

Department of Health & Human Services
Centers for Medicare & Medicaid Services

Printed: 08/27/2026
Form Approved OMB
No. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 675327	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 06/11/2026
NAME OF PROVIDER OR SUPPLIER Pampa Nursing Center		STREET ADDRESS, CITY, STATE, ZIP CODE 1321 W. Kentucky Pampa, TX 79065	
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)		
F 0584 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	Honor the resident's right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on observation, interview, and record review the facility failed to ensure each resident the right to a safe, clean, comfortable, and homelike environment including but not limited to receiving treatment and supports for daily living safely for 3 (Resident #1, Resident #2, and Resident #3) of 5 residents reviewed for homelike environment. The facility failed to ensure the sink in the bathroom shared by Residents #1, #2, and #3 was plumbed properly and not draining into a 5-gallon bucket from at least 05/02/26 to 05/26/26. This failure could place residents at risk of feeling neglected and/or unimportant. Findings Included: 1. Record review of Resident #1's admission record dated 06/11/26 revealed an [AGE] year-old female admitted to the facility on [DATE] and discharged from the facility on 05/29/26. Record review of Resident #1's significant change MDS assessment completed on 03/20/26 revealed a BIMS score of 5 which indicated severely impaired cognition. Section GG Functional Abilities revealed Resident #1 utilized a wheelchair and required set up or clean up assistance with oral and personal hygiene. Record review of Resident #1's care plan revealed a completion date of 04/22/26. During an interview on 06/09/26 at 02:49 PM Resident #1's FM A stated he visited Resident #1 the afternoon of 05/03/26 and noticed her sink was draining into a 5-gallon bucket and there was a large hole in the wall underneath the sink. During an interview on 06/10/26 at 01:21 PM Resident #1's FM B stated she visited Resident #1 on 05/22/26 and 05/26/26 and both times the sink in Resident #1's bathroom was draining into a 5-gallon bucket. FM B stated there was a large hole in the wall underneath the sink with brownish black stains on the sheetrock. She stated she spoke to ADM on 05/22/26 and ADM told her the sink and wall had not been in that condition more than 2 weeks. During an interview on 06/10/26 at 01:24 PM Resident #1 stated her bathroom sink in the facility was draining into a 5-gallon bucket for 4 months. She stated she shared the bathroom with her roommate, Resident #2, and the lady who lived in the next room, Resident #3. 2. Record review of Resident #2's admission record dated 06/11/26 revealed a [AGE] year-old female admitted to the facility on [DATE] with diagnoses that included, but were not limited to, muscle wasting and atrophy. Record review of Resident #2's annual MDS assessment completed on 03/25/26 revealed a BIMS score of 14 which indicated intact cognition. Section GG Functional Abilities revealed she utilized a wheelchair and required set up or clean up assistance with oral and personal hygiene. Record review of Resident #2's care plan revealed a completion date of 04/22/26. During an observation and interview on 06/11/26 at 05:38 AM Resident #2 was sitting on the edge of her bed. Her sink was draining into a pipe and there was a piece of white plastic or thin wood approximately one foot by one and a half feet covering the area of the wall underneath the sink. Resident #2 stated the sink in her bathroom was draining into a 5-gallon bucket for 3 months. She stated, We (she and Resident #1 and Resident #3) were about to get really disgusted about it. Resident #2 stated, I had a hard time getting up to the sink with that bucket underneath it in my wheelchair (to wash her hands), so I went and bought hand sanitizer. Resident #2 stated she was moved out of her room for a few days or a week to give MS time to fix the sink in her bathroom and have the water turned off. 3. Record review of Resident #3's admission record dated 06/11/26 revealed a [AGE] year-old female (continued on next page)		

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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F 0584 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	admitted to the facility on [DATE].Record review of Resident #3's quarterly MDS assessment completed on 03/20/26 revealed a BIMS score of 7 which indicated severely impaired cognition. Section GG Functional Abilities revealed Resident #3 was independent with oral and personal hygiene.Record review of Resident #3's care plan revealed a completion date of 04/22/26.During an observation and interview on 06/11/26 at 05:45 AM Resident #3 was lying in her bed on her back. She stated she had to run next door for 2-3 days to use the bathroom while the water in her bathroom was turned off to allow MS to fix the sink. Resident #3 said the sink in her