

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 676356	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 05/08/2025
NAME OF PROVIDER OR SUPPLIER The Heights of North Houston		STREET ADDRESS, CITY, STATE, ZIP CODE 303 Hollow Tree Lane Houston, TX 77090	

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 - Some</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>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on observations and interviews, the facility failed to ensure the right to a safe, clean, comfortable and homelike environment for 3 of 4 resident bathrooms (room [ROOM NUMBER], 218 and 411) reviewed for environmental concerns in that:</p> <p>The facility failed to maintain a clean and homelike environment on 05/6/2025 as followed:</p> <ul style="list-style-type: none"> -The toilet in room [ROOM NUMBER] was not kept clean and had a large yellow stain in the bowl. -The toilet seats in rooms [ROOM NUMBERS] had yellow stains. -The floors in the bathroom of room [ROOM NUMBER] were not in good condition. The floors were covered in black tread tape (tape that prevents slipping) that was peeling off and no longer intact. <p>These failures could place residents at risk of a diminished quality of life due to exposure to an environment that is was unpleasant, unsanitary, and unsafe.</p> <p>The findings included:</p> <p>An observation on 5/6/2025 at 12:22pm in room [ROOM NUMBER] revealed the toilet seat had yellow staining in patches and streaks covering the seat.</p> <p>An observation on 5/6/2025 at 2:15pm in room [ROOM NUMBER] revealed the bathroom floors were covered in black tread tape (tape that prevents slipping). The strips were peeling and coming off the floor. The strips were no longer intact. The toilet had a yellow stain in the bowl where the water sits and up to the water line.</p> <p>An observation on 5/8/2025 at 9:02am in room [ROOM NUMBER] revealed the toilet seat had yellow staining in patches and streaks covering the seat.</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 - Some</p>	<p>In an observation and interview on 5/8/2025 at 10:45am, The Housekeeping Regional Supervisor stated he worked for a contracted company that was responsible for housekeeping services. When we viewed the toilet in room [ROOM NUMBER], there was yellow discoloration in the bowl where the water sits and up to the water line. The Housekeeping Regional Supervisor flushed the toilet, and the yellow stain was still in the bowl. He said the chemicals they used to clean the toilets were not as strong as they used to be. He said the facility had hard water and caused discoloration. He said they used pumice stones on stains like this one, but they tried not to use it too much because it could damage the porcelain. We observed the tread tape on the floor. He said they mop over the strips. He said he knew it was not the best outcome, acknowledging the strips were peeling. He said if anyone wanted to remove the strips, maintenance staff would need to take care of it. He said they use the power scrub devise on the floors but could not remove the stripping.</p> <p>In an interview on 5/8/25 at 1:25pm, the Maintenance Director stated the tread tape in the bathroom of room [ROOM NUMBER] were placed there at the request of a former family member a few years ago. He said they were only located in one bathroom. He said the toilet seat in room [ROOM NUMBER] and 411 need to be replaced. He said the toilet seat was yellowed and may be a result of the chemicals they use to clean them. He said facility staff did an audit of the bathrooms not too long ago, and these toilet seats may have been missed.</p> <p>In an interview on 5/8/25 at 3:00pm, the Maintenance Director stated the toilet in room [ROOM NUMBER] has been cleaned with bleach to remove the yellow stain in the bowl. He said the contract housekeeping company cannot use harsh chemicals, including bleach, therefore it was not removed before today. He stated the housekeeping staff usually told him when something needed to be bleached and he will do it himself.</p>		