

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  676064	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  04/06/2024
NAME OF PROVIDER OR SUPPLIER  Casa Azul Skilled Nursing and Rehabilitation		STREET ADDRESS, CITY, STATE, ZIP CODE  1480 Katy Flewellen Katy, TX 77494	

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 0919</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Make sure that a working call system is available in each resident's bathroom and bathing area.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 47572</b></p> <p>Based on observation, interview, and record review, the facility failed to allow residents to call for staff assistance through a communication system which relays the call directly to a staff member or to a centralized staff work area for one of four resident halls (200-Hall) reviewed for resident call systems.</p> <p>The facility failed to ensure that the rooms on the 200-Hall had working call lights in the restrooms.</p> <p>This failure could place residents at risk of not being able to have their needs met and call for staff assistance when they needed it.</p> <p>Findings included:</p> <p>Observation on 4/6/2024 at 9:35 AM of the call light in the restroom of room [ROOM NUMBER] revealed that when the call light notification cord was pulled, the light on the exterior of the room did not activate. The restroom did have a bell attached to the call light pull cord.</p> <p>Observation on 4/6/2024 at 9:38 AM of the call light in the restroom of room [ROOM NUMBER] revealed that when the call light notification cord was pulled, the light on the exterior of the room did not activate. The restroom did have a bell attached to the call light pull cord. The surveyor rang the bell inside the restroom with the door closed and MA B was outside the bedroom's closed door. MA B said she could hear the bell. MA B then rang the bell in the restroom with the door closed and the bedroom door closed. The bell could be heard faintly on the exterior of the room, but the sound was very faint.</p> <p>Observation on 4/6/2024 at 9:43 AM of the emergency bell located in the restroom of room [ROOM NUMBER] revealed that when the bell was sounded at 9:43 AM, there was no response from any staff by 9:46 AM. LVN C was seated at a bedside table documenting on his computer outside of room [ROOM NUMBER], which was across the hall and down one room. At 9:47 AM LVN C said he did not hear the bell ring. At 10:17 AM RN A and the surveyor were on the exterior of room [ROOM NUMBER] with the door closed. CNA C was in the restroom with the restroom door closed. CNA C rang the bell in the restroom. RN A agreed that the sound was very faint and may be missed by staff not specifically listening for the bell.</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 0919</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Interview on 4/6/2024 at 9:40 AM with MA B, she said she could hear the bells in the residents' restrooms of the 200-Hall when they were sounded. MA B said she could hear the bell sound when the surveyor rang it in the restroom when the door to the restroom and the door to the room were closed. MA B said she could hear them bells if she was down the hall from the room. MA B said she was unsure how long the call lights had not worked in the restrooms on the 200-Hall.</p> <p>Interview on 4/6/2024 at 9:47 AM with LVN C, he said he could not hear the bell ringing from room [ROOM NUMBER] at 9:43 AM. LVN C said the call lights were in the restrooms to ensure residents received care when needed. LVN C said because he could not hear the bell ringing, if a resident required assistance or had an emergency situation, he would be unable to provide the care or emergency assistance needed. LVN C said he was unsure how long the call lights had not worked for all the restrooms on the 200-Hall.</p> <p>Interview on 4/6/2024 at 9:54 AM with CNA D, she said she had worked at the facility for thirteen years. CNA D said her primary duties included assisting the residents with their ADL's, assisting residents to bathe, providing incontinence care, and resident transfers. CNA D said she assisted residents in their restroom. CNA D said when she assisted residents in the restroom, she would transfer the resident to the commode, exit the restroom, provide the reside with time, return, knock, and ask if the resident was done. CNA D said when the resident was done on the commode, she would provide any care needed. CNA D said the residents on the 200-Hall had a pull cord for the call light in the restroom in the past, but now had to use a bell. CNA D said the facility was repairing the call lights in the restrooms of the 200-Hall. CNA D said she did not know how long the call lights had been inoperable in the 200-Hall restrooms. CNA D said she could hear the bells ringing from the residents' restrooms on the 200-Hall.</p> <p>Interview on 4/6/2024 at 10:01 AM with CNA E, she said she had been employed for eighteen months. CNA E said her primary duties as a CNA included checking on the residents, repositioning the residents, answering call lights, feeding residents, and assisting the residents with their ADL's. CNA E said when she assisted the residents on the 200-Hall that used the restroom she would provide them with privacy and wait outside of the restroom door. CNA E said if a resident on the 200-Hall had an emergency in the restroom, the resident would have to yell for help because the call lights in the restrooms of the 200-Hall were not working. CNA E said the restrooms were provided with a bell and she thought she could hear a bell if it rang. CNA E said she did not hear the bells ringing very often.</p> <p>(continued on next page)</p>		

