

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  455940	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  03/24/2025
NAME OF PROVIDER OR SUPPLIER  Lubbock Hospitality Nursing and Rehabilitation Cen		STREET ADDRESS, CITY, STATE, ZIP CODE  4710 Slide Rd Lubbock, TX 79414	

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 0677</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Provide care and assistance to perform activities of daily living for any resident who is unable.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 49927</b></p> <p>Based on observations, interviews, and record review, the facility failed to provide ADL (Activities of Daily Living) care to a resident who is unable to carry out activities of daily living and receives the necessary services to maintain good nutrition, grooming, and personal and oral hygiene for 3 of 5 residents (Resident#1, #2, and #3) observed for ADL care to ensure they were receiving appropriate hygiene in that:</p> <p>The facility failed to provide showers for Residents #1, #2, and #3 on their scheduled shower days.</p> <p>This failure could place the residents at risk of not receiving the care and services to maintain their highest practicable physical, mental, and psychosocial well-being.</p> <p>The findings included:</p> <p>Resident #1:</p> <p>Record review of Resident #1's face sheet revealed an [AGE] year-old female with an admitted [DATE] with diagnoses that included: Dementia in other diseases classified elsewhere (mental decline that affects thinking, memory, reasoning, personality, mood and behavior), Urinary tract infection, generalized anxiety disorder, Parkinsonism (nervous system disorder due to reduced levels of dopamine), and Hemiplegia and hemiparesis following cerebral infarction affecting left non-dominant side (partial or complete paralysis of one side of the body due to a stroke).</p> <p>Record review of Resident #1's MDS dated [DATE] of Section C- Cognitive patterns revealed a BIMS score of 15 which indicated the resident was cognitively intact. Section GG-Functional Abilities and Goals revealed the resident required supervision/touching assistance to shower/bathe herself.</p> <p>Record review of Resident #1's care plan dated 9/4/2024 revealed a problem area with a category of general that reflected, the following Tasks will be document in POC CareAssist. The goal reflected, The Resident will perform the following tasks at their highest practicable level. The Approach reflected, I prefer to take my Bath/Shower on TTS. My preferred time to Bath/Shower is Dayshift. Flowsheet: ADL Once A Day on Tue, Thu, Sat; 06:00 AM - 06:00</p> <p>PM. The discipline indicated Nursing.</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 0677</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Record review of Resident #1's Point of Care Completion Summary (POC) from March 2025 indicated Resident #1 did not receive a shower on 3/20/2025, as scheduled. The document indicated Resident #1's last shower was on 3/18/2025.</p> <p>Record review of Resident #1's progress notes from March 2025 did not include a progress note from 3/20/2025 to indicate Resident #1 refused a shower on this date.</p> <p>Resident #2:</p> <p>Record review of Resident #2's face sheet revealed an [AGE] year-old female with an admitted [DATE] with diagnoses that included the following: Metabolic encephalopathy (problems with metabolism that cause brain dysfunction), Atherosclerotic heart disease of native coronary artery without angina pectoris (blockages in the arteries of the heart.), Unspecified dementia moderate protein-calorie malnutrition, muscle weakness, and Essential (primary) hypertension (high blood pressure ).</p> <p>Record review of Resident #2's MDS dated [DATE] of Section C- Cognitive patterns revealed a BIMS score of 6 which indicated the resident was moderately, cognitively impaired. Section GG-Functional Abilities and Goals revealed the resident required substantial/maximum assistance to shower/bathe herself.</p> <p>Record review of Resident #2's care plan dated 10/1/2024 revealed a problem area with a category of general that reflected, the following Tasks will be document in POC CareAssist. The goal stated, The Resident will perform the following tasks at their highest practicable level. The Approach reflected, I prefer to take my Bath/Shower on TTS. My preferred time to Bath/Shower is Dayshift. Flowsheet: ADL Once A Day on Tue, Thu, Sat; 06:00 AM - 06:00</p> <p>PM. The discipline indicated Nursing.</p> <p>Record review of Resident #2's Point of Care Completion Summary (POC) from March 2025 indicated Resident #2 did not receive a shower on 3/20/2025, as scheduled. The document indicated Resident #2's last shower was on 3/18/2025.