

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  265672	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  06/25/2025
NAME OF PROVIDER OR SUPPLIER  Magnolia Wellness Center		STREET ADDRESS, CITY, STATE, ZIP CODE  3421 Gasconade Saint Louis, MO 63118	
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>Based on interview and record review, the facility failed to ensure residents were treated with respect and dignity when an employee did not accommodate one resident's request for condiments during meal service, and engaged in an argument with the resident (Resident #3). The sample was seven. The census was 86.</p> <p>The Administrator was notified on 6/25/25 at 3:53 P.M., of the past non-compliance, which occurred on 6/15/25. The facility provided in-servicing for staff regarding interventions to deescalate when a resident becomes agitated. The deficiency was corrected on 6/23/25.</p> <p>Review of the facility's Privacy and Dignity policy, revised June 2020, showed:</p> <p>-Purpose: To ensure that care and services provide by the facility promote and/or enhance privacy, dignity and overall quality of life;</p> <p>-Policy: The facility promotes resident care in a manner and an environment that maintains or enhances dignity and respect, in full recognition of each resident's individuality;</p> <p>-Procedure:</p> <p>-Staff assists the residents in maintaining self-esteem and self-worth;</p> <p>-The facility promotes independence and dignity in dining;</p> <p>-Staff treat residents with respect including respecting their social status, speaking respectfully, listening carefully.</p> <p>Review of the facility's Customer Service document, provided to staff during orientation, undated, showed:</p> <p>-Customer service is the cornerstone of every business. The concept of excellent customer service is used in many brand taglines to assure customers that their wellbeing is the most important aspect of the customer-business relationship. This section outlines the five elements that will strengthen and drive our customer service program:</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>-Service: In the profession of care giving, serving the client is the one thing that drives the program. Employees who select caregiving as a profession must put others before themselves every hour of every day. A resident who has immediate needs, whether great or small, requires staff to be servants to their needs without regard to their own personal needs. Caring for the elderly means nothing is more important than prompt, polite and friendly responses. Service for residents, families and coworkers is the obligation of caregiving;</p> <p>-Attitude: Attitude is conveyed by body language, words, and eye contact. A change in attitude by itself can positively affect the way someone is perceived. Every day, every conversation and every encounter can be controlled in a positive way by choosing the right body language, tone of voice, facial expressions, and words. Attitudes are contagious. Caregivers cannot afford to convey an image of a bad attitude - because the collective actions of staff convey the attitude of the entire facility;</p> <p>-Respect;</p> <p>-Applying Customer Services Skills:</p> <p>-Be pleasant and polite with our community.</p> <p>-Understand their request;</p> <p>-Be patient;</p> <p>-Use positive language and remove negative words;</p> <p>-Remember you are in someone's home.</p> <p>Review of the Dietary Aide (DA) position description, revised December 2023, showed:</p> <p>-Meal Service Responsibilities:</p> <p>-Dietary services must be provided to residents according to their individual needs, as determined by assessments and care plans;</p> <p>-Promotes customer service and resident enjoyment of meals and dining;</p> <p>-Customer Service Responsibilities:</p> <p>-Models customer service principles throughout the center and promotes appreciation of our customer's needs;</p> <p>-Treats residents, residents' family members, visitors and fellow employees with courtesy, respect, and dignity;</p> <p>-Resident Rights:</p> <p>-Understands, upholds, and promotes the rights of the residents;</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>-Ensures resident concerns/complaints are responded to with tact and urgency.</p> <p>Review of DA A's employee file, showed a Documentation Checklist for General Orientation Information, signed by the employee on 2/6/25. The checklist showed the employee confirmed by signing that he/she received information and reviewed the material regarding the identified items on the checklist, which included Customer Service.</p> <p>Review of Resident #3's quarterly Minimum Data Set (MDS), a federally mandated assessment instrument completed by facility staff, dated 3/27/25, showed:</p> <p>-Cognitively intact;</p> <p>-Verbal and physical behavior not exhibited;</p> <p>-Diagnoses included depression and unspecified mood disorder.</p> <p>Review of the resident's care plan, in use at the time of survey, showed:</p> <p>-Focus: Resident has potential to demonstrate physical behaviors related to anger. Poor impulse control toward staff and other residents;</p> <p>-Focus: Resident has potential to become verbally abusive related to ineffective coping skills, poor impulse control;</p> <p>-Interventions/tasks included:</p> <p>-Assess and anticipate the resident's needs;</p> <p>-Provide physical and verbal cues to alleviate anxiety;</p> <p>-Give the resident choices about care and activities to help de-escalate the situation;</p> <p>-When the resident becomes agitated, intervene before agitation escalates. Guide away from source of distress, engage calmly in conversation. If response is aggressive, staff to walk calmly away, and approach later;</p> <p>-Assess resident's coping skills and support system;</p> <p>-Assess resident's understanding of the situation. Allow time for the resident to express self and feelings toward the situation;</p> <p>-Provide positive feedback for good behavior;</p> <p>-Focus: Resident has experienced verbal abuse by one staff member evidenced by an incident that occurred on 6/15/25;</p> <p>-Interventions/tasks included during a verbal or physical aggression, staff will intervene and separate all parties.</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 resident's general progress note, dated 6/15/25 at 8:30 A.M., showed Licensed Vocational Nurse (LVN) D documented resident complained of not receiving condiments from dietary. Resident upset and complained to dietary. DA arguing with resident. This nurse redirected resident several times. This nurse asked DA to stop arguing with resident. DA refused and continued to argue. Housekeeping Supervisor notified to diffuse the situation. Housekeeping Supervisor separated staff from resident.