bathroom was draining into a 5-gallon bucket for a while. She stated MS was trying to get parts to fix the sink. Resident #3 stated MS had to find where he could order the parts to fix the sink and it took a little bit longer. Resident #3 stated MS had more pressing issues to attend to and the bucket was catching the water while he attended to those issues.During an interview on 06/11/26 at 05:54 AM LVN A stated the sink shared by Resident #2 and Resident #3's rooms was draining into a 5-gallon bucket for more than 2 weeks. She stated she emptied it a few times into the toilet when she noticed it getting full.During an interview on 06/11/26 at 05:55 AM CNA B stated she was aware of the sink shared by Resident #2 and Resident #3 draining into a bucket but was not sure how long it was in that condition.During an interview on 06/11/26 at 05:56 AM CNA C stated the sink in the bathroom shared by Resident #2 and Resident #3 was draining into a 5-gallon bucket for 2-3 weeks. She stated when Resident #1 was in the room with Resident #2 staff offered to move the residents to a new room while their sink was repaired and they did not want to move.During an interview on 06/11/26 at 06:09 AM HSK D stated the sink in the bathroom shared by Resident #2 and Resident #3 was draining into a 5-gallon bucket for a few days or a week.During an interview on 06/11/26 at 06:22 AM MDS RN stated she was unsure how long the sink in Resident #2 and Resident #3's shared bathroom had been draining into a bucket. MDS RN stated, He (MS) is working on it, I know it is going to be a big project.During an interview on 06/11/26 at 06:36 AM MS stated the sink in the bathroom shared by Resident #2 and Resident #3 was draining into a 5-gallon bucket for 7 or 8 days. He stated it was only draining into a bucket one time. He stated he did not know the date he completed repairs on the sink, but he thought it was in the last 2 weeks.During an interview on 06/11/26 at 06:44 AM MS stated he did not have to order parts for the sink repair. He stated he did buy two new gaskets for the PVC pipe, but he did not have a receipt for the purchase. He stated he did not have maintenance logs showing when he completed repairs around the facility or work orders showing when the repairs were requested. MS stated aside from the gaskets he had everything he needed to complete the sink repair in his maintenance shed.During an interview on 06/11/26 at 07:24 AM LVN E stated the sink in the shared bathroom of Resident #2 and Resident #3 was draining into a 5-gallon bucket for two and a half months at least. She stated a possible negative outcome for the residents sharing the sink was the bucket could have overflowed and caused the residents to fall.During an interview on 06/11/26 at 07:51 AM MS stated he and housekeeping staff were responsible for dumping the 5-gallon bucket from underneath the sink shared by Resident #2 and Resident #3 when it got full. He stated a possible negative outcome for residents of the sink being in disrepair was the residents could be unable to wash their hands.During an interview on 06/11/26 at 08:34 AM LVN F stated a possible negative outcome of the shared sink in Resident #2 and Resident #3's bathroom draining into a 5-gallon bucket was the dirty water in the bucket could cause infection.During an interview on 06/11/26 at 09:36 AM LVN G stated she knew the sink in the bathroom shared by Resident #2 and Resident #3 was draining into a 5-gallon bucket, but she did not know how long it had been in that condition. She stated she heard some staff (could not remember who) talking about turning in a work order to get the sink fixed. LVN G stated the sink was draining into a bucket for maybe a couple of weeks. She stated she did not think there was a possible negative outcome to residents because MS was very good about emptying the bucket.During an interview on 06/11/26 at 09:39 AM HSK H stated the sink in the bathroom shared by Resident #2 and Resident #3 was draining into a 5-gallon bucket for a month. She stated she would dump the bucket down the toilet every time she cleaned the bathroom. HSK H stated a (continued on next page)		

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F 0584 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	possible negative outcome was the water in the bucket could grow bacteria.During an interview on 06/11/26 at 09:46 AM CNA I stated she did see the 5-gallon bucket under the sink in Resident #2 and Resident #3's shared bathroom. She stated she was not sure how long the sink was draining into the bucket. CNA I stated the negative outcome for the residents was it was hard for them to wash their hands and if the bucket got full it could cause the residents to fall.During an interview on 06/11/26 at 09:52 AM CNA J stated she saw the sink in Resident #2 and Resident #3's shared bathroom draining into a 5-gallon bucket. She stated she was not sure how long the sink was draining into the bucket, but MS was working to get the sink fixed.During an interview on 