/19/24, showed at 6:34 P.M., staff delivered Resident #1's room tray to his/her room. The temperature of the hamburger measured 94 degrees Fahrenheit (F) and the potato wedges measured 96 degrees F.</p> <p>During an interview on 09/19/24 at 4:20 P.M., Resident #8 said the food was always cold. It did not matter where he/she ate. He/She usually eats in his/her room, but the food was always cold so now was trying to eat in the dining room. The food was cold there too so it didn't matter where he/she ate because it was the same everywhere.</p> <p>Observation on 09/19/24 at 6:40 P.M., showed Resident #8 ate his/her meal in the room.</p> <p>During an interview on 09/19/24 at 5:48 P.M., Resident #1 said he/she would normally eat in his/her room but the food was often cold.</p> <p>During an interview on 09/19/24 at 4:38 P.M., Resident #3 said he/she normally eats in his/her room and the food was sometimes cold.</p> <p>During an interview on 09/19/24 at 4:43 P.M., Resident #4 said the food was sometimes cold.</p> <p>During an interview on 09/19/24 at 4:45 P.M., Resident #5 said the food was sometimes cold.</p> <p>During an interview on 09/19/24 at 4:46 P.M., Resident #10 said the food was always cold. He/She always ate in his/her room and didn't bother telling staff the food was cold because it would not make a difference. His/Her food came an hour late the day before and it was cold like always.</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 0804</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Observation on 09/19/24 at 6:42 P.M. showed Resident #10 ate his/her meal in the room.</p> <p>During an interview on 09/19/24 at 5:00 P.M., Resident #6 said he/she normally eats in the dining room and the food was always cold.</p> <p>During an interview on 09/19/24 at 5:48 P.M., Resident #9 said the food was often cold.</p> <p>During an interview on 09/19/24 at 7:00 P.M., the Dietary Manager (DM) said there was a couple of residents that complained about the food temperatures. He/She thought they were residents that did not wake up to eat and then complained the food was cold. The food temperatures should be completed each day for each meal by the cooks and documented. A hot cart had been purchased for the hall trays, but they had not started using it yet.</p> <p>During an interview on 09/19/24 at 7:40 P.M., the Administrator said she would expect temperature logs to be maintained for every meal. There had been an issue with the meals, so they had implemented a new protocol where office staff were to receive a test tray each day to evaluate the food to ensure quality and temperatures were acceptable. A hot cart had been purchased for the hall trays due to the resident complaints of the food was cold. They had not started using the hot cart yet.</p> <p>Complaint #MO241994</p>		