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<p>F 0919</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Interview on 4/6/2024 at 10:14 AM with RN A, she said she was the facility's Weekend RN Supervisor. RN A said she was responsible for ensuring the facility's clinical nursing activities were completed timely and appropriately on the weekends. RN A said the CNAs responsibilities included providing direct care to the residents and assisting them with their ADL's. RN A said residents who required assistance in the restroom of the 200-Hall would have to ring the bell that was attached to the pull cord for the call light. RN A said the residents in all the other halls could pull the pull cord on the call light to notify staff of their need for assistance. RN A said the staff on the 200-Hall were aware the restroom call lights did not work and they were attuned to listen for the bells. RN A said the staff on the 200-Hall also conducted more frequent resident rounds to ensure the residents did not require assistance in the restrooms. RN A said after hearing a bell ringing from inside a restroom on the 200-Hall, she did not think the bells were loud enough to ensure the staff could hear them in the event of a resident emergency in a restroom on the 200-Hall. RN A said because the call lights did not work in the resident restrooms, and the bells were not loud enough, residents could be at risk for falls or injuries if the staff did not know the residents required assistance in the restrooms of the 200-Hall. RN A said she did not know how long the call lights had not worked in the residents' restrooms of the 200-Hall, but she believed it had been since February 2023 or March 2023.</p> <p>Interview on 4/6/2024 at 11:22 AM with the DON, she said she had been employed for two months. The DON said her primary duties includes overseeing the nursing staff and all duties associated with clinical care. The DON said for residents on a toileting program, the staff followed the plan, otherwise residents would go to the restroom when they called for assistance. The DON said there was a bell in each restroom of the 200-Hall to alert staff of resident emergencies. The DON said she was unsure how long the call lights had been out in the 200-Hall restrooms, but she believed it had happened recently. The DON said she did not know if the bells were loud enough to alert staff if a resident had an emergency in a restroom on the 200-Hall. The DON said the facility was going to purchase [NAME] which were louder than the bells in the restrooms to ensure staff were alerted to the emergency. The DON said she did not know if the staff could have heard the bells if they were not listening specifically for them. The DON said the bells rang faintly outside of the rooms. The DON said if the staff did not hear the bells, and because there was not a call light in the restrooms on the 200-Hall, the staff may not be able to assist a resident when needed, or if there was an emergency situation.</p> <p>Telephone interview on 4/6/2024 at 11:50 AM with the Admin, she said that the facility's previous maintenance supervisor had just been terminated. The Admin said the facility was replacing the entire call light system for the building. The Admin said the call lights had been out in the restrooms on the 200-Hall since before January 2023 when she began working at the facility. The Admin said the call light concern had been addressed three different times and had not been determined to be deficient three previous times.</p> <p>Record review of the facility's 200-Hall call light inspection log dated 3/28/2024 revealed room [ROOM NUMBER]'s bathroom master module was installed upside down and repaired and room [ROOM NUMBER] was missing a bathroom call light cord. The facility did not have a call light inspection log for the 200-Hall for the months of September, October, November, and December of 2023. or January and February 2024.</p> <p>Record review of the facility's call light replacement estimate dated 3/14/2024 revealed that the facility's current call light system was beyond the serviceable lifespan and was unable to be repaired. The estimate reflected a proposal to replace the entire facility's call light system including the central equipment, the master station, room controllers, and call cords.</p>		