06/11/26 at 11:28 AM CNA K stated she saw Resident #2 and Resident #3's sink draining into a 5-gallon bucket. She stated she was not sure how long it was in that state condition. CNA K stated regarding a possible negative outcome, I just feel like they (residents) deserve a nice restroom especially if they are paying so much to live here, they should have all the best utilities.During an interview on 06/11/26 at 11:40 AM MDS RN stated the facility did not use work orders. She stated a possible negative outcome of a resident sink draining into a 5-gallon bucket was infection control.Record review of a facility policy titled Homelike Environment and dated 2021 revealed the following: . Residents are provided with a safe, clean, comfortable, and homelike environment. 2. The facility staff and management maximized, to the extent possible, the characteristics of the facility that reflect a . homelike setting. These characteristics include: a. a clean, sanitary and orderly environment; .Record review of a facility policy titled Maintenance Service and dated 2009 revealed the following: . 1. The maintenance department is responsible for maintain the buildings, grounds and equipment in a safe and operable manner at all times. 2. Functions of maintenance personnel include, but are not limited to: . b. maintaining the building in good repair. d. maintaining the . plumbing fixtures . in good working order. 8. The maintenance director is responsible for maintaining the following records/reports. b. Work order requests; .Record review of a facility policy titled Resident Rights and dated 2021 revealed the following: . 1. Federal and state laws guarantee certain basic rights to all residents of this facility. These rights include the resident's right to: a. a dignified existence; .		

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F 0727 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	Have a registered nurse on duty 8 hours a day; and select a registered nurse to be the director of nurses on a full time basis. Based on interview and record review the facility failed to designate a registered nurse to serve as the director of nursing on a full-time basis for 1 of 1 facility reviewed for a DON. The facility failed to have a full-time DON. The last day of the previous DON was 04/06/2026. This failure could place residents at risk of not having their needs met and/or feeling unheard due to no nursing oversight. Findings Included: During an interview on 06/11/26 at 06:22 AM MDS RN (who was standing in for ADM, who was on vacation) stated the facility had not had a DON since the first week of April. During an interview on 06/11/26 at 07:24 AM LVN E stated the facility had not had a DON for going on 2 months. She stated residents do not have anyone to talk to about their concerns now that the previous DON was no longer employed. LVN E stated the previous DON always had her door open and was available to listen to residents. During an interview on 06/11/26 at 07:45 AM MDS RN stated the last time the facility had an RN was on 04/06/26. During an interview on 06/11/26 at 08:34 AM LVN F stated the facility had not had a DON for at least a month. She stated residents could be negatively affected because there was no one to oversee nursing and ensure it is done the way it is supposed to be done. During an interview on 06/11/26 at 09:36 AM LVN G stated the facility had not had a DON for 2-3 months. She stated there was no negative outcome to residents because a corporate nurse was in the facility regularly and ADM was good at caring for staff and residents. During an interview on 06/11/26 at 09:46 AM CNA I stated she was not certain how long the facility had been without a DON. She stated residents could be negatively affected because a DON had more control and was able to ensure nursing care was provided correctly. During an interview on 06/11/26 at 09:52 AM CNA J stated the facility had been without a DON for 2 months. She stated she did not think there was a negative impact on residents because ADM was good at listening to staff and residents and solving any problems that arose. During an interview on 06/11/26 at 11:28 AM CNA K stated the facility had not had a DON for over 2 months. She stated, From what I've seen, since the DON left residents feel not seen or heard. Our DON was constantly walking around and listening to them. During an interview on 06/11/26 at 11:40 AM MDS RN stated a possible negative outcome of not having a DON was residents could have missing physician's orders due to no one overseeing nursing. Record review of a facility policy titled Director of Nursing Services and dated 2022 revealed the following: . The nursing services department is under the direct supervision of a registered nurse. 1. The nursing services department is managed by the director of nursing services. The director is a registered nurse . and has experience in nursing service administration, rehabilitative and geriatric nursing. 2. The director is employed full-time .		

