

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 265559	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 10/04/2024
NAME OF PROVIDER OR SUPPLIER Maples Health and Rehabilitation, The		STREET ADDRESS, CITY, STATE, ZIP CODE 610 West Sunset Street Springfield, MO 65807	

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 0806</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Ensure each resident receives and the facility provides food that accommodates resident allergies, intolerances, and preferences, as well as appealing options.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 45190</p> <p>Based on interviews and record review , the facility failed to have a process in place to ensure all residents food preferences were honored and meal alternatives were available to all residents when facility failed to ensure five residents (Resident #1, #2, #3, #4, and #5), who routinely ate in their rooms, were unable to have their preferred drink and the ability to obtain an alternative meal. The facility census was 91.</p> <p>Review of the facility policy titled, Food and Nutrition Services, revised October 2017, showed the following:</p> <ul style="list-style-type: none"> -Each resident is provided with a nourishing, palatable, well-balanced diet that meets his or her daily nutritional and special dietary needs, taking into consideration the preferences of each resident; -Each resident's nutritional needs, food dislikes, and eating habits, as well as physical, functional, and psychosocial factors that affect eating and nutritional intake and utilization will be assessed; -A resident-centered diet and nutrition plan will be based on this assessment; -Meals and/or nutritional supplements will be provided within one hour of either resident request or scheduled mealtime, and in accordance with the resident's medication requirements; -Reasonable efforts will be made to accommodate resident choices and preferences. <p>1. Observation on 10/02/24, at 10:10 A.M., showed the menu for the day was displayed in the dining room along with an always available menu. The menu read Please place order from Always Available Menu 2 hours prior to the meal you are replacing.</p> <p>2. Review of Resident #1's face sheet (brief resident profile) showed the following:</p> <ul style="list-style-type: none"> -admitted [DATE]; -Diagnoses included type II diabetes mellitus, generalized anxiety disorder, morbid obesity, acute kidney failure, high cholesterol, and high blood pressure. <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 0806</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Review of the resident's quarterly Minimum Data Set (MDS - a federally mandated assessment tool completed by staff), dated 08/15/24, showed the resident was cognitively intact.</p> <p>Review of the resident's care plan, last revised on 08/21/24, showed the following:</p> <ul style="list-style-type: none"> -Resident had nutritional problem or potential nutritional problem related to type II diabetes mellitus, obesity and high cholesterol; -Resident will maintain adequate nutritional status as evidenced by no signs or symptoms of significant weight change through review date; -Provide and serve diet as order. Staff to monitor intake and record every meal; -Registered dietician (RD) to evaluate and make diet change recommendations as needed; -Weight loss plan with goal of 20 pounds with goal weight of 270 pounds. <p>Review of the resident's current physician order sheet showed an order, dated 04/04/23, for regular diet with regular texture and consistency.</p> <p>During interviews on 10/02/24, at 9:36 A.M. and 4:15 P.M., the resident said the following:</p> <ul style="list-style-type: none"> -The facility had alternative meals available if ordered two hours prior to the meal service; -If residents fail to place the alternative meal order two hours prior to the meal service, the facility will not provide an alternative meal. Residents will receive the meal being served; -The facility does not provide residents who eat in their rooms different options for drinks. They only get the drinks on the drink cart serving the hall residents; -The residents were told there are not enough staff to go get items not served on the drink cart, such as hot water. <p>3. Review of Resident #2's face sheet showed the following:</p> <ul style="list-style-type: none"> -admitted [DATE]; -Diagnoses included muscle wasting and atrophy, morbid obesity with alveolar hypoventilation (a rare disorder in which a person does not take enough breaths per minute), and type II diabetes mellitus. <p>Review of the resident's care plan, last revised on 08/28/24, showed the following:</p> <ul style="list-style-type: none"> -Resident had nutritional problem related to body mass index (BMI) and obesity, type II diabetes mellitus, and chronic kidney disease; -Resident receives fresh seasonal fruit and when seasonal fruit is not available, than an alternative fruit will be offered; <p>(continued on next page)</p>		

