

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 675229	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 05/14/2024
NAME OF PROVIDER OR SUPPLIER Woodland Manor Nursing and Rehabilitation		STREET ADDRESS, CITY, STATE, ZIP CODE 99 Rigby Owen Rd Conroe, TX 77304	

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 0550</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 dignified existence, self-determination, communication, and to exercise his or her rights.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 37059</p> <p>Based on observation, interview and record review, the facility failed to treat the resident with respect and dignity and care for each resident in a manner that promotes enhancement of his or her quality of life, recognizing each resident's individuality for 4 (Resident #1,#2,#3,#4) of 6 residents reviewed for resident rights.</p> <p>The facility failed to provide Resident #1 with scheduled showers and grooming.</p> <p>The facility failed to provide Resident #2 with scheduled showers.</p> <p>The facility failed to provide Resident #3 with scheduled showers.</p> <p>The facility failed to provide Resident #4 with scheduled showers and grooming.</p> <p>This failure could place residents at risk for loss of dignity.</p> <p>Findings included:</p> <p>Resident #1</p> <p>Record review of Resident #1's face sheet dated 5/14/2024 revealed a [AGE] year-old male admitted on [DATE] (originally on 5/22/2023) with the following diagnosis included: heart disease, lack of coordination, reduced mobility, muscle weakness and dementia.</p> <p>Record review of Resident #1's care plan dated 5/14/2024 revealed the following:</p> <p>Problem: ADLs Functional status/rehabilitation potential.</p> <p>Goal: Resident will achieve maximum functional mobility.</p> <p>Approach: Bathing/Hygiene, Dressing/Grooming, Resident care as per facility protocol.</p> <p>Problem: General the following Task will be documented in POC .</p> <p>Goal: Resident will perform the following task at their highest practicable level.</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 0550</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Approach: I prefer to take my Bath/Shower on Tuesday, Thursday, Saturday. My preferred time to Bath/Shower is 6a-6p. Flowsheet: ADL Once a Day on Tues, Thursday, Saturday 6a - 6p.</p> <p>Record review of Resident #1's MDS (optional payment) assessment dated [DATE] revealed he had a BIMS of 7 which indicated severe cognitive impairment.</p> <p>Record review of Resident #1's progress notes dated 3/10/2024 - 5/8/2024 revealed Resident #1's last documented shower was 4/24/2024.</p> <p>Record review of Resident #1's shower sheets documentation over a 4-day look-back period reflected the last documented shower was 5/10/2024 (Friday). His shower day was Saturday and he has not had a shower in 3 days,</p> <p>Resident #2</p> <p>Record review of Resident #2's face sheet dated 5/14/2024 revealed a [AGE] year-old female admitted on [DATE] (originally 11/9/2023) with the following diagnoses included: candidiasis of vulva and vagina (itching/irritation in the vagina), need assistance with personal care, obesity, diabetes, depression, muscle weakness and lack of coordination.</p> <p>Record review of Resident #2's care plan dated 4/5/2024 revealed the following:</p> <p>Problem: General the following Task will be documented in POC .</p> <p>Goal: Resident will perform the following task at their highest practicable level.</p> <p>Approach: Start Date: 11/13/2023. I prefer to take my Bath/Shower on (Mon, Wed, Fri). My preferred time to Bath/Shower is (Day Shift). Flowsheet: ADL once a day on Mon, Wed, Fri: 6 AM- 6 PM.</p> <p>Record review of Resident #2's (other payment) MDS assessment dated [DATE] revealed she had a BIMS of 12 which indicated moderate cognitive impairment. Resident #2 required extensive assistance with 2 persons from wheelchair.</p> <p>Record review of Resident #2's shower sheets documentation over a 4-day look-back period reflected revealed a shower did not occur on 5/13/2024 (scheduled shower day).</p> <p>Resident #3</p> <p>Record review of Resident #3's face sheet dated 5/14/2024 revealed a [AGE] year-old male admitted on [DATE] with the following diagnoses included: diarrhea, hypertension (high blood pressure), kidney failure and edema.</p> <p>Record review of Resident #3's care plan dated 5/7/2024 revealed the care plan did not include a problem, goal or an approach that addressed baths or showers.</p> <p>Record review of Resident #3's admission MDS assessment dated [DATE] reflected it was in progress and did not have the BIMS completed.</p> <p>(continued on next page)</p>		

