

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  675906	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  07/18/2024
NAME OF PROVIDER OR SUPPLIER  Benbrook Nursing & Rehabilitation Center		STREET ADDRESS, CITY, STATE, ZIP CODE  1000 McKinley St Benbrook, TX 76126	

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 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>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.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> 48177</p> <p>Based on observation, interview, and record review the facility failed to provide a safe, clean, comfortable, and homelike environment; for 1 of 6 residents (Resident #1) reviewed for environment.</p> <p>The facility failed to ensure Resident #1's floor was clean from a dried yellowish liquid substance which had the smell of urine.</p> <p>This failure could put residents at risk for unsanitary living conditions.</p> <p>Findings included:</p> <p>Record review of Resident #1's face sheet dated 7-18-2024, showed a [AGE] year-old male who admitted to the facility on [DATE]. Resident #1 had diagnoses of cerebral infarction (stroke), schizophrenia (a chronic mental disorder that affects how people think, feel, and behave by disrupting thought processes and perceptions), bipolar disorder (a serious mental illness that causes extreme mood swings, from mania to depression), and lack of coordination.</p> <p>Record review of Resident #1's quarterly MDS revealed a BIMS score of 9 which indicated being mildly cognitively impaired, was wheelchair bound, and needed maximal assistance to stand or transfer.</p> <p>Record review of Resident #1's care plan dated 7-18-2024 revealed he had hemiplegia (had paralysis on one side of the body), was incontinent having incontinent episodes in public places such as on the front porch or in the hallway, was at risk for falls needing prompt response for assistance and had impaired visual function.</p> <p>In an observation and interview on 7-18-2024 at 10:40 AM Resident #1 was observed to be in a wheelchair, in his bedroom, next to his bed. A dried yellowish liquid substance, with strong smell of urine, was observed on the floor, next to the bed of Resident #1's bed. Resident #1 was not sure how long the dried yellowish liquid substance had been on the floor. Resident #1 said no one had been in his room today to clean his room. Resident #1 stated this made him feel nasty.</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 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>In an interview on 7-18-2024 at 4:45 PM, the Maintenance Director revealed he was also the Housekeeping Supervisor. The Housekeeping Supervisor stated the housekeeping department was responsible for keeping resident's rooms clean. The Housekeeping Supervisor stated the concern for residents who had dried urine on their bedroom floor or sheet was it would have caused them to not have a good living environment.</p> <p>In an interview with the Administrator on 7-18-2024 at 6:23 PM, it was revealed that the Administrator oversees the Maintenance Director who was also the Housekeeping Supervisor. The Administrator stated everyone was responsible to ensure bedrooms stay clean of dried urine or other dried liquids. The Administrator expected the rooms and floors to should have been kept as clean as staff member's homes, because the facility was the resident's home.</p> <p>The Administrator said that his concern for the residents not having their rooms kept clean was it would not have been a homelike environment.</p> <p>Record review of the facility's grievance log dated May 2024, revealed 2 grievances were filed stating feces was left on the floor in the middle of a hallway. One of the grievances was filed by a resident and the other was filed by a family member.</p> <p>Record review of the facility's housekeeping policy dated August 2019 stated:</p> <p>Cleaning and Disinfection of Environmental Surfaces</p> <p>Policy Statement Environmental surfaces will be cleaned and disinfected according to current CDC recommendations for disinfection of healthcare facilities and the OSHA bloodborne pathogens standard. Policy Interpretation and Implementation</p> <p>1. The following categories are used to distinguish the levels of sterilization/disinfection necessary for items used in resident care and those in the resident's environment: a. Critical items consist of items that carry a high risk of infection if contaminated with any microorganism .(Note: Some items that may come in contact with non-intact skin for a brief period of time (e.g., hydrotherapy tanks, bed side rails) are usually considered non-critical surfaces and are disinfected with intermediate-level disinfectants.) c. Non-critical items are those that come in contact with intact skin but not mucous membranes. (1) Non-critical environmental surfaces include bed rails, some food utensils, bedside tables, furniture and floors. (2) Most non-critical items can be decontaminated where they are used (as opposed to being transported to a central processing location).</p> <p>2. Non-critical surfaces will be disinfected with an EPA-registered intermediate or low-level hospital disinfectant according to the label's safety precautions and use directions. a. Most EPA-registered hospital disinfectants have a label contact time of 10 minutes. b. By law, all applicable label instructions on EPA-registered products must be followed.</p> <p>3. Devices that are used by staff but not in direct contact with residents (e.g., computer keyboards, PDAs, etc. ) shall be cleaned and disinfected regularly (according to facility schedule) by the environmental services staff and as needed by the nursing staff.</p> <p>(continued on next page)</p>		