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<p>F 0806</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>-Provide and serve diet as ordered. Staff to monitor intake and record every meal;</p> <p>-RD to evaluate and make diet change recommendations as needed.</p> <p>Review of the resident's quarterly MDS, dated [DATE], showed the resident was cognitively intact.</p> <p>Review of the resident's current physician order sheet showed an order, dated 04/29/22, for a regular diet with regular texture and consistency.</p> <p>During an interview on 10/02/24, at 1:53 P.M., the resident said the following:</p> <p>-The facility has a two-hour window for ordering alternative meals prior to meal service;</p> <p>-The facility is not providing residents who eat on the halls the same options for drinks such as alternative juices, lemonade, and punch as offered in the dining room;</p> <p>-The Administrator has said staff should not be running back and forth to get resident drinks;</p> <p>-The residents are not provided a daily menu.</p> <p>4. Review of Resident #3's face sheet showed the following:</p> <p>-admitted [DATE];</p> <p>-Diagnoses included Parkinson's disease (a chronic, progressive neurological disease that affects the central nervous system and causes movement problems) and morbid obesity.</p> <p>Review of the resident's quarterly MDS, dated [DATE], showed the resident was cognitively intact.</p> <p>Review of the resident's care plan, last revised on 08/26/24, showed the following:</p> <p>-Resident had nutritional problem or potential nutritional problem related to Parkinson's disease;</p> <p>-Resident will maintain adequate nutritional status as evidenced by no signs or symptoms of significant weight loss;</p> <p>-Diet will be enhanced to help with weight loss prevention;</p> <p>-Provide and serve regular diet as ordered. Staff to monitor intake and record every meal;</p> <p>-RD to evaluate and make diet change recommendations as needed.</p> <p>Review of the resident's current physician order sheet showed an order, dated 04/11/24, for a regular diet with regular texture and consistency.</p> <p>During an interview on 10/02/24, at 10:55 A.M., the resident said the following:</p> <p>(continued on next page)</p>		

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<p>F 0806</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>-Staff have said residents will not receive the alternative meal if not ordered two hours prior to the meal service;</p> <p>-He/she has gone without eating because the alternative meal was not ordered two hours prior to the meal service, and he/she was served the regular meal he/she did not like;</p> <p>-He/she did not receive lemonade during a meal as it was not offered on the drink cart for the halls;</p> <p>-He/she heard the Administrator say the facility does not provide a delivery service;</p> <p>-Aides just began telling him/her the menu items this week, prior he/she did not know what the menu items were unless he/she went to the dining room to look at the menu displayed on the wall for the day,</p> <p>5. Review of Resident #4's face sheet showed the following:</p> <p>-admitted [DATE];</p> <p>-Diagnoses included congestive heart failure (CHF - a chronic condition that occurs when the heart can't pump enough blood to meet the body's needs), major depressive disorder, and myocardial infarction type II (a heart condition that occurs when the supply of oxygen to the heart muscle doesn't match the demand).</p> <p>Review of the resident's quarterly MDS, dated [DATE], showed the resident was cognitively intact.</p> <p>Review of the resident's care plan, last revised on 08/28/24, showed the following:</p> <p>-Resident at risk for nutritional complications/decline related to having no teeth and preferred not to have a mechanically altered diet;</p> <p>-Interventions will be in place for resident to prevent nutritional decline and/or maintain current status to the extent possible related to the disease;</p> <p>-Diet per physician order;</p> <p>-Assist with condiments. If resident changes preferences, update menu card system;</p> <p>-Resident continued to have food delivered daily family brings in food;</p> <p>-Staff to ensure food safety by monitoring what is in room and placing items in the refrigerator.</p> <p>Review of the resident's current physician order showed an order, dated 04/04/23, for a regular diet with regular texture and consistency.</p> <p>During an interview on 10/02/24, at 2:28 P.M., the resident said the following:</p> <p>-The facility required residents to order alternative meals two hours prior to the meal service;</p> <p>(continued on next page)</p>		