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<p>F 0550</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 point of care history dated 5/13/2024 revealed he did not receive a shower on 5/13/2024.</p> <p>Record review of facility shower sheet binder cover revealed the following:</p> <p>Shower Schedule Monday/Wednesday/Friday - [rooms where Residents #1, #2, #3, and #4 resided]</p> <p>Resident #4</p> <p>Record review of Resident #4's face sheet dated 5/14/2024 revealed a [AGE] year-old male with the following diagnoses included: multiple sclerosis (disease that affects central nervous system) and major depressive disorder.</p> <p>Record review of Resident #4's care plan dated 2/12/2024:</p> <p>Problem: General the following Task will be documented in POC .</p> <p>Goal: (Resident #4) will perform the following task at their highest practicable level.</p> <p>Approach: Start Date: 11/13/2023. I prefer to take my Bath/Shower on (Mon, Wed, Fri). My preferred time to Bath/Shower is 6 AM- 6 PM. Flowsheet: ADL once a day on Mon, Wed, Fri: 6 AM- 6 PM.</p> <p>Record review of Resident #4's MDS (other payment) assessment dated [DATE] revealed he had a BIMS of 15 which indicated he was cognitively intact.</p> <p>Record review of Resident #4's point of care history with a 6-day look-back period, revealed Resident #4 did not receive a bath on his scheduled bath/shower days 5/10/2024 (Friday) and 5/13/2024 (Monday).</p> <p>Observation and interview on 5/14/2024 at 9:34 AM revealed Resident #1 laying in his bed. Resident #1 had a full overgrown beard and nose hairs. Resident #1 said he had not had his showers consistent on his shower days and had not been shaven or asked if he wanted to be shaved. He said he did not feel respected</p> <p>Interview on 5/14/2024 at 10:57 AM with the ADON said Resident #1 should have been offered or shaved and groomed when he had a shower. She said a resident's dignity can be negatively affected by not being groomed.</p> <p>Interview on 5/14/2024 at 11:05 AM with the DON said when residents do not receive their showers as scheduled it is a dignity and rights issue.</p> <p>Interview on 5/14/2024 at 11:10 AM with Resident #2 said she did not receive her scheduled shower on yesterday (Monday). She said she felt nasty. She said she last had a shower on Friday. She said there used to be a shower tech who would help with the showers. She said today she was told by a CNA (unknown) she had to wait until after lunch for a shower.</p> <p>Observation and Interview on 5/14/2024 at 11:20 AM with Resident #3 revealed him in bed. Resident #3 said he had not had a shower or bed bath. He said he wanted a shower to feel refreshed.</p> <p>(continued on next page)</p>

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<p>F 0550</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Interview on 5/14/2024 at 11:25 AM CNA A said she had to wait until after lunch for showers.</p> <p>Interview and observation on 5/14/2024 at 11:30 AM Resident #4 said he did not have a shower on his scheduled shower day (Monday). He said he had not received his shower because staff have recently quit and there are not enough staff. He said he did not feel clean. He said he would feel better about himself if he had his shower. Resident #4 was in bed, had on a hospital gown and his beard was overgrown and not groomed.</p> <p>Interview on 5/14/2024 at 12:15 PM with the ADMIN, said the facility has had some challenges with staff when it came to ensuring showers were completed with residents. She said the facility had a dedicated shower technician, but that position was eliminated last week. She said two staff called in yesterday so there may have been resident who did not get a shower but should have received a bed bath. She said the newly hired wound care nurse was supposed to ensure residents received their showers. The ADMIN said the CNA's should have filled out the shower sheets after showers were completed. The ADMIN said the expectation was for residents to receive their showers on assigned days or as needed. She said regular scheduled showers help to maintain the resident dignity.