

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 455799	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 02/22/2024
NAME OF PROVIDER OR SUPPLIER Austin Wellness & Rehabilitation		STREET ADDRESS, CITY, STATE, ZIP CODE 11406 Rustic Rock Drive Austin, TX 78750	

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 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Honor the resident's right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely.</p> <p>47065</p> <p>Based on observations, interviews, and record reviews, the facility failed to provide a safe, clean, comfortable, and homelike environment for 3 (Resident #1, 2 and 3) of 4 residents and 1 of 1 hallway observed for a clean environment.</p> <ol style="list-style-type: none"> The facility failed to ensure Resident #1, #2, and #3's bedroom floor was clean. The facility failed to ensure the hallway floor was clean and had no foul odors. <p>This deficient practices could place residents at risk of a decreased quality of life.</p> <p>Findings included:</p> <p>During an interview on 02/21/24 at 8:40 a.m., the ADM revealed housekeepers followed the deep clean schedule. The ADM explained housekeepers deep cleaned twice a week and spot checked and cleaned residents' rooms and commonly shared areas daily. The ADM also revealed there were two housekeepers for each shift.</p> <p>An observation on 02/21/24 at 10:38 a.m. revealed Resident #1's bedroom floor was sticky.</p> <p>During an interview on 02/21/24 at 10:47 a.m., Resident #1 revealed she cleaned her own room. Resident #1 explained the floor was sticky because housekeeping did not mop it.</p> <p>During an observation and interview on 02/21/24 at 11:14 a.m., Resident #2 revealed housekeeping cleaned his room daily. Resident #2 explained the floor was sticky because housekeeping had not been in his room that morning.</p> <p>During an observation and interview on 02/21/24 at 11:31 a.m., Resident #3 and his family revealed the bedroom floor was sticky. Resident #3 and his family explained housekeeping did not thoroughly clean his room.</p> <p>During an interview on 02/21/24 at 2:15 p.m., CNA A revealed housekeepers cleaned residents' rooms daily. CNA A also revealed she never received complaints about residents' rooms not being cleaned.</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 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>An observation on 02/21/24 at 2:31 p.m., revealed the hallway floor was sticky and had a urine and feces odor.</p> <p>During an interview on 02/21/24 at 2:33 p.m., HK B revealed she worked at the facility for 15 days. HK B explained she cleaned residents' rooms once daily. HK B further explained she did not document residents' rooms she cleaned. HK B revealed she never received complaints about rooms not being cleaned. HK B also revealed she mopped the floor once a day. HK B explained there were housekeepers who worked at night from 1:00 p.m. through 8:00 p.m. HK B revealed there were no housekeepers who worked at night from 8:00 p.m. through 6:00 a.m. HK B did not know who cleaned from 8:00 p.m. through 6:00 a.m. if a resident had a mess.</p> <p>During an interview on 02/21/24 at 2:45 p.m., HK C revealed she worked at the facility for one year. HK C explained she cleaned residents' rooms once daily. HK C further explained she did not document residents' rooms she cleaned. HK C explained she was out of the facility for the last three days. HK C explained housekeepers divided the hallway whenever a housekeeper was absent. HK C further explained housekeepers were assigned to designated sections of the hallway. HK C revealed other housekeepers did not clean their hallway sections. HK C revealed she observed hallway sections were not cleaned. HK C explained she informed HS about the housekeepers who did not do their job. HK C explained HS told her that she also observed that. HK C explained she was told to clean other residents' rooms that she was not assigned to because of the housekeepers not doing their responsibilities. HK C explained sometimes residents spilled beverages on the floor. HK C revealed she was assigned to clean the floor on 02/21/24. HK C revealed the person in charge of the floors mopped twice a week. HK C revealed she always received complaints from residents and families about floors being dirty. HK C explained HS was informed multiple times about the dirty floors. HK C revealed there were no housekeepers who worked from 9:00 p.m. through 6:00 a.m., HK C said she did not know who cleaned during that time.</p> <p>During an interview on 02/21/24 at 3:16 p.m., HS revealed she worked at the facility for four weeks. HS said she expected housekeepers to mop residents' rooms and bathrooms twice daily. HS explained five deep cleanings were completed daily. HS further explained there was first shift who worked from 7:00 a.m. through 3:00 p.m. and second shift who worked from 1:00 p.m. through 8:00 p.m. HS revealed there was no third shift because residents were sleeping and lying down from 8:00 p.m. through 7:00 a.m. HS also revealed CNAs helped housekeepers if residents' had spills or rooms were dirty from 8:00 p.m. through 7:00 a.m. HS revealed housekeeping closets were fully stocked and CNAs had access to the closets. HS also revealed she had a daily deep clean and weekly checklist she was preparing that had not taken into effect because she was still finalizing the checklists. HS explained housekeepers used the old checklists for the time being while she finalized the new ones. HS revealed she spot checked to make sure housekeepers cleaned residents' rooms and hallways. HS also revealed she had two housekeepers per shift. HS revealed she in-serviced housekeepers on housekeeping duties on 02/21/24. HS also revealed she observed residents' rooms and hallway floors were sticky. HS explained the former HS let housekeepers slack off.</p> <p>During an interview on 02/22/24 at 12:06 p.m., the ADM revealed housekeepers did not have a deep clean log or documentation reflecting they completed their duties. The ADM explained housekeepers had designated areas of the building they were responsible for cleaning.</p> <p>(continued on next page)</p>		

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<p>F 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Record review of the facility's staff schedule, dated 02/16/24, 02/18/24 and 02/19/24, reflected there were two housekeeping staff who worked from 6:06 a.m. through 2:57 p.m. and three housekeeping staff who worked from 12:31 p.m. through 9:01 p.m. There were no housekeepers who worked from 9:01 p.m. through 6:06 a.m.</p> <p>Record review of the facility's housekeeping general policy and procedure, revised 08/20, reflected the following,</p> <p>Purpose: To ensure that the Facility is clean, sanitary, and in good repair at all times so as to promote the health and safety of residents, staff, and visitors.</p> <p>Policy:</p> <p>I. The Facility maintains an adequate, qualified Housekeeping Staff to ensure that all areas of the Facility and its furnishings are clean and sanitary at all times.</p> <p>IV. All rooms of the Facility are kept clean and as free as possible of germs and other contaminating agents at all times, while maintaining a pleasant and homelike atmosphere for our residents.</p> <p>Procedure:</p> <p>A. The Housekeeping Department is responsible for completing the daily, weekly, and monthly cleaning procedures.</p> <p>A. The Housekeeping Supervisor determines the cleaning schedule by completing the Housekeeping Schedule Form.</p> <p>C. The Housekeeping Staffs general duties are to:</p> <p>i. Sweep and mop, or vacuum, all floors.</p>		