

Department of Health & Human Services
Centers for Medicare & Medicaid Services

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 265732	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 04/30/2025
NAME OF PROVIDER OR SUPPLIER Bentleys Extended Care		STREET ADDRESS, CITY, STATE, ZIP CODE 3060 Ashby Road Overland, MO 63114	
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)		
F 0790 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few	<p>Provide routine and 24-hour emergency dental care for each resident.</p> <p>50366</p> <p>Based on observation, interview and record review, the facility failed to assist residents in obtaining routine and 24-hour emergency dental care for one resident (Resident #10) who chipped their tooth while at the facility. The sample was 10. The census was 54.</p> <p>Review of Resident #10's quarterly Minimum Data Set (MDS), a federally mandated assessment instrument completed by facility staff, dated 3/18/25, showed the following:</p> <p>-Cognitively intact;</p> <p>-Dependent with transfers, dressing and wheelchair locomotion;</p> <p>-Diagnoses included diabetes, hemiplegia flaccid of left side (paralysis on left side of body), cerebral infarction (stroke) and nontraumatic intracranial hemorrhage (bleed in the brain), seizures, and malnutrition;</p> <p>-Oral/Dental status: blank.</p> <p>Review of the resident's care plan, dated 4/30/25, showed no documentation regarding the resident's oral care.</p> <p>Review of the resident's progress notes, showed:</p> <p>-Health status progress note, dated 10/21/2023 at 10:37 A.M., the resident reported his/her left front tooth broke off while eating a piece of candy. Partial tooth remains in socket;</p> <p>-Social services progress note, dated 11/22/2023 at 9:31 A.M., resident has a dental appointment scheduled on 1/23/2024 at 3:00 P.M.;</p> <p>-Health status progress note, dated 1/23/24 at 9:02 P.M., resident left for dentist appointment and returned without seeing dentist due to resident being unable to transfer to dental chair;</p> <p>-Physician progress note, dated 2/28/2025 at 1:42 P.M., resident complaining of a toothache. Tooth abscess diagnosed by physician and antibiotics ordered. Resident is scheduled to see the dentist. Physician attempted calling resident's next of kin with no answer. Staff to follow up notification with next of kin;</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 0790</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>-Health status progress note, dated 3/3/25 at 5:21 P.M., resident received antibiotic order from the physician for Amoxicillin (antibiotic) 500 milligrams (mg) twice a day for seven days for diagnosis of dental abscess, left message for family;</p> <p>-Physician progress note, dated 3/17/25 at 12:05 A.M., resident was treated for tooth abscess and had no complaints of tooth pain.</p> <p>Review of the resident's physician orders, dated 3/4/25, showed Amoxicillin oral capsule 500 mg, give one capsule by mouth two times a day for dental abscess for seven days.</p> <p>During an observation and interview on 4/28/25 at 9:29 A.M., the resident fiddled his/her tongue on the area of his/her front broken tooth while being interviewed. The resident denied pain and said the tooth feels funny. There was a slight lisp noticed at times when the resident spoke. The resident said his/her front tooth broke off over a year ago. The facility repeatedly said they were going to have a dentist look at it. He/She has pain and cannot bite into anything solid, like an apple. Also, he/she can only chew on the right side of his/her mouth due to pain on the left. He/She spoke with Social Worker (SW) C and Licensed Practical Nurse (LPN) A about the pain and broken tooth. LPN A has said that SW C is taking care of it. SW C made a dentist appointment about a year ago and when the resident arrived the dentist refused to see him/her because he/she could not get into a dental chair from the wheelchair. Since then, SW C has said he/she is working on getting him/her to a dentist and then said he/she will have a dentist come to the facility to see the resident, but so far nothing has been done. The broken front tooth hurts and he/she is embarrassed about the appearance of his/her teeth. He/She feels like the facility does not care about him/her and are putting him/her off and this makes the resident aggravated. The physician that makes rounds started the resident on an antibiotic for a tooth pain a few weeks ago, but he/she does not remember the physician coming to see him/her.</p> <p>During an interview on 4/29/25 at 9:36 A.M., SW C said when a resident needs dental services, an appointment should be made as soon as possible. He/She is responsible to make these appointments once he/she is made aware of resident dental needs from the resident, family or nursing staff. He/She generally asks all residents about their vision, dental, and podiatry needs during the quarterly review documented in the progress notes. The facility uses a Medicaid accepting dentist, or the dentist of the resident's choice. There was an incident when a resident was sent to the dentist, and they were not able to be seen because they could not get into the dental chair, so the appointment was rescheduled. He/She does not remember which resident this was. He/She does not think any residents are in need of dental care at this time and is unaware that a resident has been waiting for over a year to be seen by a dentist. He/She added, he/she thinks he/she knows which resident the surveyor may be asking about, Resident #10, but he/she is unaware of what is going on with the resident at this time. He/She remembers telling Resident #10 a dentist will be making rounds at the facility but that did not happen, and he/she does not remember why. He/She also remembers speaking with Resident #10's family around the end of the year 2024 about the resident's chipped off tooth, but he/she only remembers getting the first initial appointment and is not sure why this has not been followed up on. He/She said she has never asked Resident #10 about his/her tooth. Waiting a year to get a tooth fix is too long.</p> <p>(continued on next page)</p>		