</p> <p>Record review of Resident #2's progress notes from March 2025 did not include a progress note from 3/20/2025 to indicate Resident #2 refused a shower on this date.</p> <p>Resident #3:</p> <p>Record review of Resident #3's face sheet revealed a [AGE] year-old female with an admitted [DATE] with diagnoses that included the following: Hemiplegia and hemiparesis following cerebral infarction affecting right dominant side (partial or complete paralysis of one side of the body due to a stroke), Overactive bladder, Major depressive disorder (mood disorder), Generalized anxiety disorder, Transient cerebral ischemic attack (blood flow to the brain is temporarily cut off), and diabetes.</p> <p>Record review of Resident #3's MDS dated [DATE] of Section C- Cognitive patterns revealed a BIMS score of 12 which indicated the resident was slightly, cognitively impaired. Section GG-Functional Abilities and Goals revealed the resident required partial/moderate assistance to shower/bathe herself.</p> <p>(continued on next page)</p>		

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<p>F 0677</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Record review of Resident #3's care plan dated 07/26/2024 revealed a problem area with a category of general that stated, the following Tasks will be document in POC CareAssist. The goal stated, The Resident will perform the following tasks at their highest practicable level. The Approach stated, I prefer to take my Bath/Shower on TTS. My preferred time to Bath/Shower is Dayshift. Flowsheet: ADL Once A Day on Tue, Thu, Sat; 06:00 AM - 06:00</p> <p>PM. The discipline indicated Nursing.</p> <p>Record review of Resident #3's Point of Care Completion Summary (POC) from March 2025 indicated Resident #3 did not receive a shower on 3/18/2025 or 3/20/2025, as scheduled. The document indicated Resident #3's last shower was on 3/15/2025.</p> <p>Record review of Resident #3's progress notes from March 2025 did not include a progress note from 3/18/2025 or 3/20/2025 to indicate Resident #3 refused a shower on this date.</p> <p>During an interview on 3/21/2025 at 10:33 AM Resident #3 stated she had not had a shower all week. Resident #3 stated she recently moved to a new room, and she had not had a shower any day during the week of 03/17/2025 - 03/21/2025. Resident #3 stated she did not want a shower on this day because she was already dressed, and the staff did not ask her if she wanted a shower. Resident #3 stated she did not refuse a shower this week, but her shower days were on Tuesday, Thursday, and Saturday. Resident #3 stated she did not know why she did not receive a shower this week, and she thought the staff may have forgotten about her. Resident #3 stated she liked to take a shower and she would have liked to shower on her scheduled shower days. Resident #3 stated she did not want a shower on this day, when asked by the surveyor, since she was already dressed for the day. Resident #3 stated staff helped her get dressed on this day and brushed her hair. Resident #3 did not appear unkempt or dirty.</p> <p>During an Interview on 03/21/2025 at 10:39 AM, Resident #1 stated that she had not had a shower in 3 days. Resident #1 stated she did not have a shower any day during the week of 03/17/2025 - 03/21/2025. Resident #1 stated she requested a CNA to give her a shower on 03/20/2025, but the CNA denied giving her a shower. Resident #1 stated her shower days were Tuesday, Thursday, and Saturday. Resident #1 confirmed the current day was Friday, and she stated she did not receive a shower on Tuesday or Thursday. Resident #1 stated she never refused a shower before and she enjoyed taking a shower on her shower days. Resident #1 stated she was upset that staff refused to give her a shower after she requested one on 03/20/2025. Resident #1 was still in her nightgown, but she did not appear unkempt or dirty.</p> <p>During an Interview on 03/21/2025 at 10:45 AM, Resident #2 stated she had not had a shower in a couple of days. Resident #2 stated she did not know why she had not showered, and she wanted a shower. Resident #2 stated she did not refuse to take a shower this week. Resident #2 stated she had not been dressed for the day since she had not had a shower yet. Resident #2 stated she reported this to the nursing staff, and she was waiting for someone to come back to give her a shower. Resident #2 stated she asked for a shower on the previous day (Thursday 3/20/2025), but the CNA told her it was not her shower day. Resident #2 was unsure of her shower days. Resident #2 was still in her pajamas, but she did not appear unkempt or dirty.</p> <p>(continued on next page)</p>		