</p> <p>During an interview on 6/25/25 at 9:43 A.M., the resident said during breakfast in the first-floor dining room, he/she asked DA A for salt and pepper. DA A said there weren't any salt and pepper, and the resident went to the second floor and got some salt and pepper. When he/she returned to the first-floor dining room, DA A laughed at the resident and said, Haha, that's why you ain't got no salt and pepper, in a taunting manner. DA A called the resident skinny, old, bald-headed, and told the resident to get some hair weave. DA A was disrespectful. The resident needs good service and is supposed to be accommodated.</p> <p>During an interview on 6/25/25 at 9:50 A.M., Certified Nurse Aide (CNA) B said he/she was helping serve breakfast in the first-floor dining room when the resident and DA A got into an argument. The resident wanted salt, pepper, sugar, and milk, and dietary had none of these items. Dietary is supposed to have these items available for residents during meals. The resident went upstairs to the second floor to get the items he/she wanted. When he/she came back to the first-floor dining room, DA A could not control him/herself and laughed at the resident. The resident asked what he/she was laughing at, and DA A kept laughing and began exchanging words with the resident. DA A taunted the resident and called the resident skinny and bald-headed. DA A was rude, inappropriate, and unprofessional. He/She argued with the resident for several minutes. When the resident asked for condiments, DA A should have gotten the resident what he/she wanted.</p> <p>During an interview on 6/25/25 at 11:10 A.M., LVN D said he/she was at the nurse's station next to the first-floor dining room when the resident came back from the second floor with some condiments. DA A said he/she did not care that the resident didn't have his/her condiments, and this upset the resident. The resident and DA A started arguing. LVN D told DA A to stop arguing and to step away, but DA A stayed and kept going. DA A called the resident skinny and bald-headed. He/She was inappropriate, cussing and calling names while arguing with the resident. The resident said he/she would spit on DA A, and DA A said if that happened, he/she would spit on the resident. The exchange between the resident and DA A lasted for five minutes. DA A would have gotten a better response from the resident if he/she had just gotten the items the resident requested.</p> <p>During an interview on 6/25/25 at 2:17 P.M., DA C said he/she was on the second floor serving breakfast and could hear DA A yelling with someone else downstairs. DA C went to the first floor and saw the resident and DA A yelling back and forth in the dining room. DA A was cussing at the resident. The resident said he/she would spit on DA A and DA A told the resident to do it and laughed at him/her. The way DA A acted toward the resident was disrespectful.</p> <p>During an interview on 6/25/25 at 11:32 A.M., the Housekeeping Supervisor said during breakfast, she was getting off the elevator on the first floor when she heard commotion in the dining room. She saw the resident and DA A standing at the steam table, going back and forth. DA A taunted the resident and said fuck you to him/her. The Housekeeping Supervisor escorted DA A out of the dining room and had him/her clock out and go home. The situation could have been avoided if DA A had just gotten the salt and pepper the resident requested.</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 6/25/25 at 1:32 P.M., DA A said during breakfast, he/she was preparing plates at the steam table with another dietary aide. The resident came up to the steam table and asked for salt and pepper. There was no salt and pepper on the dietary cart. DA A could not get the items requested because he/she was busy preparing plates and this task requires two staff. The resident cussed at DA A, then went to another floor to get the salt and pepper. When the resident came back to the dining room, another employee asked DA A for milk. DA A left the dining room to get the milk and when he/she returned, the resident called him/her a name and made a comment about how the DA A could leave to get milk, but not salt and pepper. DA A said, You're too rude, that's why I didn't break my neck getting it for you. He/She went back and forth with the resident and called him/her skinny. When the resident said he/she would spit on DA A, DA A said, Y'all play crazy but you're not crazy enough to spit on me. When asked why DA A chose to go back and forth with the resident, he/she said the resident was starting to irritate him/her. He/She could have just not said anything, but the resident was right in front of him/her, so DA A said something bad. Looking back on the situation, he/she probably wouldn't have gone back and forth with the resident, but he/she would still make the comment about the resident not being crazy enough to spit on him/her.</p> <p>Review of the facility's investigation summary, undated, showed:</p> <ul style="list-style-type: none"> <li>-Interviews with staff noted the resident and DA A had a back and forth exchange. Resident was loud and aggressive at the steam table with the dietary staff. DA A went back and forth with the resident about the salt and pepper, did not honor the resident's request, and kept responding in an argumentative manner to the resident's comments;</li> <li>-Recommendation: The staff member, DA A, will be terminated. Education with staff.</li> </ul> <p>Review of DA A's Corrective Action Memo, dated 6/25/25, showed:</p> <ul style="list-style-type: none"> <li>-Type of Violation: Violation of policy or procedure and unsatisfactory customer service;</li> <li>-Employer Statement: Unsatisfactory customer service and approach to the residents;</li> <li>-Objectives/Solution: Termination.</li> </ul> <p>During an interview on 6/25/25 at 3:53 P.M., the Administrator said the interaction between the resident and DA A is considered a customer service and dignity issue. DA A should have given the resident what he/she wanted and stepped away from the situation. DA A was terminated based on his/her approach and arguing back with the resident. Approach is critical in these situations. Staff have been educated to never argue back with residents and to deescalate when a resident is aggressive.</p> <p>MO00255863</p>		