

Department of Health & Human Services
Centers for Medicare & Medicaid Services

Printed: 07/30/2026
Form Approved OMB
No. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 676391	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 05/13/2026
NAME OF PROVIDER OR SUPPLIER Windsor Calallen		STREET ADDRESS, CITY, STATE, ZIP CODE 4162 Wildcat Dr Corpus Christi, TX 78410	
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)		
F 0550 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few	Honor the resident's right to a dignified existence, self-determination, communication, and to exercise his or her rights. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on observation, interview and record review, the facility failed to ensure each resident had the right to dignified existence in a manner and an environment which promoted maintenance or enhancement of quality of life for 1 (Resident #1) of 5 residents reviewed for dignity. The facility failed to ensure CNA-A received permission from Resident #1 and/or the Responsible Party prior to completely shaving off Resident #1's facial hair. This failure could place residents at risk of feeling uncomfortable, disrespected, or embarrassed, and could decrease the residents' self-esteem and/or diminish their quality of life. The findings included: Record review of Resident #1's face sheet dated 05/12/2026 revealed a [AGE] year-old male admitted to the facility on [DATE]. Diagnoses included Metabolic Encephalopathy (a condition in which brain function was disturbed either temporarily or permanently due to different diseases or toxins in the body) and Acute Respiratory Failure with Hypoxia (a condition in which a person did not have enough oxygen in the blood or body). Record review of Resident #1's admission MDS assessment dated [DATE] revealed a BIMS score of 05, which indicated severely impaired cognition. The MDS also indicated Resident #1 needed substantial or maximal assistance with showering or bathing, and partial assistance with shaving. Record review of Resident #1's Care Plan Report revealed a care plan for ADL self-care performance deficit related to confusion, initiated 04/08/2026, with interventions to include ask the RP for preference prior to beard grooming, required extensive assistance for bathing, showering, dressing, toileting and personal hygiene. Record review of a written statement by CNA-B, dated 04/23/2026, revealed CNA-B asked Resident #1 if he wanted her to trim his beard, and he did not refuse or tell her to stop. An interview on 05/12/2026 with Resident #1 was unable to be obtained due to he was in a new facility. In an interview on 05/12/2026 at 10:31 AM, a family member stated Resident #1's beard was shaved completely off in his sleep. He had grown and worn his beard for many years, and he never shaved it. She stated his beard defined him, and he would never have given permission for anyone to shave it completely off. She stated she tried to discuss the situation with facility staff, but they thought it was funny and laughed at her. She stated she attempted to speak to the Administrator multiple times about the situation, but he was always in a meeting or gone to lunch, and he could not make time to meet with her. She stated she was able to speak to a male ADON in the facility, but he too laughed about the situation and thought it was funny. She stated no one took her or Resident #1 seriously, and they were upset about the situation. In an interview on 05/12/2026 at 1:48 PM, CNA-B stated she remembered Resident #1 because he had refused his shower the day of the incident but agreed to a bed bath. CNA-B stated she remembered asking him about trimming his beard because it had oatmeal in it after breakfast. She first stated she asked if she could trim and clean up the beard, then stated she actually asked if he wanted the beard shaved off. She stated Resident #1 had told her to shave the beard but leave the mustache, and after it was shaved Resident #1 said thank you. CNA-B stated Resident #1 never complained about the beard being shaved off until after his family arrived to the facility, and the family became really upset. In an interview on 05/12/2026 at 2:35 PM, CNA-A stated prior to the earlier observation today, she had called a family member prior to showering a resident to (continued on next page)		

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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F 0550 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few	see if the family member wanted her father shaved. She stated some residents cannot make this decision themselves depending on their cognitive status, so the family or RP should be contacted, and some family members would just like to be asked prior to shaving residents because sometimes the family member liked to do it themselves. In an interview on 05/12/2026 at 3:17 PM, the Administrator stated he felt with a BIMS of 05, Resident #1 had the cognitive capacity to make decisions regarding his care, such as shaving his beard, but he felt like he had not had the cognitive capacity to make major decisions or health care decisions, such as signing a DNR, and the RP would have needed to be notified in those cases or circumstances. In an observation on 05/13/2026 at 11:20 AM CNA-A was observed getting residents prepared for showering, bathing, and ADLs. CNA-A was overheard telling another staff member she had already reached out to this specific residents' family member to see if it was okay if they shaved the resident prior to his shower, and CNA-A stated the family member had given her the okay to shave the resident. In an interview on 05/13/2026 at 2:20 PM, the ADON stated Resident #1 seemed to have the appropriate cognitive status with answering questions regarding his care, but based on his BIMS score, he would not have been able to make major decision regarding care such as DNR or big medical decisions, so probably should have contacted the RP. Record review of the facility's Facial Hair and Long Hair on Men In-Service, dated 04/23/2026, revealed Do not shave, trim, or cut hair without checking with the family first, even if the patient agreed or asked for it. Record review of the facility's admission Agreement, no date identified, revealed Resident Rights: Rights of Elderly Individuals (Human Resourced Code, Title 6, Chapter 102). Record review of Human Resourced Code, Title 6, Chapter 102, Rights of the Elderly, revealed (a) An elderly individual has all the rights, benefits, responsibilities, and privileges granted by the constitution and laws of this stated and the United States, except where lawfully restricted. The elderly individual has the right to be free of interference, coercion, discrimination, and reprisal in exercising these civil rights. (b) An elderly individual has the right to be treated with dignity and respect for the personal integrity of the individual, without regard to race, religion, national origin, sex, age, disability, marital status, or source of payment. This means the elderly individual: (2) has the right to be free from abuse, neglect, and exploitation; and (3) if protective measures are required, has the right to designate a guardian or representative to ensure the right to quality stewardship of the individual's affairs.		