

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 676276	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 01/14/2026
NAME OF PROVIDER OR SUPPLIER Lakewest Rehabilitation and Skilled Care		STREET ADDRESS, CITY, STATE, ZIP CODE 2450 Bickers St Dallas, TX 75212	

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 0576</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Ensure residents have reasonable access to and privacy in their use of communication methods.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on interview and record review, the facility failed to ensure residents had the right to send and receive mail, and to receive letters, packages and other materials delivered to the facility or the resident through a means other than a postal service, including the right to privacy of such communications for 1 (Resident #65) of 7 residents reviewed for resident rights. The facility failed to ensure staff distributed unopened mail packages to Resident #65. This deficient practice could result in residents not receiving their mail in a timely manner and diminished quality of life. Findings included: Record review of Resident #65's face sheet dated 1/14/26 reflected a [AGE] year-old female with an original admission date of 2/25/21 and re-admission date of 9/12/25. Resident #65 had the following diagnoses: Major Depressive Disorder (a serious mood disorder, marked by persistent sadness) and Generalized Anxiety Disorder (a condition marked by excessive, persistent and hard to control worry). Record review of Resident #65's Quarterly MDS Assessment on 12/31/25 reflected she had a BIMs score of 15 which indicated intact cognition. An interview with Resident #65 on 01/11/2026 at 10:11 AM revealed she had been receiving her Amazon packages opened. The last time this occurred was around December 2025. An interview with the Business Office Manager on 1/14/26 at 10:13 AM revealed when the facility received resident mail, they would pass it out to the residents. However, if the mail was medical insurance claims or bank statements, she would open the mail, scan it to herself, and put it in the residents' file on the computer. Interview revealed she would have done that process for bank statements, and insurance mail for all residents at the facility. She would not give residents mail pertaining to bank statements or insurance forms, but would file it in a cabinet. All other mail would have been given to residents as long as they were cognitively alert. The Business Office Manager stated she opened all mail before distributing it for residents who were cognitively impaired, but would give cognitively intact residents their mail closed. She stated if a cognitively impaired resident had gotten a birthday card or gift card, she opened it and then gave it to the resident. When she had a question about whether the resident should have gotten their mail, she would have called the Administrator, but it was rare because she knew who everyone was. The Business Office Manager stated she had delivered closed Amazon packages to residents in the past. Interview with the Business Office Manager revealed the receptionist delivered packages to the residents. Interview revealed she was unaware of the policy on delivering packages to residents. An interview with the Receptionist on 1/14/26 at 10:24 AM revealed she received packages for residents from Amazon, and mail at her desk. She stated she would take the packages to the residents, but before she gave them to the residents, she would show them to the assigned nurse for that resident. Interview with the Receptionist revealed if it was in a soft envelope package, the nurse would feel for what it was and would inform her if she could give the package to the resident. If the package was a box, the nurse would open the box to make sure it was not medication or something the resident could not have, and then she would take it to the</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 0576</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>resident. She stated she delivered packages to Resident #65 and could not recall if they were open or closed when she delivered them. An interview with the DON on 01/14/2026 at 2:21 PM revealed nursing was not responsible for packages or mail to residents. Interview with the DON revealed she had not heard of any staff opening mail or packages. She was not aware of any policy related to nursing having to check mail or boxes before providing them to the residents. She stated staff opening residents' mail and packages affected the residents' rights to privacy. An interview with the Administrator on 1/14/26 at 4:18 PM revealed when mail was received by the receptionist, it should have been taken to the Business Manager and/or the Activities Director, sorted, and given to the residents. Interview with the Administrator revealed the residents' mail should not have been opened before delivery. There was no reason the facility should open all residents' mail. The residents should have received their Amazon packages closed as well. It was the residents' right to privacy with their mail. The Administrator stated she was unaware staff was opening Resident #65's mail packages. Record review of the facility's policy Communications Within and External to the Facility revised on 3/2025 did not reflect residents' rights to receive closed mail.</p>		