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F 0921 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on observation, interview, and record review the facility failed to provide a safe, functional, sanitary, and comfortable environment for residents, staff and the public for 3 (Resident #1, Resident #2, and Resident #3) of 5 residents and 2 (Shower A and Shower B) of 2 showers reviewed environment. The facility failed to ensure the sink in the bathroom shared by Residents #1, #2, and #3 was plumbed properly and not draining into a 5-gallon bucket from at least 05/02/26 to 05/26/26. The facility failed to ensure the floors of both showers were free of broken, chipped, or missing tiles and clean around the bottom edges where the floor met the walls of the showers. These failures could place residents at risk of feeling uncomfortable/neglected in their home. Findings Included: 1. Record review of Resident #1's admission record dated 06/11/26 revealed an [AGE] year-old female admitted to the facility on [DATE] and discharged from the facility on 05/29/26. Record review of Resident #1's significant change MDS assessment completed on 03/20/26 revealed a BIMS score of 5 which indicated severely impaired cognition. Section GG Functional Abilities revealed Resident #1 utilized a wheelchair and required set up or clean up assistance with oral and personal hygiene. Record review of Resident #1's care plan revealed a completion date of 04/22/26. During an interview on 06/09/26 at 02:49 PM Resident #1's FM A stated he visited Resident #1 the afternoon of 05/03/26 and noticed her sink was draining into a 5-gallon bucket and there was a large hole in the wall underneath the sink. During an interview on 06/10/26 at 01:21 PM Resident #1's FM B stated she visited Resident #1 on 05/22/26 and 05/26/26 and both times the sink in Resident #1's bathroom was draining into a 5-gallon bucket. FM B stated there was a large hole in the wall underneath the sink with brownish black stains on the sheetrock. She stated she spoke to ADM on 05/22/26 and ADM told her the sink and wall had not been in that condition more than 2 weeks. During an interview on 06/10/26 at 01:24 PM Resident #1 stated her bathroom sink in the facility was draining into a 5-gallon bucket for 4 months. She stated she shared the bathroom with her roommate, Resident #2, and the lady who lived in the next room, Resident #3. 2. Record review of Resident #2's admission record dated 06/11/26 revealed a [AGE] year-old female admitted to the facility on [DATE] with diagnoses that included, but were not limited to, muscle wasting and atrophy. Record review of Resident #2's annual MDS assessment completed on 03/25/26 revealed a BIMS score of 14 which indicated intact cognition. Section GG Functional Abilities revealed she utilized a wheelchair and required set up or clean up assistance with oral and personal hygiene. Record review of Resident #2's care plan revealed a completion date of 04/22/26. During an observation and interview on 06/11/26 at 05:38 AM Resident #2 was sitting on the edge of her bed. Her sink was draining into a pipe and there was a piece of white plastic or thin wood approximately one foot by one and a half feet covering the area of the wall underneath the sink. Resident #2 stated the sink in her bathroom was draining into a 5-gallon bucket for 3 months. She stated, We (she and Resident #1 and Resident #3) were about to get really disgusted about it. Resident #2 stated, I had a hard time getting up to the sink with that bucket underneath it in my wheelchair (to wash her hands), so I went and bought hand sanitizer. Resident #2 stated she was moved out of her room for a few days or a week to give MS time to fix the sink in her bathroom and have the water turned off. 3. Record review of Resident #3's admission record dated 06/11/26 revealed a [AGE] year-old female admitted to the facility on [DATE]. Record review of Resident #3's quarterly MDS assessment completed on 03/20/26 revealed a BIMS score of 7 which indicated severely impaired cognition. Section GG Functional Abilities revealed Resident #3 was independent with oral and personal hygiene. Record review of Resident #3's care plan revealed a completion date of 04/22/26. During an observation and interview on 06/11/26 at 05:45 AM Resident #3 was lying in her bed on her back. She stated she had to run next door for 2-3 days to use the bathroom while the water in her bathroom was turned off to allow MS to fix the sink. Resident #3 said (continued on next page)		

