

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

Printed: 10/09/2026
Form Approved OMB
No. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 335647	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 07/31/2026
NAME OF PROVIDER OR SUPPLIER Williamsville Suburban, L L C		STREET ADDRESS, CITY, STATE, ZIP CODE 193 South Union Road Williamsville, NY 14221	
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 0804 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	Ensure food and drink is palatable, attractive, and at a safe and appetizing temperature. Based on observation, interview, and record review conducted during a survey the facility did not ensure that food and drink was palatable, attractive and served at appetizing and optimal temperatures for one (1) (second floor South) of one (1) test tray. Specifically, during the lunch meal, food and beverages were served at suboptimal temperatures and were not palatable. Residents #10, 11, 12, 13 and 14 were involved. The findings include: The facility policy and procedure titled Foodborne Illness Prevention and Safe Food Handling dated 01/22/2026 documented to prevent foodborne illness the facility will ensure that all food prepared, stored, handled, and served within the facility was managed in a safe, sanitary, and controlled manner, in accordance with the New York State Department of Health (NYSDOH) regulations and federal requirements. Temperatures shall be verified and documented. Hot foods shall be held at 135 degrees Fahrenheit or above. Cold foods should be held at 41 degrees Fahrenheit or below. The Complaint/Incident Investigation Report, dated 03/03/2026, documented that the meals were cold when they were delivered to Resident #13. During an interview on 07/28/2026 at 2:30 PM, Resident #10 stated their lunch was not tasty, no good, and they sent it back to the kitchen. The food was cold and they did not serve good food in the facility. During an interview on 07/29/2026 at 9:00 AM, Resident #14 stated the quality of the food was terrible. It was served cold at most meals, soggy, and tasteless. They stated it was like the food was taken right out of the refrigerator and severed. The meat was also too tough to cut with a knife. During an observation and interview in the kitchen on 07/29/2026 at 11:36 AM, [NAME] #1 stated they just took the capri blend vegetables (carrots, zucchini-yellow and green, cauliflower) out of the oven and the mashed potatoes were out of the oven for about ten minutes. The meatloaf was taken out of the oven and tempted at 11:38 AM by [NAME] #1 and they stated the meat loaf was at 153.7 degrees Fahrenheit and stated they would return the meat back to the oven for five minutes. At this time the capri blend vegetables were 153 degrees Fahrenheit, the mashed potatoes were 165 degrees Fahrenheit, and the gravy was 177.1 degrees Fahrenheit. During an observation and interview in the Main Kitchen of the South Building on 07/29/2026 at 11:40 AM there was no plate warmer in use at the start of the tray line. [NAME] #1 stated they liked the hot foods to be 165 to 175 degrees Fahrenheit when they were on the steam table for tray line and 155 degrees Fahrenheit to 160 degrees Fahrenheit when the trays were leaving the kitchen which they tried quickly to get the trays delivered and upstairs. At 11:49 AM the meat loaf was removed from the oven, and was tempted at 160 degrees Fahrenheit, and tray line began. Milk cartons and juice cartons were taken out of refrigeration at 11:53 AM and were sitting on top of the line without refrigeration. Coffee was poured into cups at 11:55 AM. At 12:01 PM, it was discovered that the dinner tickets were accidentally distributed on all trays instead of the lunch tickets. [NAME] #1 kept plating the food while others collected and redistributed the correct tickets on the trays. This did not delay service. The first caddy left the kitchen at 12:08 PM for the second floor and the second caddy left the kitchen at 12:13 PM (continued on next page)		

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
FORM CMS-2567 (02/99) Previous Versions Obsolete	Event ID:	Facility ID: 335647 If continuation sheet Page 1 of 2