</p> <p>Interview on 5/14/2024 at 2:45 PM with the ADMIN facility shower policy was requested and the ADMIN said the facility did not have a shower policy.</p> <p>Record review of facility policy, Resident Rights (revised February 2021) revealed the following in part:</p> <p>Employees shall treat all residents with kindness, respect, and dignity.</p> <ol style="list-style-type: none"> 1. Federal and state laws guarantee certain basic rights to all residents of this facility. 2. These rights include the resident's right to : <ol style="list-style-type: none"> a. A dignified existence b. Be treated with respect, kindness and dignity . <p>Record review of facility policy on Activities of Daily Living (ADLs), Supporting (Revised March 2018) revealed the following in part:</p> <p>Residents will be provided with care, . and services as appropriate to maintain or improve their ability to carry out activities of daily living (ADL). Residents who are unable to carry out activities of daily living independently will receive the services necessary to maintain good .grooming and personal and oral hygiene.</p> <ol style="list-style-type: none"> 2. Appropriate care and service will be provided for residents who are unable to carry out ADL's independently, with the consent of the resident in accordance with the plan of care, including appropriate support and assistance with: <ol style="list-style-type: none"> a. Hygiene (bathing, dressing, grooming, and oral care). <p>(continued on next page)</p>		

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<p>F 0550</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>6. Interventions to improve or minimize a resident's functional abilities will be in accordance with the resident's assessed needs, preferences, stated goals and recognized standards of practice.</p> <p>Record review of facility CNA job description dated 10/25/2021 revealed the following in part:</p> <p>Under the supervision of the Charge Nurse and Director of Nursing, the Certified Nursing Assistant (CNA) performs direct resident care duties .</p> <p>Essential Functions/Primary Duties:</p> <p>Assist residents with activities of daily living including bathing, dressing, grooming .</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>Provide care and assistance to perform activities of daily living for any resident who is unable.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 37059</p> <p>Based on observation, interview, and record review the facility failed to ensure a resident who was unable to carry out activities of daily living (ADLs) received the necessary services to maintain nutrition, grooming and personal and oral hygiene for 4 of 6 residents (Resident #1, #2, #3, #4) reviewed for ADLs.</p> <p>The facility failed to provide Resident #1 with scheduled showers and personal grooming (shaving of beard and nasal hairs).</p> <p>The facility failed to provide Resident #2 with scheduled showers.</p> <p>The facility failed to provide Resident #3 with scheduled showers.</p> <p>The facility failed to provide Resident #4 with scheduled showers and personal grooming (shaving of beard).</p> <p>This failure could place residents at risk for discomfort, and dignity issues.</p> <p>Findings included:</p> <p>Record review of Resident #1's face sheet dated 5/14/2024 revealed a [AGE] year-old male admitted on [DATE] (originally on 5/22/2023) with the following diagnoses included: heart disease, lack of coordination, reduced mobility, muscle weakness and dementia. The picture on Resident #1's face sheet revealed he had a goatee (short facial hair style that grows from the chin and not on the cheeks)</p> <p>Record review of Resident #1's care plan dated 5/14/2024 revealed the following:</p> <p>Problem: ADLs Functional status/rehabilitation potential.</p> <p>Goal: Resident will achieve maximum functional mobility.</p> <p>Approach: Bathing/Hygiene, Dressing/Grooming, Resident care as per facility protocol.</p> <p>Problem: General the following Task will be documented in POC .</p> <p>Goal: Resident will perform the following task at their highest practicable level.