

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  455485	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  03/21/2024
NAME OF PROVIDER OR SUPPLIER  Petal Hill Nursing & Rehabilitation Center		STREET ADDRESS, CITY, STATE, ZIP CODE  900 S Baxter Ave Tyler, TX 75701	

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 0850</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p> <p>Note: The nursing home is disputing this citation.</p>	<p>Hire a qualified full-time social worker in a facility with more than 120 beds.</p> <p>41695</p> <p>Based on record review and interview, the facility, with a capacity of more than 120 beds or less, failed to employ a qualified social worker for the facility reviewed for administration in that:</p> <p>The facility did not have a qualified social worker since 11/6/2023.</p> <p>This failure could affect any residents in need of social services and place them at risk of psycho-social decline and poor-quality of life.</p> <p>Findings included:</p> <p>Record review of the Facility Summary Report from Tulip dated 3/20/2024 revealed the facility had a maximum capacity of 120.</p> <p>Record review of facility's personnel file accessed on date 3/20/2024 , completed by HR indicated there was not full time Social Worker on staff.</p> <p>In an interview with the HR director, on 03/20/2024 at 10:30 AM, she said, the Social Worker's last day at the facility was 11/6/2023 and there was a prn Social Worker and there has been an attempt to hire a new Social Worker waiting to see if she would accept the facilities offer.</p> <p>During an interview with Resident #1 on 3/20/2024 11:00 AM, she stated she requested to be transferred to a different facility . she stated she has not been able to speak to any Social Worker. she had talked to the Ombudsman, Nurses, DON and Administrator. she said that she was told they are working on it.</p> <p>In an interview with the DON, on 03/20/2024 at 12:00PM, she said the Social Worker's last day at the facility was at the beginning of November 2023, and there was a prn Social Worker , who only worked a couple of hours in the evening when she could, due to her full-time employment elsewhere. She said she has attempted to do what she could in the Social Worker's absence, but she was not a licensed Social Worker.</p> <p>In an interview with the facility's Ombudsman on 03/20/2023 at 4:00PM, she said there have been several residents with the request to transfer out of this facility, but without the full time Social Worker, it had been an impossible or a slow process of transfer placement.</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 0850</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p> <p>Note: The nursing home is disputing this citation.</p>	<p>In an interview with the Regional Director of Operations on 3/21/2024, at 1:30 PM, she said the last Social Worker's last day at the facility was at the beginning of November 2023. She stated the Social Worker had quit for another job and there was no current full time Social Worker. She said the facility is currently using DON and Administrator to meet the needs of Social Worker along with a prn Social Worker and even herself.</p> <p>In an interview with Administrator on 3/21/2023 at 2:00 pm, he said they do not have a full time Social Worker. He insisted because their census was 88 he doesn't have to have a fulltime Social Worker, he said they do have a prn social worker that will come in a couple hours a day in the evening, facility currently seeking a full time Social Worker since 11/6/2023.</p> <p>Record review of facility's policy Social Services dated 2024 revealed the following:</p> <p>Policy:</p> <p>The facility, regardless of size, will provide medically related social services to each resident, to attain or maintain the resident's highest practicable physical, mental, and psychosocial well-being.</p> <p>A facility with more than 120 beds will employ a qualified social worker on a full-time basis</p> <p>A facility, regardless of size, will provide medically related social services to each resident, to attain or maintain the residents highest practicable physical, mental, and psychosocial well-being</p> <p>Making referrals and obtaining needed services from outside the facility</p> <p>Assisting residents with financial and legal matters</p> <p>Transitions of care services</p> <p>The facility should provide social services or obtain services from outside entities during situation where there is a lack of an effective family or community support system or legal representative.</p> <p>Record review of Glassdoor (website the facility used to advertise for Social Worker) (Glassdoor is the worldwide leader on insights about jobs and companies, this facility has instructed) dated 3/20/2024 was accessed and posted.</p>