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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 455753 | (X2) MULTIPLE CONSTRUCTION A. Building B. Wing | (X3) DATE SURVEY COMPLETED 03/06/2024 |
| NAME OF PROVIDER OR SUPPLIER Oak Brook Health Care Center | | STREET ADDRESS, CITY, STATE, ZIP CODE 107 Stacy Whitehouse, TX 75791 | |

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) |
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| <p>F 0576</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p> | <p>Ensure residents have reasonable access to and privacy in their use of communication methods.</p> <p>42190</p> <p>Based on interview and record review, the facility failed to ensure the residents received mail for 2 of 8 residents reviewed for rights to forms of communication. (Resident #s 38 and 65)</p> <p>The facility did not deliver mail to Resident #s 38 and 65 on Saturdays.</p> <p>This failure could place the residents at risk of not receiving mail in a timely manner and a diminished quality of life.</p> <p>Findings included:</p> <p>During a group interview on 03/05/2024 at 9:30 a.m., Residents # 38 and 65 said mail was delivered to the facility on Saturday, but the Saturday mail was not delivered to them until Monday.</p> <p>During an interview on 03/05/2024 at 10:55 a.m., the HRD said she collected the facility mail on Saturday, from the mailbox at the front of the facility. She said she took the mail to the office she shared with the BOM and she placed the mail on the desk of the BOM.</p> <p>During an interview on 03/05/2024 at 10:57 a.m., the BOM said when she comes in on Monday, she sorted the mail on her desk. She said she placed the residents mail in the Activity Director's mail slot, which the Activity Director retrieved and delivered to the residents. The BOM said the door to the business office was locked over the weekend and no one had a key to the office but the BOM and the HRD.</p> <p>During an interview on 03/05/2024 at 11:01 a.m., the Administrator said the AD worked on Saturday, she checked the mail and she passed the residents mail to them.</p> <p>During an interview on 03/06/2024 at 3:30 p.m., the Activity Director said she worked on Saturday, and she got the mail from the mailbox in front on the facility. She said she separated the business office mail and the resident mail. She said she passed the residents' mail to the residents who have mail, and she slid the business office mail under the entrance door to the business office. She said she also slid cards and other things that have come for the resident, under the door as well.</p> <p>Review of a revised policy dated May 2017, titled Mail and Electronic Communication: 4. Mail and packages will be delivered to the resident within twenty-four (24) hours of delivery on premises or to the facility's post office box (including Saturday deliveries).</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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