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<p>F 0677</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>During an observation on 03/21/2025 at 10:43 AM CNA A was heard asking Resident #2 if she wanted to take a shower. Resident #2 told CNA A that she did want a shower, and she wanted a shower yesterday, but the staff did not give her one. CNA A advised Resident #2 she would give her a shower and told her she would be back soon to get her.</p> <p>During an observation on 03/21/2025 at 10:44 AM CNA A was heard telling Resident #2 that she would be back soon to take her to the shower room. Resident #1 told CNA A that she was upset that the staff from the previous day (Thursday) refused to give her a shower. Resident #1 told CNA A that her shower days were Tuesday, Thursday, and Saturday, and she had not had a shower since last Saturday (3/15/2025). CNA A told Resident #1 she did not know why the staff refused to give her a shower yesterday and stated she did not work that day (03/20/2025). CNA A stated, I know you did not get a shower yesterday, but I will give you one today.</p> <p>During an interview on 3/21/2025 at 3:15PM CNA F stated CNAs were responsible for ensuring residents received showers on their scheduled shower days. CNA F stated when CNAs arrive for their shift, they reviewed a printout of the scheduled showers for each day. CNA F stated this list was printed out by each charge nurse for the morning shifts. CNA F stated she completed 3 showers for residents on that day (03/21/2025), and all showers had been completed for the day. CNA F stated Resident #1 and Resident #2 were showered on that day (03/21/2025) since they did not receive a shower on Thursday (3/20/2025). CNA F did not know why the residents did not receive a shower on their scheduled shower day, Thursday. CNA F stated she did not work on Thursday, 3/20/2025. CNA F stated if a resident refused a shower they were supposed to notify the charge nurse, so it could be documented. CNA F stated if a resident refuses a shower on their scheduled shower days, they were supposed to ask the resident the following day if they would like to shower. CNA F stated all residents had the right to take a shower, if they wanted to. CNA F stated if a resident is not bathed regularly they were at risk of skin breakdown, infections, and bad hygiene which could upset the resident.</p> <p>During an interview on 03/21/2025 at 3:30 PM LVN A stated it was expected that all CNAs worked together to ensure all residents receive a shower on their scheduled shower days. LVN A stated if a resident refused to shower the CNAs were supposed to notify the charge nurse, so it could be documented. LVN A stated if a resident refused a shower the nursing staff would attempt to ask the resident later in the day to see if they changed their mind, and if they still didn't want to shower it should have been documented. LVN A stated she worked on the previous day, 3/20/2025, but she could not recall what residents received showers. LVN A stated Resident #1, Resident #2, and Resident #3 did not refuse showers normally, to her knowledge. LVN A stated Resident #1 and Resident #2 received showers on 3/21/2025. LVN A stated she did not know why Resident #1 and Resident #2 did not receive showers on their scheduled shower day, 3/20/2025. LVN A stated each resident had the right to have a shower if they want it. LVN A stated if a resident was not bathed regularly, they would be at risk of infection or skin breakdown.</p> <p>(continued on next page)</p>		

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<p>F 0677</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>During an interview on 03/21/2025 at 4:10 PM CNA A stated it was expected that all CNAs worked with each other to ensure all residents were bathed on their scheduled shower days. CNA A stated when she first arrived for her shift each day, she checked the shower list for the day to plan each resident's shower. CNA A stated when she arrived on 3/21/2025, she was told, by an unknown staff, that showers were not completed the previous day. CNA A stated she was told the CNA who worked the previous day, just didn't want to do it. CNA A stated she had to plan showers for the residents scheduled for Friday and Thursday since the CNA did not bathe residents the previous day, 3/20/2025. CNA A stated she was off the previous day, 3/20/2025. CNA A stated Resident #1 and Resident #2 advised her that they did not get showers on the previous day, so she had to shower them on that day (3/21/2025). CNA A stated Resident #3 was not on the list for showers, and she thought it was because she had recently been moved to a new hallway. CNA A stated she would ensure Resident #3 was added to the shower list. CNA A stated she did not realize Resident #3 was overlooked. CNA A stated if a resident refused to shower, they would ask the resident again later, and then reported it to a nurse to be documented. CNA A stated all residents had the right to have a shower if they wanted it. CNA A stated it was expected that all residents were bathed on their scheduled days. CNA A stated she received in-service training regarding ensuring residents are bathed regularly, within the past month. CNA A stated if a resident was not bathed regularly, they could be at risk of infection, skin breakdown, and body odor.