</p> <p>Approach: I prefer to take my Bath/Shower on Tuesday, Thursday, Saturday. My preferred time to Bath/Shower is 6a-6p. Flowsheet: ADL Once a Day on Tues, Thursday, Saturday 6am - 6pm.</p> <p>Record review of Resident #1's MDS (optional payment) assessment dated [DATE] revealed he had a BIMS of 7 which indicated severe cognitive impairment.</p> <p>Record review of Resident #1's progress notes dated 3/10/2024 - 5/8/2024 revealed Resident #1's last documented shower was 4/24/2024.</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 #1's shower sheets documentation over a 4-day look-back period reflected the last documented shower was 5/10/2024 (Friday).</p> <p>Resident #2</p> <p>Record review of Resident #2's face sheet dated 5/14/2024 revealed a [AGE] year-old female admitted on [DATE] (originally 11/9/2023) with the following diagnoses included: candidiasis of vulva and vagina (itching/irritation in the vagina), need assistance with personal care, obesity, diabetes, depression, muscle weakness and lack of coordination.</p> <p>Record review of Resident #2's care plan dated 4/5/2024 revealed the following:</p> <p>Problem: General the following Task will be documented in POC .</p> <p>Goal: Resident will perform the following task at their highest practicable level.</p> <p>Approach: Start Date: 11/13/2023. I prefer to take my Bath/Shower on (Mon, Wed, Fri). My preferred time to Bath/Shower is (Day Shift). Flowsheet: ADL once a day on Mon, Wed, Fri: 6 AM- 6 PM.</p> <p>Record review of Resident #2's (other payment) MDS assessment dated [DATE] revealed she had a BIMS of 12 which indicated moderate cognitive impairment. Resident #2 required extensive assistance with 2 persons for bathing.</p> <p>Resident #3</p> <p>Record review of Resident #3's face sheet dated 5/14/2024 revealed a [AGE] year-old male admitted on [DATE] with the following diagnoses included: diarrhea, hypertension (high blood pressure), kidney failure and edema.</p> <p>Record review of Resident #3's care plan dated 5/7/2024 revealed the care plan did not include a problem, goal or an approach that addressed baths or showers.</p> <p>Record review of Resident #3's admission MDS assessment dated [DATE] reflected it was in progress and did not have the BIMS completed.</p> <p>Record review of Resident #3's point of care history dated 5/13/2024 revealed he did not receive a shower on 5/13/2024.</p> <p>Resident #4</p> <p>Record review of Resident #4's face sheet dated 5/14/2024 revealed a [AGE] year-old male with the following diagnoses included: multiple sclerosis (disease that affects central nervous system) and major depressive disorder.</p> <p>Record review of Resident #4's care plan dated 2/12/2024 revealed the following:</p> <p>Problem: General the following Task will be documented in POC .</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>Goal: (Resident #4) will perform the following task at their highest practicable level.</p> <p>Approach: Start Date: 11/13/2023. I prefer to take my Bath/Shower on (Mon, Wed, Fri). My preferred time to Bath/Shower is 6 AM- 6 PM. Flowsheet: ADL once a day on Mon, Wed, Fri: 6 AM- 6 PM.</p> <p>Record review of Resident #4's MDS (other payment) assessment dated [DATE] revealed he had a BIMS of 15 which indicated he was cognitively intact. Resident #4 required extensive assistance with 2 persons for bathing.</p> <p>Record review of Resident #4's point of care history with a 6-day look-back period, revealed Resident #4 did not receive a bath on his scheduled bath/shower days 5/10/2024 (Friday) and 5/13/2024 (Monday).</p> <p>Observation and interview on 5/14/2024 at 9:34 AM revealed Resident #1 laying in his bed. Resident #1 had a full overgrown beard and nose hairs that extended past his nostrils. Resident #1 said he had not had his showers consistent on his shower days and had not been shaven or asked if he wanted to be shaved. Resident #1 said his beard hair was too long and he usually wore a goatee and not a full beard.</p> <p>Interview on 5/14/2024 at 10:11 AM CNA A said she had to wait until after lunch for showers. She said residents are supposed to be groomed when showers were given. She said male residents should be shaven if they wanted along with other grooming task needed. She said they should document showers given on shower sheets. She said a resident's state of mind could be affected and they would not feel their best if they do not receive their showers. She is not sure why residents who should have received a shower did not.