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<p>F 0790</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>During an interview on 4/29/25 at 9:54 A.M., the Administrator said if a resident is need of dental care SW C is responsible to make the appointments. SW C is made aware of dental issues from the resident, family, and staff. If a resident requires dental care the SW should notify the Director of Nursing (DON) or the nurse supervisor and let them know about the dental issue and then make the appointment. The appointment should be made as soon as possible. She expects SW C to follow up on appointments and make sure the resident has been seen or attempts made to have them seen and this should be documented in the progress notes. She is unaware a resident has been waiting over a year to see a dentist for a broken off tooth. She is also unaware the resident was on an antibiotic for an abscessed tooth on 3/4/25.</p> <p>During an interview on 4/30/25 at 9:02 A.M., the DON said she is aware of the resident's broken off tooth back on 10/21/23 and the dentist appointment was scheduled as soon as possible after the resident recovered from a broken hip and the first open appointment with a Medicaid dentist. The resident returned without seeing the dentist due to an issue with resident not being able to transfer to a dental chair. She was not aware the resident and family have requested several times to see the dentist. The SW is responsible to make dental appointments which the SW did for 1/23/24. The facility attempted to take care of the dental issues, but the resident has never complained about tooth pain or needing to see a dentist to her since returning from the dentist unseen. She was not aware the rounding physician ordered an antibiotic for an abscessed tooth. She does not know why the physician wrote in his/her notes the resident has an appointment with the dentist. She does not know if the tooth should be fixed because she does not know what they can do for him/her.</p> <p>During an interview on 4/30/25 at 9:47 A.M., LPN A said he/she was aware of the resident having a broken off tooth since 10/21/23 after eating a piece of candy. The dentist appointment was made for January 2024, after the resident hip healed from surgery, by SW C. He/She was aware the resident returned from the dentist without being seen because there was an issue with not being able to transfer resident into the dental chair. He/She has not spoken with the family or resident about a follow up dental appointment because SW C is responsible for it. The physician that rounds at the facility ordered an antibiotic about a month ago for an abscessed tooth. He/She is not sure which tooth it was for. The resident did not tell him/her about the tooth pain, the resident just told the physician. He/she found out about the abscessed tooth, after the physician ordered an antibiotic for the resident. He/She does not know which tooth, the physician did not specify. He/She does not know why the physician wrote in his/her notes the resident has an appointment with the dentist. The resident did tell him/her every now and then since the tooth broke off that the resident had tooth pain, but it is managed by the resident's scheduled pain medication ordered for his/her back. He/She did not follow up with the resident after the antibiotic was ordered to check the tooth or if the resident was having any pain from it. He/She never followed up because the resident can make his/her needs known.</p> <p>MO 00253231</p>		