</p> <p>During an interview on 03/21/2025 at 4:30 PM CNA B stated she worked the previous day, 3/20/2025, and was job shadowing as she just started working at the facility. CNA B stated she heard Resident #1 ask an unknown CNA to help her shower. CNA B stated the resident was refused a shower on that day. CNA B stated she was unaware of the resident's scheduled shower days until she arrived on 3/21/2025 and found out Resident #1 should have received a shower on 3/20/2025. CNA B stated the unknown CNA told CNA B that it was not her job to give residents showers, and that was why she was not going to do it. CNA B stated she ensured Resident #1 received a shower on 3/21/2025. CNA B stated she received training upon her hire regarding ensuring residents were bathed regularly. CNA B stated if a resident was not bathed regularly, the resident was at risk of infection, body odor, and a decline in health. CNA B stated if residents were not bathed regularly, full skin assessments could be overlooked for the resident.</p> <p>During an interview on 03/24/2025 at 11:47 AM CNA E stated it was expected that all CNAs ensure residents were bathed on their scheduled shower days. CNA E stated they had a daily list of each resident's shower schedule according to the day. CNA E stated she worked on 3/20/2025. CNA E could not recall who received showers on 3/20/2025. CNA E stated she did not recall any residents asking for a shower that day (3/20/2025) or being declined a shower. CNA E stated all residents had the right to have a shower if they wanted it. CNA E stated she did not recall any residents refusing a shower on 3/20/2025. CNA E stated if a resident refused a shower, she would have reported it to the charge nurse so it could be documented. CNA E stated she did not recall bathing Resident #1, Resident #2, or Resident #3 on 3/20/2025. CNA E stated she did not recall those residents refusing a shower on 3/20/2025. CNA E stated she did not know why the residents did not receive a shower on 3/20/2025. CNA E stated she received in-service training regarding ensuring residents were bathed regularly, within the past month. CNA E stated if residents were not bathed regularly, they were at risk of infection or skin breakdown.</p> <p>(continued on next page)</p>		

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<p>F 0677</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>During an interview on 03/24/2025 at 1:00 PM CNA C stated it was the CNAs responsibility to ensure all residents were bathed on their scheduled shower days. CNA C stated all residents had a right to shower when they want to. CNA C stated a resident should never be refused a shower. CNA C stated she received in-service training on bathing residents within the past month. CNA C stated if a resident was not bathed regularly, the resident could be at risk of infection.</p> <p>During an interview on 03/24/2025 at 1:30 PM CNA D stated it was expected for CNAs to check the bathing schedule when they arrived, to plan for their day. CNA D stated she thought Resident #1, Resident #2, and Resident #3 were on the Tuesday, Thursday, and Saturday schedule for showers. CNA D stated she worked on 3/20/2025. CNA D stated she did not know which residents received showers on 03/20/2025, as she left before noon that day. CNA D stated she did not recall any residents refusing showers. CNA D stated if a resident refused a shower, they were supposed to ask the resident again later, and if the resident still refused they were supposed to notify the nurse so it could be documented. CNA D stated each resident had the right to receive a shower when they wanted it. CNA D stated she received in-service training on ensuring residents were bathed on their scheduled days, within the past month. CNA D stated if a resident is not bathed regularly they were at risk for bad hygiene or infection.