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F 0804 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	with the test tray. During an observation of the South building, second floor, lunch meal on 07/29/2026, the first caddy arrived to the unit at 12:10 PM and was parked across from the elevator. Staff were noted to remove the first tray at 12:11 PM from the first caddy and deliver hall trays to the residents whose rooms were closest to the elevator. The second caddy arrived on the second floor at 12:15 PM while staff were delivering meals from the first caddy. Tray delivery from the second caddy started at 12:20 PM. The last resident tray was delivered at 12:36 PM. The test tray was sampled at 12:37 PM in the presence of Licensed Practical Nurse #1; the results were as follows: -Meat loaf with gravy: 115.3 degrees Fahrenheit, tasted spicy, dry consistency and cool to the palate. -Mashed potatoes with gravy: 117.3 degrees Fahrenheit, cool to the palate -Capri blend vegetables: carrots, zucchini-yellow and green, cauliflower: 94.8 degrees Fahrenheit, watery, bland, tasteless and cool to the palate. -Lemon Pudding: 77.3 degrees Fahrenheit, tasted warm and very sweet. -Milk: 55.2 degrees Fahrenheit, warm to the palate -Coffee: 107.7 degrees Fahrenheit, bitter, cool to the palate. During an interview on 07/29/2026 at 12:39 PM, Licensed Practical Nurse #1 stated the meat loaf tasted terrible and was cold. The mashed potatoes tasted bland were cool and the vegetables had no taste and were cold and mushy. Licensed Practical Nurse #1 refused to taste the warm milk and coffee. During an interview on 07/29/2026 at 12:50 PM, Resident #11 stated they did not like the meat loaf, and the color was off. The meatloaf was too dark. The edges were burnt. The temperature was cold and it was unappetizing. During an interview on 07/29/2026 at 12:53 PM, Resident #10 stated they took a few bites and sent it back to the kitchen. The meat loaf was hard even with gravy on it. The vegetables were cold, hard, and tasteless. During an interview on 07/29/2026 at 12:55 PM, Resident #12 stated the meat loaf was cold and disgusting and ordered a sandwich instead. During an interview on 07/29/2026 at 12:58 PM, Resident #14 stated the vegetables had no taste and were cold, the carrots were tough to bite into, but the meatloaf was ok. During an interview on 07/29/2026 at 2:22 PM, [NAME] #1 stated they were the full time cook and prepared lunch today for the residents. Hot foods like meat and vegetables should be served around 150 to 160 degrees Fahrenheit. They were unsure what temperature hot and cold beverages should be served at. Cold drinks were stored in the cooler till served. On the tray line the cold drinks were not stored over ice. Tray line can take approximately an hour to complete. During an interview on 07/29/2026 at 2:24 PM, the Food Service Director stated hot foods should be served at 140 degrees Fahrenheit and cold drinks at 40 degrees Fahrenheit. During tray line cold drinks were not kept over ice to keep them cold. The Food Service Director was unaware of the temperature of the food for lunch today or the test tray. During a telephone interview on 07/30/2026 at 9:55 AM, Registered Dietician #1 stated that hot foods were expected to be served at 165 degrees Fahrenheit and should not go below 140 degrees Fahrenheit and cold foods 35 degrees Fahrenheit or below. Milk should not be served at 55 degrees Fahrenheit and was considered a danger zone. Bacteria could grow and could lead to illness if ingested. During an interview on 07/31/2026 at 11:55 AM, Registered Nurse #1 Nurse Manager stated Residents complained about the food depending on the day. They warmed cold food in the microwave when residents complained. Food borne illness could occur when not served at the proper temperature. During an interview on 07/31/2026, Licensed Practical Nurse #2 stated they received daily complaints from the residents about cold food and having no taste. During an interview on 07/31/2026 at 12:28 PM, the Administrator stated they discussed food concerns monthly during resident council and they had fewer complaints since the Food Service Director took over in March 2026. Sub-optimal food temperatures opened residents up to food borne illness and decreased palatability. During an interview on 07/31/2026 at 1:04 PM, the Director of Nursing stated that optimal food temperatures were important because they would not want the residents to eat spoiled food or get sick. 10 New York State Code Rules and Regulations 415.14 (d)(1)(2)		