

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 676311	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 05/15/2024
NAME OF PROVIDER OR SUPPLIER Watkins-Logan-Garrison Texas State Veteran's Home		STREET ADDRESS, CITY, STATE, ZIP CODE 11466 Honor Lane Tyler, TX 75708	

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 0572</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Give residents a notice of rights, rules, services and charges.</p> <p>42190</p> <p>Based on interview and record review, the facility failed to ensure residents were informed orally, of their rights, for 7 of 11 residents interviewed during a group meeting. (Resident #s #16, #18, #29, #33, #47, #72, and #75).</p> <p>Residents #16, #18, #29, #33, #47, #72, and #75 were not provided on going communication of their rights orally, during their stay in the facility.</p> <p>This failure could place the residents at risk of a decreased quality of life, decreased awareness of their right and decreased execution of their rights.</p> <p>Findings include:</p> <p>Record review of monthly resident council meeting minutes, on 05/14/2024 at 10:00AM, revealed resident rights were not reviewed or discussed over the past five months; April, March, February and January 2024 and December 2023.</p> <p>During interview on 05/14/2024 at 10:00AM, Residents #16, #18, #29, #33, #47, #72 and #75 said, the Activity Director had not reviewed or explained resident rights to them, nor had the Administrator.</p> <p>During interview on 05/14/2024 at 10:55AM, the Activity Director said he has not reviewed the resident rights with the residents at the resident council meetings. He said they receive them at admission, and he has given them printed copies, but he has not reviewed and explained them to the residents.</p> <p>During interview on 05/15/2024 at 2:09 PM, the Administrator said, the resident receives a copy of the resident rights at admission, in their admission packet. She said, if an issue comes up, when she attends the resident council meetings, she will explain that issue, as it pertains to that issue, but she has not reviewed or explained the list of resident rights with the residents.</p> <p>Review of a document titled Resident Right, with a revised date of October 2022 , reflected Purpose: To ensure the facility will inform the resident both orally and in writing in a language that the resident understands . Procedure: 2 Information about resident rights and responsibilities will be given to the resident both orally and in writing.</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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(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 - Some</p>	<p>Ensure residents have reasonable access to and privacy in their use of communication methods.</p> <p>42190</p> <p>Based on interview and record review, the facility failed to ensure the residents received mail for 11 of 11 residents reviewed for rights to forms of communication. (Resident #s #16, #18, #29, #33, #47, #57, #72, #75, #86, #89 and #91).</p> <p>The facility did not deliver mail to Residents #16, #18, #29, #33, #47, #57, #72, #75, #86, #89 and #91, on Saturdays.</p> <p>This failure could place the residents at risk of not receiving mail in a timely manner and a diminished quality of life.</p> <p>During interview, residents #16, #18, #33, #47, #57, #72, #75, #86 and #91 said mail is delivered on Saturday but the Saturday mail is not delivered until Monday. Resident #72 said he delivered the mail, Monday through Friday. He said the mail is provided to him and he delivered the mail to each house that had mail. He said the weekend receptionist locked the Saturday mail up in the administration building and it is not provided to him until Monday, for delivery.</p> <p>During interview on 05/15/2024, at 11:06 AM, on-duty Receptionist - A, said her work schedule was Monday through Friday, 8:00AM to 5:00PM. She said she handled the mail Monday through Friday. She said she would sort the mail, separating the business office mail from the resident mail. She said she would place the resident mail in the tray for the Activity Director to pick up and if the resident had a package, she would place it on the standing rack. She said occasionally she has worked the weekend. She said she would handle any mail delivered on Saturday, the same way, and the mail would be picked up on Monday by the Activity Director.</p> <p>During interview, on 05/15/24 at 1:39 PM, weekend Receptionist - B, said her work schedule was Saturday and Sunday. That her hours varied sometime , but for the most part, her hours were 7:30 AM to 4:30 PM, or later, depending on if the residents had an activity. She said she handled the weekend mail and when it was delivered, she would sort it, place the business office mail in its tray and place the residents mail in its tray. She said the residents mail was usually held over until Monday unless a resident decided to come check for mail or a package that he or she was expecting. She said she would place packages for the residents on the metal rack near her desk.</p> <p>During interview on 05/15/24 at 2:08 PM, the Administrator said mail is delivered to the front desk, Monday through Friday and handled by Receptionist - A, who sort the mail and then set it aside to be picked up and delivered to the residents. The Administrator did not say specifically how the weekend mail was handled. She said, residents can call or come to the front desk to check and see if they have received a package, as many residents order things on Amazon; delivered by Fed-X or UPS.</p> <p>Review of a policy Titled: Resident Rights, dated October 2022: i) indicated, the resident has a right to send and receive unopened mail, and to receive letters, packages and other material delivered to the facility for the resident .</p>		