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F 0921 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	the sink in her bathroom was draining into a 5-gallon bucket for a while. She stated MS was trying to get parts to fix the sink. Resident #3 stated MS had to find where he could order the parts to fix the sink and it took a little bit longer. Resident #3 stated MS had more pressing issues to attend to and the bucket was catching the water while he attended to those issues. During an interview on 06/11/26 at 05:54 AM LVN A stated the sink shared by Resident #2 and Resident #3's rooms was draining into a 5-gallon bucket for more than 2 weeks. She stated she emptied it a few times into the toilet when she noticed it getting full. During an interview on 06/11/26 at 05:55 AM CNA B stated she was aware of the sink shared by Resident #2 and Resident #3 draining into a bucket but was not sure how long it was in that condition. During an interview on 06/11/26 at 05:56 AM CNA C stated the sink in the bathroom shared by Resident #2 and Resident #3 was draining into a 5-gallon bucket for 2-3 weeks. She stated when Resident #1 was in the room with Resident #2 staff offered to move the residents to a new room while their sink was repaired and they did not want to move. During an interview on 06/11/26 at 06:09 AM HSK D stated the sink in the bathroom shared by Resident #2 and Resident #3 was draining into a 5-gallon bucket for a few days or a week. During an interview on 06/11/26 at 06:22 AM MDS RN stated she was unsure how long the sink in Resident #2 and Resident #3's shared bathroom had been draining into a bucket. MDS RN stated, He (MS) is working on it, I know it is going to be a big project. During an interview on 06/11/26 at 06:36 AM MS stated the sink in the bathroom shared by Resident #2 and Resident #3 was draining into a 5-gallon bucket for 7 or 8 days. He stated it was only draining into a bucket one time. He stated he did not know the date he completed repairs on the sink, but he thought it was in the last 2 weeks. During an interview on 06/11/26 at 06:44 AM MS stated he did not have to order parts for the sink repair. He stated he did buy two new gaskets for the PVC pipe, but he did not have a receipt for the purchase. He stated he did not have maintenance logs showing when he completed repairs around the facility or work orders showing when the repairs were requested. MS stated aside from the gaskets he had everything he needed to complete the sink repair in his maintenance shed. During an interview on 06/11/26 at 07:24 AM LVN E stated the sink in the shared bathroom of Resident #2 and Resident #3 was draining into a 5-gallon bucket for two and a half months at least. She stated a possible negative outcome for the residents sharing the sink was the bucket could have overflowed and caused the residents to fall. During an interview on 06/11/26 at 07:51 AM MS stated he and housekeeping staff were responsible for dumping the 5-gallon bucket from underneath the sink shared by Resident #2 and Resident #3 when it got full. He stated a possible negative outcome for residents of the sink being in disrepair was the residents could be unable to wash their hands. During an interview on 06/11/26 at 08:17 AM OM stated she had an open complaint case regarding dirty/moldy showers in the facility. During an observation on 06/11/26 at 08:30 AM Shower A had approximately 20 2-inch tiles missing from the inmost right-hand corner of the shower. There were 7-10 small pieces of tile lying on the bare concrete in that corner, loose and broken. The edge of the area of missing tile was chipped and broken as well. Along the base of the three shower walls was black in color, seeming to run along the grout or caulk line. The inmost right hand corner caulk or grout line running perpendicular to the floor was also black in color approximately 1.5 feet from the floor of the shower. The area of bare concrete in the corner where the tiles were missing had black smattering of color from the walls out onto the concrete approximately 3 inches. During an interview on 06/11/26 at 08:34 AM LVN F stated a possible negative outcome of the shared sink in Resident #2 and Resident #3's bathroom draining into a 5-gallon bucket was the dirty water in the bucket could cause infection. On 06/11/26 at 09:08 AM a message was left for OM asking who the resident was who was upset regarding the showers being dirty. During an interview on 06/11/26 at 09:36 AM LVN G stated she knew the sink in the bathroom shared by Resident #2 and Resident #3 was draining into a 5-gallon bucket, but she did not know how long it had been in that condition. She stated she heard some staff (could not remember who) talking about turning in a work order to get the sink fixed. LVN G stated the sink was draining into a bucket for maybe a couple of weeks. She stated she did not think there was a possible negative outcome to residents because MS was very good (continued on next page)		