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<p>F 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>4. Intermediate and low-level disinfectants for non-critical items include: a. ethyl or isopropyl alcohol; b. sodium hypochlorite (5.25-6.15% diluted 1:500 or per manufacturer's instructions); c. phenolic germicidal detergents; d. iodophor germicidal detergents; and e. quaternary ammonium germicidal detergents (low-level disinfection only).</p> <p>5. Manufacturers' instructions will be followed for proper use of disinfecting (or detergent) products including: a. recommended use-dilution; b. material compatibility; c. storage; d. shelf-life; and e. safe use and disposal. continues on next page Infection Control Nursing Services Policy and Procedure Manual for Long-Term Care 4 (C)2001 MED-PASS, Inc. (Revised August 2019)</p> <p>6. A one-step process and an EPA-registered hospital disinfectant designed for housekeeping purposes will be used in resident care areas where: a. uncertainty exists about the nature of the soil on the surfaces (e.g., blood or body fluid contamination versus routine dust or dirt); or b. uncertainty exists about the presence of multidrug-resistant organisms on such surfaces.</p> <p>7. Detergent and water will be used for cleaning surfaces in nonresident care areas (e.g., administrative offices).</p> <p>8. High-level disinfectants/liquid chemical sterilant(s) will not be used for disinfection of non-critical surfaces.</p> <p>9. Housekeeping surfaces (e.g., floors, tabletops) will be cleaned on a regular basis, when spills occur, and when these surfaces are visibly soiled.</p> <p>10. Environmental surfaces will be disinfected (or cleaned) on a regular basis (e.g., daily, three times per week) and when surfaces are visibly soiled.</p> <p>11. Walls, blinds, and window curtains in resident areas will be cleaned when these surfaces are visibly contaminated or soiled.</p> <p>12. Disinfecting (or detergent) solutions will be prepared as needed and replaced with fresh solution frequently (e.g., floor mopping solution will be replaced every three resident rooms, or changed no less often than at 60-minute intervals).</p> <p>13. Mop heads and cleaning cloths will be decontaminated regularly (e.g., laundered and dried at least daily).</p> <p>14. Horizontal surfaces will be wet dusted regularly (e.g., daily, three times per week) using clean cloths moistened with an EPA-registered hospital disinfectant (or detergent). The disinfectant (or detergent) will be prepared as recommended by the manufacturer.</p> <p>15. Spills of blood and other potentially infectious materials will promptly be cleaned and decontaminated. Blood-contaminated items will be discarded in compliance with federal regulations (i.e., OSHA bloodborne pathogens standard) .</p> <p>17. If the spill contains large amounts of blood or body fluids, the visible matter will be cleaned with disposable absorbent material, and the contaminated materials discarded in an appropriate, labeled container.</p> <p>(continued on next page)</p>		

