

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 555260	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 01/27/2026
NAME OF PROVIDER OR SUPPLIER Bakersfield Post Acute		STREET ADDRESS, CITY, STATE, ZIP CODE 6212 Tudor Way Bakersfield, CA 93306	

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 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>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on interview and record review, the facility failed to ensure one of four sampled residents (Resident 1) was able to make and receive phone calls privately. This failure had the potential to violate Resident 1's rights. Findings: During a review of Resident 1's Minimum Data Set, (MDS - an assessment tool) dated 11/3/25, the MDS indicated, Resident 1's BIMS (Brief Interview for Mental Status- standardized assessment tool used to evaluate the mental processes that allow individuals to think, learn, and remember) score was 15 (13 to 15 points indicates the resident has cognitive intactness). During an interview on 1/27/26 at 11:40 a.m. with Resident 1, Resident 1 stated he has been at the facility for about six years. Resident 1 stated up until about six months ago the facility used to have land line phones in the rooms, but now there are no phones in the rooms anymore. He stated the facility will not allow him to set up a land line phone in his room. Resident 1 stated, I am . years old and blind I cannot use a cell phone. Resident 1 stated he is using his personal [NAME] (a voice controlled artificial intelligence used for music and make hands-free calls) to make calls, but he must have conversations on speaker so there is no privacy. Resident 1 stated he cannot receive calls on his [NAME]. Resident 1 stated the facility used to have a portable phone, but the facility does not have one anymore, the portable phone is not working. During an interview on 1/27/26 at 11:53 a.m. with Certified Nursing Assistant (CNA) 1, CNA 1 stated the residents make phone calls at the nurse's station. CNA 1 stated For residents receiving calls the staff will tell the caller to hold on, and the staff will go get the residents, put them into a wheelchair so they can get them to the nurse's station to take their call. During an interview on 1/27/26 at 11:57 a.m. with CNA 2, CNA 2 stated the residents can go to the nurse's station to make and receive calls. CNA 2 stated for residents who wish to have private phone calls, the facility has two portable phones they can transfer the call to and take it to the resident, or the staff can get the resident and take the resident to the nurse's station. During an interview on 1/27/26 at 12:09 p.m. with Receptionist/ Hospitality (RH), RH stated when residents receive incoming phone calls from family or outside services she will transfer the call to the nurse's station, RH stated Sometimes I will go help the resident and assist them to the nurse's station and will call the family back for them. During an interview on 1/27/26 at 12:14 p.m. with Administrator, Administrator stated the facility upgraded the phone system approximately six months to one year ago. Administrator stated the facility would have to open walls to replace the phone lines in the residents' rooms. During an interview on 2/4/26 at 9:15 a.m. with Family Member (FM), FM 1 stated, I cannot just call my brother anymore. He must call me. FM 1 stated when she calls the facility to speak to her brother, the phone has either a busy signal or it just rings and there is no answer. She stated I used to talk to my brother every day. During an interview on 2/5/26 at 11:32 a.m. with FM 2, FM 2 stated he used to call Resident 1 every day. FM 2 stated when the facility got rid of land line phones, they (staff) said they would take the cordless phone to Resident 1 but now they are saying we</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 0576</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>(facility) do not have one. FM 2 stated when he does call, he must leave Resident 1 a message so Resident 1 can call him back through his [NAME]. FM 2 stated We rely on each other for emotional support and now we cannot communicate unless (Resident 1) calls me through his [NAME] and our conversation is on speaker so there is no privacy. During a review of the facility's policy and procedure (P&P) titled, Resident Rights, revised August 2009. The P&P indicated, Employees shall treat all residents with kindness, respect, and dignity. 1. Federal and state laws guarantee certain basic rights to all residents of this facility. These rights include the resident's right to: . d. Privacy and confidentiality; . j. Use a telephone in privacy; . 2. Residents are entitled to exercise their rights and privileges to the fullest extent possible. 3. Our facility will make every effort to assist each resident in exercising his/her rights to assure that the resident is always treated with respect, kindness, and dignity. During a review of the facility's P&P titled, Telephones, Resident Use of, revised February 2021, the P&P indicated, Resident shall have easy access to telephones. 1. Designated telephones are available to residents to make and receive private telephone calls. 4. All expenses relating to the installation, billing, etc. Will be billed to the resident or representative (sponsor). The facility will not be responsible for paying for private telephone lines or cellular phones.</p>		