

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER / SUPPLIER / CLIA IDENTIFICATION NUMBER 675085	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 07/27/2020
NAME OF PROVIDER OF SUPPLIER WOODWIND LAKES HEALTH AND REHABILITATION CENTER		STREET ADDRESS, CITY, STATE, ZIP 7215 WINDFERN RD HOUSTON, TX 77040	
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 0584 Level of harm - Minimal harm or potential for actual harm Residents Affected - Some	<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**</p> <p>Based on observation, interview and record review, the facility failed to provide a safe, clean, comfortable homelike environment, in that: - Presence of fruit flies and flies in the facility. - Shower room [ROOM NUMBER] and shower room [ROOM NUMBER] in memory care hall (hall 300) were dirty and filled with items. These failures placed all residents at risk of discomfort, disease and decreased quality of life. Findings include: Record review of Resident #1 revealed a [AGE] year-old male, admitted on [DATE]. His [DIAGNOSES REDACTED]. Record review of Resident #1's MDS revealed a BIMS score revealed a score of 99, indicating that resident was non-intervenable. Observation and interview on [DATE] at 3:30 PM revealed Resident #1 yelling out while lying in his bed. Resident observed with 3 flies swarming around him and landing on his face and foot where a wound on left toe was located. When asked if he saw the flies on him, he groaned and stated, they're everywhere. In an interview with CNA D at this time, CNA D said that the door was recently left open for some reason, so there had been a lot of flies. In an interview with CNA A on [DATE] at 2:22 PM, the CNA A stated she worked with residents in the memory care unit. CNA A said that the shower rooms were very unsanitary and residents did not have all the supplies available that they need for proper hygiene. She could not imagine having her parents living in this condition and she was hesitant to return to work because of it. Observation and interview on of the hallway in the memory care unit [DATE] at 4:00 PM revealed a tray of food half-eaten, laying on top of a biohazard bin with 10 fruit flies flying around the tray. LVN A said one of the CNAs must have left the tray and the CNAs were not supposed to leave trays in the hallway. She said sighting fruit flies in this area was common. They had tried to treat the fruit flies with extermination, but they just had never gone away. Observations of shower room [ROOM NUMBER] on [DATE] at 3:40 PM revealed a shower chair with brown and orange stains on the bottom of seat and legs. There was brown scum on the tiles of the shower; brown stains, appearing like fecal matter, were in the shower and at the entrance of the shower; two completely full sharps containers; a bag full of residents' shoes; clothes and wheelchair parts were piled underneath the seat. Shower room [ROOM NUMBER] smelled like urine. In an interview with LVN A at this time, she stated the brown stains observed on the floor and shower chair looked like feces and two of the three sharp containers were full. Observations of shower room [ROOM NUMBER] on [DATE] at 3:50 PM revealed brown stains on the shower floor and a cart of items in the shower room. In an interview at that time, the CNA B said she could not tell if the brown stains present were fecal matter. She said that the clothing piled on the cart belonged to a resident who had passed away a couple of weeks ago; the clothing had been in the shower room since the resident died. They were waiting for an opportunity for the resident's family to claim their items. In an interview on [DATE] at 5:05 PM, the Floor Tech said he had not been in shower rooms #1 and #2 of the memory care unit. Usually the assigned housekeeping staff on this hall was responsible for checking the bathrooms daily to make sure they were clean before they left for the day. He knew this was the protocol because he used to be the housekeeping manager. In an interview with LVN B on [DATE] at 2:55 PM, when reviewing photos of shower room [ROOM NUMBER] and shower room [ROOM NUMBER], she stated it was the CNAs' job to clean the shower chair and spray down the floors. She said if it was really bad, they could call housekeeping for help. The condition of the bathroom was usually not this bad. She said the condition of the shower rooms on Friday [DATE] was unacceptable. Record review of the cleaning Assignment check list for memory care area revealed Housekeeper #1 was assigned to clean the nurses station, cafe, offices, breakroom, and showers on [DATE] -[DATE]. In an interview with Housekeeper #1, she stated that she swept and mopped the bathroom from time to time, but the floor tech was responsible for cleaning the shower floors with the appropriate machinery. The shower chair was not her responsibility to clean, but it was the responsibility of the nursing staff. After reviewing the photos from observations made on [DATE], she confirmed that was feces on the floor. The nurses were responsible for cleaning up after their residents, including feces, not housekeeping. She did all her cleaning in the morning. She said if the showers became dirty afterwards, staff did not say anything about it. She said if she was living there with the bathroom in this condition, she would feel really bad. Record review of the cleaning Assignment checklist for memory care hall revealed Housekeeper #2 was assigned to clean the nurses station, cafe, offices, breakroom and showers on [DATE]. It was also documented that she cleaned the showers at 7:15 AM. In an interview with Housekeeper #2 on [DATE] at 3:45 PM, she stated that she worked on [DATE] on the memory care hall. She stated there were usually floor techs who cleaned the shower room, but she did not know he was out that day. She did not enter the