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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)		
F 0921 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	about emptying the bucket. During an interview on 06/11/26 at 09:39 AM HSK H stated the sink in the bathroom shared by Resident #2 and Resident #3 was draining into a 5-gallon bucket for a month. She stated she would dump the bucket down the toilet every time she cleaned the bathroom. HSK H stated a possible negative outcome was the water in the bucket could grow bacteria. During an interview on 06/11/26 at 09:46 AM CNA I stated she did see the 5-gallon bucket under the sink in Resident #2 and Resident #3's shared bathroom. She stated she was not sure how long the sink was draining into the bucket. CNA I stated the negative outcome for the residents was it was hard for them to wash their hands and if the bucket got full it could cause the residents to fall. She stated she had noticed the tiles were missing and broken in Shower A but did not know why they were chipped up. She stated they could cause an injury to residents. During an observation on 06/11/26 at 09:51 AM Shower B had black around the bottom edge of all 3 walls which extended out approximately half an inch onto the floor tiles. The shower floor was missing one and a half 2 tiles in the inmost right-hand corner. During an interview and observation on 06/11/26 at 09:52 AM CNA J stated she saw the sink in Resident #2 and Resident #3's shared bathroom draining into a 5-gallon bucket. She stated she was not sure how long the sink was draining into the bucket, but MS was working to get the sink fixed. CNA J, when asked about the black along the bottom edge of Shower B, walked into the shower and looked at the floor of the shower. She stated the black must have been recent as she had not noticed it before. She stated she was not sure if the dirty shower could negatively impact residents because she did not know if it just needed to be deep cleaned. During an interview on 06/11/26 at 11:28 AM CNA K stated she saw Resident #2 and Resident #3's sink draining into a 5-gallon bucket. She stated she was not sure how long it was in that state condition. CNA K stated regarding a possible negative outcome, I just feel like they (residents) deserve a nice restroom especially if they are paying so much to live here, they should have all the best utilities. CNA K stated the tiles had been chipped up in Shower A and the black had been along the floor of both showers for over a year. She stated the showers needed to be reconstructed and updated. CNA K stated if the showers looked better residents would feel better before and after their showers. She stated residents might not feel clean after their shower due to the state of the showers. During an interview on 06/11/26 at 11:40 AM MDS RN stated the facility did not use work orders. She stated a possible negative outcome of a resident sink draining into a 5-gallon bucket was infection control. During an interview on 06/12/26 at 10:19 AM OM stated she did not have the name of the resident who was upset about the dirty/moldy showers because the resident wanted to remain anonymous. She stated the complaint case regarding the dirty/moldy showers had been open since November/2025. Record review of a facility policy titled Homelike Environment and dated 2021 revealed the following: . Residents are provided with a safe, clean, comfortable, and homelike environment. 2. The facility staff and management maximized, to the extent possible, the characteristics of the facility that reflect a . homelike setting. These characteristics include: a. a clean, sanitary and orderly environment; . Record review of a facility policy titled Maintenance Service and dated 2009 revealed the following: . 1. The maintenance department is responsible for maintain the buildings, grounds and equipment in a safe and operable manner at all times. 2. Functions of maintenance personnel include, but are not limited to: . b. maintaining the building in good repair. d. maintaining the . plumbing fixtures . in good working order. 8. The maintenance director is responsible for maintaining the following records/reports. b. Work order requests; . Record review of a facility policy titled Resident Rights and dated 2021 revealed the following: . 1. Federal and state laws guarantee certain basic rights to all residents of this facility. These rights include the resident's right to: a. a dignified existence; .		