

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 515178	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 01/21/2026
NAME OF PROVIDER OR SUPPLIER Care Haven Center		STREET ADDRESS, CITY, STATE, ZIP CODE 2720 Charles Town Road Martinsburg, WV 25401	
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 0804</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Ensure food and drink is palatable, attractive, and at a safe and appetizing temperature.</p> <p>Based on resident interview, staff interview, and food tray temperatures, the facility failed to serve food that was palatable and at an appetizing temperature. The facility failed to ensure hot foods were served hot and cold foods were served cold. This practice was true for three (3) of the four (4) hallways tested for milk on the beverage carts and food tray temperatures for two (2) of two (2) meal trays tested throughout the survey process. Facility census 65 Findings included a) Policy Review Review of the facility's policy read in part, all foods will be held at appropriate temperatures, greater than 135 degrees (or as state regulation requires) for hot foods and less than 41 degrees for cold food b) Palatable and Food Temperatures Interviews with 18 of 23 sampled residents revealed consistent complaints of the meals not being palatable because hot foods were being served cold. A test tray, on 01/19/26 at 2:00 PM, was served to surveyors to test the palatability of the food. The meal palatability tray revealed the Salisbury steak tasted bland and the scallop potatoes had minimal flavor and were barely warm. Review of resident council minutes and food committee minutes revealed the following details: -Resident Council requested the State Agency (SA) attend a food committee meeting on 01/20/26 at 2:15 PM. Resident Council members as a whole agreed that the food was cold. The Dietary Manager (DM) in attendance acknowledged that she had heard those complaints and was working on getting some plate warmers. Further in the meeting, the Resident Council as a whole asked if the food was homemade. The DM told them that some of it was and some of it wasn't. The SA asked the DM if the Salisbury steak served yesterday was homemade? The DM replied, No, it was a hamburger with brown gravy. An observation for meal service, on 01/19/26 at 12:36 PM, revealed [NAME] #82 placing approximately 12 plates on the counter then placing meal tickets (which include the resident name, dietary order, and room number) beside each plate. Then the cook began to add each individual meal item one-by-one to all 12 plates. It took up to 10 minutes to ensure all 12 plates were ready to be served. For residents eating in the dining room, the Certified Nursing Assistants (CNAs) would take each plate to the dining room. For residents in their rooms, the tray aide would place each plate on a tray then add the tray to the meal delivery cart. Once the meal delivery cart was full, the tray aide would transport it to the assigned hallway. On 01/20/26 at 1:54 PM, food temperatures were taken from a test tray for each meal item being served. The Dining Manager was responsible for taking the temperatures of each item and verified the following cold foods as being too hot. Peaches - 52.2 degrees Fahrenheit (F) Milk - 48.0 degrees F The noon meal pass was observed on 01/21/26 at 1:27 PM. The meal being served included: -Hotdog with relish and mustard-Baked beans-Chicken noodle soup-Ice cream. Resident #66 reported the hotdog and soup are very cold. The resident also noted the ice cream very soft. Resident #9 reported the hotdog could be warmer but it would do. Resident #38 reported the hotdog was cold, the plate is cold, the soup is semi warm. The SA requested a test tray and the Dining Manager was responsible for taking the food temperatures. The Dining Manager also verified the hotdog and chicken noodle soup were too cold. She also confirmed the ice cream and the milk were too warm.</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
FORM CMS-2567 (02/99) Previous Versions Obsolete	Event ID:	Facility ID: 515178
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<p>F 0804</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>-Hotdog - 105.6 degrees Fahrenheit (F)-Chicken noodle soup - 147.7 degrees F-Ice cream very soft</p> <p>-Carton of milk - 51.1 degrees F</p>		

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<p>F 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards.</p> <p>Based on observation, record review and staff interview, the facility failed to store, prepare, distribute and serve food in accordance with professional standards for food safety. This practice had the potential to affect more than a limited number of residents receiving nourishment from the kitchen. Facility census: 65. Findings include: a) Policy Review of the facility's policy for food storage reads in part, Food is to be stored, prepared, distributed and served in accordance with professional standards. Ensuring food service safety, sanitary condition and the prevention of foodborne illnesses. b) Kitchen Tour On 01/19/2026 at 8:00 AM during an initial walk through, [NAME] #82 was observed without a hairnet and had a cap on with dread unrestrained. Additionally, the following items were verified by [NAME] #82: -There was a dried sticky substance on top of the ice maker. -Food debris was found in a container holding lids. -A dried, red sticky residue was in the two (2) bowl sink. -A case of bananas with received date 12/23/25 were dark brown in color and very soft in the walk in refrigerator. -In the dry stock room, there was food debris in the bottom of the container holding packets of ketchup. -In the floor of the dry stock room there were several packets of sugar substitute. -In the reach-in refrigerator, there was a dried white substance along the edges inside of the door and along the gasket. On 01/20/25 at 11:41AM, the state agency surveyor observed insulated plate bases on the food delivery carts with wet nesting (practice of stacking wet dishes in a manner that does not allow proper air flow for drying.) Ten (10) of ten (10) bases were observed wet nesting. This was verified by the Dining Manager.</p>		