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<p>F 0806</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>-If a resident does not order the alternative meal two hours prior, he/she will not receive the alternative and will be served the regular meal;</p> <p>-Residents eating in the dining room can order an alternative meal after the two-hour window and will receive the alternative meal;</p> <p>-Drinks for the residents eating in their rooms is whatever is on the drink cart for the halls;</p> <p>-Staff are not supposed to be running back and forth to get different drinks for residents eating in their rooms;</p> <p>-The meals for the day are displayed in the dining room, not at the nurses' stations and none are passed out to the residents.</p> <p>6. Review of Resident #5's face sheet showed the following:</p> <p>-admitted [DATE];</p> <p>-Diagnoses included type II diabetes mellitus, morbid obesity, CHF, and major depressive disorder.</p> <p>Review of the resident's care plan, last revised 08/28/24, showed the following:</p> <p>-Resident nutritional problem or potential nutritional problem related to type II diabetes mellitus, acute kidney failure, metabolic encephalopathy (a brain dysfunction caused by a chemical imbalance in the blood that affects the brain), and obesity;</p> <p>-Resident will maintain adequate nutritional status as evidenced by no signs or symptoms of malnutrition and no significant weight changes through the review period;</p> <p>-Provide and serve regular diet as ordered. Staff to monitor intake and record every meal;</p> <p>-RD to evaluate and make diet change recommendations as needed.</p> <p>Review of the resident's quarterly MDS, dated [DATE], showed the resident was cognitively intact.</p> <p>Review of the resident's current physician order sheet showed an order, dated 04/04/23, for a regular diet with regular texture and consistency.</p> <p>During an interview on 10/02/24, at 2:57 P.M., the resident said the following:</p> <p>-The facility had alternative meals, but residents must order two hours before the meal service;</p> <p>-The new Administrator came in and made the rule that residents have to eat the meal being served if they do not place an alternative order two hours before the meal service;</p> <p>-The daily menu is posted in the dining room, but not at the nurses' station. Occasionally staff comes around and asks residents if residents want an alternative, but mostly the residents have to ask staff;</p> <p>(continued on next page)</p>		

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<p>F 0806</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>-Residents eating in their rooms can only get the drinks available on the drink cart because staff are not to be running back and forth to the kitchen to get other drinks.</p> <p>7. During an interview on 10/02/24, at 3:32 P.M., License Practical Nurse (LPN) A said the following:</p> <p>-Residents who go to the dining room to eat and do not like the meal are provided an alternative without ordering two hours prior to the meal;</p> <p>-Residents choosing to eat in their rooms are required to put in an order for an alternative meal two hours prior to the meal and if they do not, they are to eat the meal being served;</p> <p>-Resident who eat in the dining room have more choices for drinks;</p> <p>-Resident who eat in the rooms have the drink choices on the beverage cart;</p> <p>-He/she tries to get residents eating in their rooms other drinks from the kitchen when requested, but there is not always enough staff;</p> <p>-The menu is posted in the dining room and today was the first time it was posted at the nurses' station;</p> <p>-There is no process to ensure all residents know what is on the menu for the day.</p> <p>8. During an interview on 10/03/24, at 9:41 A.M., LPN B said the following:</p> <p>-Residents should order alternative meals two hours prior to the meal service;</p> <p>-Staff writes the alternative meal order on a white board in the kitchen;</p> <p>-Residents who eat in the dining room are not required to order the alternative meal two hours prior to the service;</p> <p>-The menu is posted in the dining room. Sometimes aides tell residents what is on the menu and some residents ask, but the facility has no process in place to ensure all residents know what is on the menu for the day;</p> <p>-Residents can choose to eat in their rooms, but if they do not order the alternative meal two hours in advance, they will have to eat the meal being served;</p> <p>-It is a resident's right to have the same food available in the rooms as is available in the dining room.</p> <p>9. During an interview on 10/03/24, at 2:39 P.M., the Director of Nursing (DON) said the following:</p> <p>-Menus are posted in the dining room, 300 hall dining room, and each nursing station;</p> <p>(continued on next page)</p>		

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<p>F 0806</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>-Staff do not pass menus to residents and there is no process to ensure all residents know what is on the menu for the day;</p> <p>-The two-hour requirement is for special meals they do not normally have and not the alternative menu;</p> <p>-She believes staff always get residents the alternative meals;</p> <p>-Staff should get the resident what he/she wants. This is a right;</p> <p>-The facility needed to do some education;</p> <p>-The drink carts for the halls do not have all of the different choices, but after staff pass the trays, they should get residents drinks requested that are not available on the cart but are in the kitchen.</p> <p>10. During an interview on 10/04/24, at 8:30 A.M., the Administrator said the following:</p> <p>-Meals for the day are posted in both dining rooms;</p> <p>-The two-hour notice for special requests practice has been in process for years;</p> <p>-The two-hour notice is for special requests, not the always available alternatives;</p> <p>-The always available menu is always available and does not require a two-hour notice;</p> <p>-Staff cannot put all selections of drinks on the drink carts for hall trays, but should get residents any drinks they request, and drinks can be added to a resident's preference list;</p> <p>-Residents eating in their rooms are afforded all items available to residents eating in the dining room.</p> <p>MO00242527</p>		