

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

Printed: 07/30/2026
Form Approved OMB
No. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 395732	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 05/05/2026
NAME OF PROVIDER OR SUPPLIER Heritage Care Center		STREET ADDRESS, CITY, STATE, ZIP CODE 5701 Phillips Avenue Pittsburgh, PA 15217	
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 0565 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	Honor the resident's right to organize and participate in resident/family groups in the facility. Based on review of facility policy, Resident Council meeting minutes, and resident and staff interviews, it was determined the facility failed to consider the views of a resident and act promptly on concerns and recommendations concerning issues of resident care and life in the facility for three of three months (February 2026, March 2026, and April 2026). Findings include: Review of facility policy Resident Council dated 10/10/25, indicated the purpose of the resident council is to provide a forum for residents, families and resident representatives to have input in the operation of the facility; discussion of concerns and suggestions for improvement; consensus building and communication between residents and facility staff; and disseminating information and gathering feedback from interested residents. A Resident Council Response Form will be utilized to track issues and their resolution. The facility department related to any issues will be responsible for addressing the item(s) of concern. Review of facility provided Resident Council Meeting Minutes dated 2/24/26, indicated: Last month issues/status, continued from 1/20/26: Continued. Staff use earbuds and cellphone while working with residents. Still notice issue of garbage and dirty linens not being taken from rooms sometimes for a long period of time. Response: Spoke to head of Housekeeping and Social Work Director to clarify - when soiled items are put in the trash, the nurse aide is to bag up and throw away. Housekeeping staff are to empty dry trash from the can when cleaning room. Aides are also to put used linen in bag and down the chute. Wrote grievance. Nursing issues: Some residents reported their beds were not being made. Also report sheets are not changed when needed. They heard this is to be done on shower days. Also reported that showers don't happen consistently on shower days. Response: Request put in to clarify when sheets are to be changed and make sure showers are given on shower days. Review of facility provided Resident Council Meeting Minutes dated 3/26/26, indicated: Last month issues/status, continued from 2/24/26: Continued. Staff use of earbuds and cellphone while working with residents. Still notice issue of garbage and dirty linens not being taken from rooms sometimes for a long period of time. Response: Housekeeping, nursing and all staff present agreed that; Nurse Aides are assigned to put used linen in bag and down the chute and any soiled items go in the trash bag and immediately throw away. Housekeeping staff are assigned to empty regular trash from the can when cleaning rooms - but if trash or linen bags left in room - should remove as well. Any other staff are asked to pitch in and help take care of bagged trash or linen if left in the room. Nursing issues: Shower Day Audit had been recommended to find out if they were being scheduled properly and if they are being done as scheduled. Response: In process - still need to audit showers. Review of facility provided Resident Council Meeting Minutes dated 4/28/26, indicated: Last month issues/status, continued from 3/26/26: Continued. Still notice issue of garbage and dirty linens not being taken from rooms sometimes for a long period of time. Response: Last month we clarified who is responsible for taking out of rooms and putting down chutes. Housekeeping, nursing and all staff present agreed that Nurse Aides are assigned to put used linen in bag and bring to chute. Any soiled items go in the trash bag and Aide is to immediately throw away. Housekeeping staff are assigned to empty regular trash from the can when cleaning rooms - but if trash or linen bags left in room - should remove as well. Any other staff are asked to pitch in and help take care of bagged trash or linen if left in the room. Nursing issues: Some showers continue to be missed and beds reportedly (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
--	-------	-----------

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 395732	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 05/05/2026
NAME OF PROVIDER OR SUPPLIER Heritage Care Center		STREET ADDRESS, CITY, STATE, ZIP CODE 5701 Phillips Avenue Pittsburgh, PA 15217	
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 0565 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	not changed regularly. Shower Day Audit was recommended to find out if they were being scheduled properly and if they are being done as scheduled. Does shower schedule correlate to days the bed linens are to be changed? Response: Continues to be a problem. Proposed plan to Audit Showers in process. Review of a resident concern dated 5/1/26, indicated, I was supposed to get showers twice a week, on Mondays and Thursdays. I was there three weeks and got two showers. The aides would come in to take care of me or my roommate and they would be on their cellphones constantly. During an interview on 5/5/26, at 10:48 a.m. Resident R1 stated, I have seen staff on their phones and with earbuds in while providing care, but that's everywhere. I don't know what my shower schedule is. During an interview on 5/5/26, at 10:57 a.m. Resident R2 stated, I have seen staff on their cellphones and earbuds in while providing care to me. I think it's a distraction. I don't get washed up very often, I haven't had a shower since I got here last July. I've never been taken to the shower room. During an interview on 5/5/26, at 11:15 a.m. Resident R3 stated, It has slowed down a little, but there are still a lot of staff who are on their phones and using earbuds while providing care. It's mostly staff on the day shift. I can take myself to the shower, when I'm done I put my things in a blue linen bag and I have to leave it on the floor, I can't lift it. I ask staff to pick it up and they always squawk at me about having to pick the bag up. During an interview on 5/5/26, at 1:44 p.m. Activities Director Employee E1 stated, The shower audit still has not happened yet. Residents have repeatedly brought up at the Resident Council meetings that there is a problem with trash and linen bags not being picked up, staff are seen on their phones and using earbuds while providing care, and showers are being missed and bed linens are not being changed. During an interview on 5/5/26, at 2:06 p.m. the Nursing Home Administrator confirmed the facility failed to consider the views of a resident and act promptly on concerns and recommendations concerning issues of resident care and life in the facility for three of three months (February 2026, March 2026, and April 2026). 28 Pa. Code: 201.14(a) Responsibility of licensee.28 Pa. Code: 201.18(e)(4) Management.28 Pa. Code: 201.29(a) Resident rights.		