

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 675210	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 07/03/2024
NAME OF PROVIDER OR SUPPLIER Heritage House Nursing and Rehabilitation		STREET ADDRESS, CITY, STATE, ZIP CODE 407 N College St Rosebud, TX 76570	

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 0689</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Ensure that a nursing home area is free from accident hazards and provides adequate supervision to prevent accidents.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 49410</p> <p>Based on interview, observation and record review the facility failed to ensure that the resident environment was as free of accident hazards as possible for one resident (Resident #3) out of five residents.</p> <p>The facility failed to ensure that the temperature of the coffee was safe for consumption and handling by Resident #3, resulting in a coffee burn.</p> <p>The failure could result in residents being burned due to the temperature of the coffee being too hot.</p> <p>Findings include:</p> <p>Record review of resident charts revealed that Resident #3 was admitted on [DATE] with a primary diagnosis of cerebral infarction (a diagnosis where blood flow was blocked to the brain). Resident #3's care plan dated 04/25/2024 revealed that the resident had a coffee spill event.</p> <p>Record review of nursing note dated 03/10/2024 revealed that Resident #3 had a coffee spill in the dining room. Resident #3 had sustained a large area of redness to upper right inner thigh. No blisters were noted in the nursing note. Cold compress was applied to both left and right thighs.</p> <p>Record review of nursing progress note dated 03/20/2024 revealed that Resident #3 had been seen by the wound care physician. It was noted that Resident #3 had a burn wound on her right thigh.</p> <p>Observation on 07/02/2024 at 10:30 AM revealed that a coffee machine was in the dining room on a table against the wall, the coffee dispenser was on, accessible to all residents. Activities staff member was sitting alone waiting to assist residents with coffee.</p> <p>Record review of coffee temperatures from dates July 1, 2024 and July 2, 2024 in the kitchen revealed that the coffee temperatures have consistently been 140 degrees.</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 0689</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Interview conducted on 07/02/2024 at 2:20 PM with Resident #3 revealed that the coffee has been too hot to consume. She stated that she had gotten coffee for another resident, then it spilled on her lap. She stated that the staff had helped clean her off after and it did not hurt after that. She stated that coffee had only spilled on her one time a while ago, she could not remember the timeframe. She stated she had only gotten coffee for other residents this one time and was trying to be helpful.</p> <p>Interview conducted on 07/03/2024 at 10:32 AM with DM revealed that the temperature of the coffee should be 140 degrees. She stated that a thermometer has been used to check the temperatures of the coffee. The temperature of the coffee is checked before leaving the kitchen. She stated a potential negative outcome of providing coffee too hot, above 140 degrees to the residents is the residents could get severe burns.</p> <p>Interview conducted on 07/03/2024 at 10:40 AM with DON revealed that the expectation for the coffee was to be measured before being served. She stated that it should be 140 degrees. If the coffee is hotter than 140 degrees, it is not allowed out of the kitchen until the temperature is down. DON stated a potential negative outcome of serving coffee that is too hot for residents, is that the residents could burn themselves.</p> <p>Interview conducted on 07/03/2024 at 11:04 AM with LVN A revealed that Resident #3 had spilled coffee on herself in the past. She stated that she had went and tried to get the by coffee herself and ended up spilling it on her legs. She had redness burns that were treated by staff with cold compress and scheduled pain medication. She stated that a potential negative outcome of coffee being too hot for residents is getting burned.</p> <p>Interview conducted on 07/03/2024 at 11:23 AM with LVN B revealed that Resident #3 had spilled coffee on herself one time. She stated that because of this, the facility checks the coffee temperature to ensure that it is under 140 degrees. She stated that the residents are upset because the coffee is not hot like they like it. She stated a potential negative outcome of coffee being too hot for residents is that they can get burned really bad and have to perform treatments on them.</p> <p>Interview conducted on 07/03/2024 at 11:47 AM with LVN C revealed that Resident #3 is only able to use one arm, had gotten her own coffee and was wheeling out of the dining room when it spilled on herself. She stated that Resident #3 had burns on her legs. She stated a potential negative outcome of coffee being too hot for residents is burns are a possibility.</p> <p>Observation on 07/03/2024 at 12:30 PM revealed that the coffee was at a temperature able to consume without pain or caution of burning when a food tray was sampled with a cup of coffee and tasted.</p> <p>(continued on next page)</p>		

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<p>F 0689</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Interview conducted on 07/03/2024 at 02:14 PM with ADM revealed that the expectation for temperatures of coffee is to be 140 degrees when it leaves the kitchen. He stated that Resident #3 had gotten a cup of coffee and it had spilled on her. The accident was observed by staff members. He stated that resident is often persistent on being independent and refuses help, which is what happened at that time. He stated that the resident had no complaints of pain, no burns at the time and was provided treatment and care immediately afterward. He stated that the facility had provided the resident with an ice pack in which they monitored the redness closely. He stated that the resident was getting coffee for someone else and spilled the coffee on her lap when she was wheeling away in her wheelchair. He stated that in-services were provided immediately after the incident and all staff were aware of the coffee needing to be maintained at 140 degrees before being served. He stated if the coffee was above 140 degrees the staff will cool it down and take it out of the lobby, so it is not served to the residents. He stated that the facility has staff in the dining room watching the coffee area when residents are and are not present to provide support as necessary. They also heavily encourage the residents to ask staff for the coffee or the staff try to be proactive in providing the coffee to the residents before any accidents could occur. ADM stated that a negative outcome of providing coffee that is too hot to residents is a burn could happen, depending on where it lands and how long it sits on the skin.</p> <p>Record review of in-services revealed that in-services were completed for Hot liquid/Food Spills liquids must be at 140 degrees or below if served to a resident. This document was dated 03/10/2024 and was signed by staff.</p> <p>Record review of undated document provided by the facility called Guidelines to Serving Coffee in the nursing home on 07/03/2024 at 1:00 PM revealed the following.</p> <p>-As there is no published federal or state regulation for minimum or maximum coffee temperature, the decision as to the temperature at which to serve the coffee rests with the administration of each facility, based on their resident's stated preferences, and the physical layout of their building, but balanced against the safety of their individual residents and their physical and mental limitations.</p> <p>- The standard for coffee service will be 140 degrees unless the facility's residents have stated an overwhelming preference for coffee to be served at a higher temperature and additional safety measures have been implemented.</p> <p>Record review of Hot Liquid/Food Spills document dated 2003 revealed that if residents are at risk of having any hot liquid food/spilled on their person causing burns the following actions should occur. Examples of hot liquids/foods are coffee, tea, hot soup, oatmeal, or any other hot food or liquid substance. It stated if any staff member observed a resident spill hot liquid or food on themselves or another resident, the staff member will attempt to dissipate the heat of the item spilled with a liquid that is at room temperature or below, by pouring the liquid directly on the area affected.</p>		