shower rooms on [DATE]. When asked if she documented on the cleaning checklist that she cleaned the shower rooms at 7:15 AM on [DATE], she said no. Showers were not on her checklist of places to clean. She usually only cleaned the break room, dining area and resident rooms. The only shower rooms she was expected to clean were the restrooms in hall 100 hall, in which she sweeps, mops, cleans the toilet and sink, and empties the trash. In an interview with the Housekeeping Manager on [DATE] at 1:30 PM, after reviewing photos of shower room [ROOM NUMBER] and shower room [ROOM NUMBER] in the memory care hall, he stated he assigned a floor tech to clean the shower floors and housekeeping to clean the whole hall, including the showers. Nurses were primarily responsible for wiping shower chairs down to prevent rust build up, but sometimes, due to their lack of maintenance, housekeeping had been placed in the position to pick up the slack. He also stated if he was a resident living here, he would not be happy about living in this condition. The issues with flies were going to be addressed by the contracted exterminator. The exterminator had previously suggested they get bug lights since the current lights were not working. He ordered the parts recently and they were expecting today. In an interview with CNA C on [DATE] at 2:59 PM, she stated that she worked in the memory care unit. After reviewing the photos of observations on [DATE], she stated the pile resident items that was lying under the sink in shower room [ROOM NUMBER] belonged to a resident that passed away in the facility back in June. The brown stains on the shower chair appeared to be fecal matter. She said it was housekeeping's job to clean that. When asked if she knew housekeeping staff stated it is the nursing staff's responsibility to clean the shower chair and the floor directly after showering each resident, she stated she did not know that before now. She said that, as nursing staff, we need to do better. She would not like to be showered in a shower room that looks like that. In an interview with the DON on [DATE] at 4:00 PM, she stated nurses were expected to clean up after their residents and this is an education issue. Record review of the pest control service information, revealed that last extermination services provided were on [DATE] and flies were not listed as target issues or in the recommendations. Record review of pest control policies and procedures, dated [DATE], stated, it is the policy of this facility that the facility will maintain an effective pest control program to prevent or eliminate infestation of pests and rodents. Record review of the facility's resident rights policy and procedures, dated [DATE], revealed it is the policy of this facility that the facility staff will provide the resident with the right to an environment that preserves dignity and contributes to a positive self-image and procedures include to create a home-like environment for the resident that includes: .c) clean, orderly, comfortable, safe environment .</p>		
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE		(X6) DATE

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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F 0584 Level of harm - Minimal harm or potential for actual harm Residents Affected - Some F 0925 Level of harm - Minimal harm or potential for actual harm Residents Affected - Many	(continued... from page 1) Make sure there is a pest control program to prevent/deal with mice, insects, or other pests. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on observation, interview and record review, the facility failed to Maintain an effective pest control program so that the facility is free of pests, in that: - There were flies in Resident #1's room. - There were fruit flies in the memory care hallway (hall 300) These failures placed residents at risk of discomfort, disease, and decreased quality of life. Findings include: Record review of Resident #1 revealed a [AGE] year-old male, admitted on [DATE]. His [DIAGNOSES REDACTED]. Record review of Resident #1's MDS revealed a BIMS score revealed a score of 99, indicating that resident was non-interviewable. Observation and interview on 7/24/20 at 3:30 PM revealed Resident #1 yelling out while lying in his bed. Resident observed with 3 flies swarming around him and resting on his face and foot where a wound on left toe was located. When asked if he saw the flies on him, he groaned and stated, they're everywhere. In an interview with CNA D at this time, CNA D said that the door was recently left open for some reason, so there had been a lot of flies. Observation and interview of the hallway in the memory care on 7/24/20 at 4:00 PM unit revealed a tray of food half-eaten, laying on top of a biohazard bin with 10 fruit flies flying around the tray. LVN A said one of the CNAs must have left the tray and the CNAs were not supposed to leave trays in the hallway. She said sighting fruit flies in this area was common. They had tried to treat the fruit flies with extermination, but they just had never gone away. In an interview with the Housekeeping Manager on 7/27/20 at 1:30 PM, he said the issues with flies were going to be addressed by the contracted exterminator. The exterminator had previously suggested they get bug lights since the current lights were not working. He ordered the parts recently and they were expecting today. Record review of pest control policies and procedures, dated 06/2019, stated, it is the policy of this facility that the facility will maintain an effective pest control program to prevent or eliminate infestation of pests and rodents. Record review of the pest control service information, revealed that last extermination services provided were on 7/6/20 and flies were not listed as target issues or in the recommendations.		