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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 676124 | (X2) MULTIPLE CONSTRUCTION A. Building B. Wing | (X3) DATE SURVEY COMPLETED 06/04/2025 |
| NAME OF PROVIDER OR SUPPLIER Pinecrest Retirement Community | | STREET ADDRESS, CITY, STATE, ZIP CODE 1302 Tom Temple Dr Lufkin, TX 75904 | |

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) |
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| <p>F 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p> | <p>Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards.</p> <p>Based on observation, interview and record review, the facility failed to store, prepare, distribute, and serve food under sanitary conditions for 1 of 1 main facility kitchen and 3 of 3 satellite kitchens (HC Arbor, HC Woodlands, Rehab).</p> <p>The dietary staff did not accurately test and log the dish machine for hot water sanitizing on 06/01/25 and the morning of 06/02/25.</p> <p>DA B served food without taking the holding temperatures on the rehab unit.</p> <p>Cook C did not take holding temperatures in the main kitchen on the foil covered plates and on any of the alternate food items.</p> <p>DA D served food whose temperatures were below appropriate holding temperatures on HC Arbor. She did not take temperatures on all 4 foil covered plates with food items.</p> <p>DA D used gloved hands to serve rolls, French fries, chicken strips, and onion rings after handling other items in the satellite kitchen on HC Arbor.</p> <p>DA E did not take holding temperatures on the alternate food items on HC Woodlands before serving.</p> <p>These failures could place residents who ate food from the kitchen at risk of foodborne illness.</p> <p>Findings included:</p> <p>During an observation and interview in the main kitchen on 06/02/2025 at 10:25 AM, the assistant FSM said the dish machine was a high temperature sanitizing unit. At 10:25 AM a rack of dishes was sent through the dish machine and the temperature dials did not move. The thermometer device that rode through the machine noted the high temperature to be 156 degrees. A second run was performed and the temperature registered 136 degrees. The assistant FSM said they would call maintenance to come check the machine.</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.

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| LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE | TITLE | (X6) DATE |
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| <p>F 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p> | <p>During a record review and observation in the main kitchen on 06/02/2025 at 10:30 AM, the log sheet for documenting the wash/rinse temperatures for the dish machine was observed hanging on the dish room door. One entry had been made for breakfast on 06/01/2025. No entries were made for the noon and evening meals on 06/01/2025. No entry had been made for breakfast temperatures on 06/02/2025 although all dishware and silverware from breakfast had been washed and returned to the satellite kitchens. DW A said at that time he had not taken the wash/rinse temperatures that morning. The assistant FSM said they would bring back all the dishware and silverware from the satellite kitchens and sanitize them in the 3-compartment sink, air dry them and return them to the satellite kitchens.</p> <p>During an observation on 06/02/2025 at 10:32 AM, the 3-compartment sink was prepared, tested and was sanitizing at 400 ppm.</p> <p>During an interview on 06/02/2025 at 10:37 AM, DW A said they had been having trouble with the temperatures fluctuating on the dish machine. He said they would go way down low and then come back up. He ran another rack of items through the dish machine and the wash temperature was 175 degrees and the rinse temperature was 160 degrees. He said he had not told anyone about the temperature discrepancies. He said he had not tested the sanitizing on the dish machine that morning even though he had washed all of the dishes from the satellite kitchens.</p> <p>During an interview on 06/02/2025 at 10:45 AM, the FSM said their old chemical dish machine that had been removed from another part of the kitchen had a heater booster on it to keep the temperatures elevated. He said the water heater supplying the kitchen was also shared with the independent living. He said they had no problems with temperatures when they had the old chemical dish machine hooked up with the heater booster. He said he would get a plumber to move the heater booster to the current dish washing machine. He said they had been using the new machine without the heater booster for about 4 months. He gave no reason as to why the staff had not recorded the wash and rinse temperatures.</p> <p>During an observation and interview on 06/02/2025 at 12:23 PM DA B on the Rehab unit served a lunch plate of Salisbury steak, mashed potatoes, and broccoli salad without taking the holding temperatures. He was asked if he had taken the holding temperatures already and he said he had not taken any temperatures. He said they took the temperatures in the back and he said he normally took the temperatures before he served the food. His temperature log book indicated he had not taken the temperatures on the food for the noon meal on 06/02/2025 before serving any food.</p> <p>During an interview on 06/02/2025 at 1:15 PM, the FSM said a plumber was to come next week to install the hot water booster to the dish machine. He said they would continue to wash and rinse in the dish machine and keep an eye on the fluctuating temperatures and if the temperatures dropped below the required levels they would utilize the 3-compartment sink for sanitizing while the machine recovered and the temperature returned to the acceptable sanitizing temperature of 180 degrees.</p> <p>During an observation and interview on 06/03/25 at 11:10 AM, [NAME] C began taking holding temperatures for food items to be taken to the 3 satellite kitchens (HC Arbor, HC Woodlands, and Rehab units). The stainless-steel steam table pans were being held in heated food transport units before being transported. The HC Arbor heated food transport unit contained 4 foil covered plates and [NAME] C said those were puree and she did not take the temperatures on those plates. She said the dietary person on the unit would take the temperatures and put it in the microwave if it needed to be re-heated.</p> <p>(continued on next page)</p> | | |