</p> <p>During an interview on 03/24/2025 at 2:07 PM, the DON stated that he expected that all resident's would receive a shower on their scheduled shower days. The DON stated that each resident had a right to be bathed when they wanted. The DON stated it was the CNAs responsibility to bathe residents on their scheduled days. The DON stated it was the nursing staff's responsibility to ensure this was completed each day. The DON stated that he had not known that showers were not provided on 3/20/2025. The DON stated that the policy stated to provide showers to promote cleanliness and promote healing of the resident's skin. The DON stated that all nursing staff were provided training recently on ensuring residents were bathed regularly. The DON stated he was not aware Resident #3 was not on the shower list for the resident's schedule days, and he planned to update the shower schedule asap to ensure Resident #3 was added. The DON stated if a resident refused a shower there should have been a progress note entered by the nurse. The DON stated each resident was encouraged to bathe on their scheduled shower days, but it should have been reported to the nurse if they still refused. The DON stated a resident should have never been refused a shower if they requested it, even if it was outside of their scheduled day. The DON stated it was never acceptable for a staff to refuse to bathe a resident, and if the staff needed help, they should have notified the DON or ADM. The DON stated all staff were aware they should have bathed residents daily, as scheduled, and asked for help when needed, as this was communicated to staff daily. The DON stated every CNA was responsible for ensuring all residents on each hallway received showers, as schedule, regardless of which hallway they were assigned to each day. The DON stated if a resident was not bathed regularly it would be a concern. The DON stated the resident could be at risk for infection and skin breakdown if they were not bathed regularly.</p> <p>(continued on next page)</p>		

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<p>F 0677</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>During an interview on 03/24/2025 at 2:35 PM, the ADM stated that all CNAs were responsible for ensuring each resident was bathed on their scheduled shower days. The ADM stated the CNA should have checked their shower list each day, when they arrived, and the charge nurse and DON should have ensured this was being done. The ADM stated all nursing staff should be aware of the importance of bathing each resident regularly as this was communicated upon hire as well as in the in-service training the staff received within the past month. The ADM stated each resident has a right to receive a shower if they want it, and no resident should ever be refused a shower even if it was not their scheduled shower day. The ADM stated staff were encouraged to ask for help when needed. The ADM stated if a resident refused a shower, it should have been documented by the nursing staff and the resident should have been offered a shower the following day. The ADM stated if a resident isn't bathed regularly, the resident could be at risk of infection or skin breakdown.</p> <p>Review of the facility's policy and procedure titled, Activities of Daily Living (ADLs), Supporting, date revised March 2018, revealed:</p> <p>Policy Statement:</p> <p>Residents will provide with care, treatment, and services as appropriate to maintain or improve their ability to carry out activities of daily living (ADLs).</p> <p>Residents who are unable to carry out activities of daily living independently will receive the services necessary to maintain good nutrition, grooming and personal and oral hygiene.</p> <ol style="list-style-type: none"> <li>1. Residents will be provided with care, treatment, and services to ensure that their activities of daily living (ADLs) do not diminish unless the circumstances of their clinical condition(s) demonstrate that diminishing ADLs are unavoidable. <ol style="list-style-type: none"> <li>a. The existence of a clinical diagnosis or condition does not alone justify a decline in a resident's ability to perform ADLs.</li> </ol> </li> <li>2. Appropriate care and services will be provided for residents who are unable to carry out ADLs independently, with the consent of the resident and in accordance with the plan of care, including appropriate support and assistance with: <ol style="list-style-type: none"> <li>a. Hygiene (bathing, dressing, grooming, and oral care).</li> </ol> </li> <li>3. Care and services to prevent and/or minimize functional decline will include appropriate pain management, as well as treatment for depression and symptoms of depression.</li> <li>4. If residents with cognitive impairment or dementia resist care, staff will attempt to identify the underlying cause of the problem and not just assume the resident is refusing or declining care. Approaching the resident in a different way or at a different time or having another staff member speak with the resident may be appropriate.</li> </ol> <p>Review of the facility's policy and procedure titled, Bath, Shower/Tub, date revised February 2018, revealed:</p> <p>(continued on next page)</p>		

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