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<p>F 0925</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Make sure there is a pest control program to prevent/deal with mice, insects, or other pests.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 48177</b></p> <p>Based on observations, interviews, and record review, the facility failed to maintain an effective pest control program for 3 of 6 residents (Residents #1, #2, #3) reviewed for effective pest control.</p> <p>The facility failed to maintain an effective pest control program to ensure the facility was free of flies and gnats for Resident #1, #2, and #3's rooms.</p> <p>This failure could place the residents at risk for an unsanitary environment.</p> <p>Findings included:</p> <p>Record review of Resident #1's face sheet dated 7-18-2024, showed a [AGE] year-old male who admitted to the facility on [DATE]. Resident #1 had a diagnosis of cerebral infarction (stroke), schizophrenia (a chronic mental disorder that affects how people think, feel, and behave by disrupting thought processes and perceptions), bipolar disorder (a serious mental illness that causes extreme mood swings, from mania to depression), and lack of coordination.</p> <p>Record review of Resident #1's quarterly MDS revealed a BIMS score of 9 which indicated being mildly cognitively impaired, was wheelchair bound, and needed maximal assistance to stand or transfer.</p> <p>Record review of Resident #1's care plan dated 7-18-2024 revealed he had hemiplegia (had paralysis on one side of the body), was incontinent having incontinent episodes in public places such as on the front porch or in the hallway, was at risk for falls needing prompt response for assistance and had impaired visual function.</p> <p>In an observation and interview on 7-18-2024 at 10:40 AM Resident #1 was observed to be in a wheelchair, next to his bed, with approximately 10-20 gnats and 5 flies flying around the bedroom and crawling on the bed and floor. Resident #1 stated the insects have been in his room for 2 months. He stated has told staff about the problem, and was told by the staff we are working on the problem. Resident #1 said having gnats and flies in his room made him nasty and he wanted them gone.</p> <p>Record review of Resident #2's face sheet dated 7-18-2024, showed a [AGE] year-old male who admitted to the facility on [DATE]. Resident #2 had diagnoses of seizures, morbid obesity, schizoaffective disorder (a chronic mental illness that causes people to experience both schizophrenia and a mood disorder at the same time), and gait and mobility abnormalities.</p> <p>Record review of Resident #2's quarterly MDS dated [DATE] indicated a BIMS score of 11 revealing mild cognitive impairment, he used a walker to ambulate, was frequently incontinent, and needed supervision from sitting to standing or standing to sitting.</p> <p>Record review of Resident #2's care plan dated 6-20-2024 revealed he was at risk for falls, had Parkinson's Disease, and ADL self-care performance deficit.</p> <p>(continued on next page)</p>		

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<p>F 0925</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>In an observation and interview on 7-18-2024 at 10:50 AM it was revealed Resident #2 was the roommate of Resident #1. Resident #2 was observed lying in bed and sitting up in bed with 3 flies hovering around his head. Approximately 10 gnats were observed flying around Resident #2's privacy curtain and over Resident #2's bed. Resident #2 said the flying insects in his bedroom make him feel nasty.</p> <p>In an observation of Resident #1 and #2's restroom, approximately 3 flies were observed on the floor.</p> <p>Record review of Resident #3's face sheet dated 7-18-2024 indicated a [AGE] year-old male who admitted to the facility on [DATE] with diagnoses of COPD (a chronic lung disease that makes it difficult to breathe due to restricted airflow), asthma (a chronic lung disease that causes the airways in the lungs to narrow and swell, making it difficult to breathe), bipolar disorder (a serious mental illness that causes extreme mood swings, from mania to depression), gait and mobility abnormalities, and Human Immunodeficiency Virus.</p> <p>Record review of Resident #3's comprehensive MDS dated [DATE], revealed a BIMS score of 15 indicating being cognitively intact.</p> <p>In an observation and interview on 7-18-2024 at 4:04 PM Resident #3 was observed in his bedroom sitting on his bed while approximately 2 flies and 4 gnats were observed flying in the room. Resident #3 said the insects had been in his room for a month and the presence of the insects made him feel bad and miserable.</p> <p>In an interview on 7-18-2024 at 4:15 PM, CMA A stated she had worked at the facility for 2 months. CMA A revealed she had noticed flies and gnats at the facility since she had worked at the facility.</p> <p>In an interview on 7-18-2024 at 4:45 PM, the Maintenance Director stated he had worked at the facility for a month. The Maintenance Director said he was responsible for overseeing the pest control of the facility. The Maintenance Director said the facility contracts with a pest control company, and they were at the facility today treating the outside of the facility for ants, wasps, and rodents. The Maintenance Director said having insects in a resident's room would cause a quality-of-life issue for them. The Maintenance Director said gnats like moisture, and he will put hot water down a drain where they are coming in to stop them.</p> <p>In an interview with the DON on 7-18-2024 at 5:08 PM, it was conveyed that her expectations were for flying insects to not be a nuisance to the residents and to decrease them as some rooms have a problem with them more than others due to hygienic choices. The DON said her concern for the residents was that they receive proper care, and it could be an infection control issue. The DON said the Maintenance Director and the Administrator were responsible for effective pest control.</p> <p>In an interview with the Administrator on 7-18-2024 at 6:23 PM, it was stated that the Maintenance Director was responsible for ensuring effective pest control for the facility and the Administrator oversees him. The Administrator said he expected the facility to prevent having a lot of flying insects but preventing the facility from having any; would be difficult. The facility must be diligent to prevent insects from coming into the facility. The Administrator said the concern for the residents dealing with flying insects was a potential hazard for cleanliness and a homelike environment.</p> <p>(continued on next page)</p>