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| <p>F 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p> | <p>During an interview on 06/03/2025 at 11:30 AM, the FSM said the dish machine was a single-tank stationary rack, dual-temperature machine and he said both dishwashers were re-trained on 06/02/25 on the logging procedures and communicating issues with temperatures to management. He said the hot rinse should reach 180 degrees for sanitizing. He said the dietary servers were re-trained on the morning of 06/03/25 on taking holding temperatures before food was served to the residents on the units.</p> <p>During an observation on 06/03/2025 at 11:40 AM, the heated food transport unit brought the following food items to the HC Arbor unit: chicken and dumplings, spinach, and puree soup, and was placed on the steam table. The 4 foil covered plates were placed in a heated cabinet. DA D said she needed to go back to kitchen and get her vegetable soup and rolls that were not placed on the cart. DA E took the heated food transport unit with her food items to the HC Woodlands unit.</p> <p>During an observation and interview on 06/03/2025 at 11:50 AM, holding temperatures were taken on the HC Woodlands unit after the stainless-steel pans for the main entr&eacute;e had been placed on the steam table. At 12:05 PM DA E said she had chicken strips, French fries and onion rings in pans still in the heated transport unit. She did not take any holding temperatures on these items.</p> <p>During an observation and interview on 06/03/2025 at 12:02 PM, the holding temperatures were taken on the HC Arbor unit. The following was noted: chicken strips 121 degrees; French fries 116 degrees; One foil covered plate was uncovered and the temperatures were: pureed chicken and dumplings 122 degrees, pureed spinach 113 degrees, pureed vegetable soup 113 degrees, and DA D did not take any food temperatures of the remaining 3 foil covered plates.</p> <p>During an observation and interview on 06/03/2025 on the HC Woodlands unit kitchen at 12:10 PM, DA D put on gloves to start service and wore them throughout the service picking up French fries, onion rings, and chicken strips with her gloved hands after touching serving utensils, plates, meal tickets, and cabinet doors. DA D said the soup and chicken and dumplings should have been 180 degrees and the chicken strips and French fries should have been 165 degrees. She said those food items were not at the proper serving temperatures but she served them anyway. She said she should have called the FSM with the improper temperatures. She said people could get sick if they ate food that was not held at the proper temperatures. She said she could use her gloved hands to touch food items as long as she had the gloves on. She said she did not have to change them.</p> <p>During an interview on 06/02/2025 at 1:25 PM the FSM said dietary staff should use utensils to serve any food item. He said gloved hands were not to be used to serve rolls, French fries, chicken strips, etc. He said every food item should be tested for a holding temperature before service to the residents; not just the main food items.</p> <p>Review of the Dishmachine Temperature Record (High Temperature Machine) dated June 2025 indicated Wash Temp of 165 degrees and Final Rinse temperature of 160 degrees was done by DW A on 06/01/2025. There were no temperatures entered for lunch or dinner on 06/01/2025. There were no temperatures entered for breakfast on 06/02/2025.</p> <p>(continued on next page)</p> | | |

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| <p>F 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p> | <p>Review of the facility policy Dishmachine Temperatures, revised date 01/2024, indicated .High Temperature Machine: . Single-tank, stationary-rack, dual-temperature machine Wash temperature 150 degrees and Final rinse temperature 180 degree-194 degrees.Procedures: Supervisor/Food and Nutrition Associate as assigned High Temperature Dishmachine-record on Dishmachine Temperature Record Form.Supervisor: If documentation of the temperature and test strips/max temps results has been assigned to a Food and Nutrition Associate confirms that it is completed at each meal period.</p> <p>Review of the facility policy Meal Quality and Temperature, revised date 01/2024, indicated .Dining Room and Pantry: When bulk food is transported to a dining serving location, temperatures are taken and recorded in the kitchen before transport as well as at the final serving location.Records temperatures no more than 30 minutes prior to meal service. If hot food is below standard, it must be reheated up to 165 degrees for a minimum of 15 seconds.</p> |