STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	265791	A. Building B. Wing	07/02/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
Brooking Park	307 South Woods Mill Road Chesterfield, MO 63017

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 0585 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few	Honor the resident's right to voice grievances without discrimination or reprisal and the facility must establish a grievance policy and make prompt efforts to resolve grievances. Based on observation, interview and record review, the facility failed to maintain an effective grievance process for residents and family members to be able to file a grievance verbally or anonymously. This deficient practice had the potential to affect all residents in the facility. The census was 81 with 21 residents in certified beds. Review of the facility's Resident Rights, dated 11/4/19, showed the following resident rights: Resident's right to voice grievances to the facility without discrimination or reprisal and without fear of discrimination or reprisal. Review of the facility's Grievance - Informal and Formal policy, dated 6/16/25 showed:-Residents have the right to file a grievance in writing or orally;-Grievance may be filed anonymously. Observation on 6/29/26 through 7/2/26, showed the facility posed three grievance signs. One at the receptionist desk, activity room entrance, and outside the social worker office. The sign identified individuals to contact for grievances and included telephone numbers and email addresses. The facility printed each sign on an 8 1/2 inch by 11-inch sheet of paper using small font (approximately 12-point). There were no grievance forms or a grievance box located at the receptionist area for residents, families or visitors to file grievances anonymously. During the resident group interview on 6/29/26 at 4:00 P.M., conducted with three alert residents, all residents present said they did not know who the grievance officer was including how to file a complaint anonymously. If they had a concern with direct care, they could tell their aide or the nurse. They would prefer to file their concerns anonymously because they do not want the staff to be mad or upset with them. During an observation, interview, and record reveiw on 7/1/26 at 9:35 A.M.: -Receptionist R said he/she was not sure on how a resident would file a grievance anonymously. The residents know they can call the front desk with their grievances, and then the front desk lets the appropriate department know of the resident's concern, they would keep the resident's identity private; -Observation showed the receptionist area located at the entrance of the building with a small table to the left of the receptionist counter. The table contained two black boxes. One box was labeled, Employee Appreciation, and had a stack of blank Extraordinary Employee forms directly in front of it. Next to that box was a slightly larger black box labeled, Outgoing Mail. In front of the outgoing mailbox was a laminated 8 1/2 x 11-inch grievance notice printed in approximately 12-point font. --Review of the notice dated 6/24/26 and addressed Dear Residents and Family Members, informed residents and family members that the facility had changed the manner in which grievance were submitted and provided the names and email addresses of various staff members. The notice did not include information regarding how residents or family members could submit grievances anonymously. During an interview on 7/1/26 at 10:16 A.M., the Director of Nursing (DON) said residents knew they could bring concerns to her or the charge nurses. The facility previously provided grievance forms and a grievance drop box. She was not sure why the new company removed the grievance forms and the box. During an interview on 7/2/26 at 4:15 P.M., the Administrator said the facility posted signs that informed residents and family members how to file grievances. The administrator said the residents could file grievances anonymously by using the grievance box located at the receptionist's desk. 2795937

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