</p> <p>Interview on 5/14/2024 at 10:57 AM with the ADON said Resident #1 should have been offered or shaved and groomed when he had a shower. She said residents should receive their showers and been groomed as scheduled. She said she rounded daily but did not always fully look at a resident but would quickly peep in the room and say, How are you doing. She said she was not aware Resident #1's beard and nose hairs were as long as they were. She said it was the newly hired wound care nurse's responsibility to ensure the . She said the problem could have been that the facility had a dedicated shower tech and now the CNA's are responsible for showers.</p> <p>Interview on 5/14/2024 at 11:05 AM with the DON said when residents do not receive their showers as scheduled it is a dignity and rights issue.</p> <p>Interview on 5/14/2024 at 11:10 AM with Resident #2 said she did not receive her scheduled shower on yesterday (Monday). She said she felt nasty. She said she last had a shower on Friday. She said there used to be a shower tech who would help with the showers. She said today she was told by a CNA (unknown) she had to wait until after lunch for a shower.</p> <p>Interview and Record review on 5/14/2024 at 11:20 AM with Resident #3 revealed him in bed. Resident #3 said he had not had a shower or bed bath. He said he wanted a shower to feel refreshed.</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>Interview and observation on 5/14/2024 at 11:30 AM Resident #4 said he did not have a shower on his scheduled shower day (Monday). He said he had not received his shower because staff had recently quit and there are not enough staff. He said he did not feel clean. Resident #4 was in bed, had on a hospital gown and his beard was overgrown and not groomed.</p> <p>Interview on 5/14/2024 at 12:52 PM with WC A said she looked at the shower sheets to check if showers had been completed. RN A did not have a specific protocol because she was new in the position. She said residents should receive their showers as scheduled.</p> <p>Interview on 5/14/2024 at 2:41 PM with the ADMIN, said the facility has had some challenges with staff when it came to ensuring showers were completed with residents. She said the facility had a dedicated shower technician, but that position was eliminated last week. She said two staff called in yesterday so there may have been resident who did not get a shower but should have received a bed bath. She said the newly hired wound care nurse was supposed to ensure residents received their showers. The ADMIN said the expectation was for residents to receive their showers on assigned days or as needed by CNA's.</p> <p>Record review of facility shower sheet binder cover revealed the following:</p> <p>Shower Schedule Monday/Wednesday/Friday - [rooms where Residents #1, #2, #3, and #4 resided]</p> <p>Record review of facility policy, Resident Rights (revised February 2021) revealed the following in part:</p> <p>Employees shall treat all residents with kindness, respect, and dignity.</p> <ol style="list-style-type: none"> 1. Federal and state laws guarantee certain basic rights to all residents of this facility. 2. These rights include the resident's right to : <ol style="list-style-type: none"> a. A dignified existence b. Be treated with respect, kindness and dignity . <p>Record review of facility policy on Activities of Daily Living (ADLs), Supporting (Revised March 2018) revealed the following in part:</p> <p>Residents will be provided with care, . and services as appropriate to maintain or improve their ability to carry out activities of daily living (ADL). Residents who are unable to carry out activities of daily living independently will receive the services necessary to maintain good .grooming and personal and oral hygiene.</p> <ol style="list-style-type: none"> 2. Appropriate care and service will be provided for residents who are unable to carry out ADL's independently, with the consent of the resident in accordance with the plan of care, including appropriate support and assistance with: <ol style="list-style-type: none"> a. Hygiene (bathing, dressing, grooming, and oral care. <p>(continued on next page)</p>		

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