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<p>F 0925</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Record review of the facility's pest control service agreement, with an initial service date of 10-1-2022, stated Pest Control Company A will provide pest control services twice a month for roaches, ants, mice, rats, and occasional invaders. The contract failed to include flying insects.</p> <p>Record review of the facility's special service agreement dated 3-24-2024, stated Pest Control Company A incorporated agreed to inspect and treat one room for bed bugs.</p> <p>Record review of the facility's pest control log revealed the following:</p> <p>On 3-25-2024, revealed Pest Control Company A treated the kitchen, food storage, dish washer, and entryways with a liquid residual pest control substance for crawling insects. The log stated the pest control company treated and inspected the kitchen for rodents, the exterior foundation with Termidor to prevent invaders, treated one room for bedbugs, and treated electrical outlets with dust.</p> <p>On 4-11-2024, Pest Control Company A observed water in the kitchen near dish washer and it was stated it was the customer's responsibility to dry out the area to prevent pest build up. Pest control company treated the exterior for ants and rodents.</p> <p>On 5-14-2024 Pest Control Company A treated the exterior for crawling pest, inspected, cleaned and replaced bait exterior for rodents, and treated exterior for ants.</p> <p>On 6-13-2024 Pest Control Company A [NAME] Commercial Services treated the facility's exterior for crawling pest, replaced bait for exterior rodents, and place insect monitors in a room for invading pest.</p> <p>Record review of the facility's Pest Control Policy dated May 2008 stated:</p> <p>Pest Control</p> <p>Policy Statement</p> <p>Our facility shall maintain an effective pest control program.</p> <p>Policy Interpretation and Implementation</p> <p>References This facility maintains an on-going pest control program to ensure that the building is kept free of insects and rodents.</p> <p>References Pest control services are provided by [blank line].</p> <p>References Windows are screened at all times.</p> <p>References Only approved FDA and EPA insecticides and rodenticides are permitted in the facility and all such supplies are stored in areas away from food storage areas.</p> <p>References Garbage and trash are not permitted to accumulate and are removed from the facility daily.</p> <p>(continued on next page)</p>		

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<p>F 0925</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>References Maintenance services assist, when appropriate and necessary, in providing pest control services.</p> <p>References</p> <p>OBRA Regulatory</p> <p>Reference Numbers S483.90(i)(4) Maintain an effective pest control program so that the facility is free of pests and rodents.</p> <p>Survey Tag Numbers - F925</p>