

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 055183	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 05/06/2025
NAME OF PROVIDER OR SUPPLIER Heritage Gardens Health Care Center		STREET ADDRESS, CITY, STATE, ZIP CODE 25271 Barton Road Loma Linda, CA 92354	

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 0550</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Honor the resident's right to a dignified existence, self-determination, communication, and to exercise his or her rights.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on observation, interview, and record review, the facility failed to ensure one of three sampled residents (Resident 1) was treated with respect, kindness, and dignity, when a Certified Nursing Assistant (CNA 1) engaged in a verbal altercation with Resident 1.</p> <p>This failure resulted in Resident 1 ' s basic right to be violated, which had the potential for Resident 1 to feel disrespected and unsafe.</p> <p>Findings:</p> <p>During a review of Resident 1 ' s admission Record (contains demographic and medical information), it indicated Resident 1 was admitted to the facility on [DATE], with diagnoses of hemiplegia (one side of the body paralyzed) and hemiparesis (weakness of one side of the body).</p> <p>During a review of Resident 1 ' s Change in Condition Evaluation, dated April 4, 2025, it indicated on April 4, 2025 at around 3 PM, Resident [Resident 1] had a derogatory verbal altercation with a staff member [CNA 1]. Both staff member and Resident educated on</p> <p>the importance of proper communication, mutual respect. Resident on monitoring for psychosocial well-being. Resident reassured that he is safe and that the CNA in question will no longer be assigned to his care. Resident verbalized feeling safe and does not appear in any distress.</p> <p>During a review of Employee Separation Report dated April 9, 2025, it indicated CNA 1 used the word F*** multiple times in a verbal interaction with a resident. This was witnessed by another staff member and the resident who was alert and oriented. There is no circumstance where any expletive may be used in a verbal interaction with a resident. This is expressly against facility policy and practice .</p> <p>During an interview on April 11, 2025, at 2:38 PM, with the Administrator (Admin), the Admin stated CNA 1 validated the incident had occurred. The Admin further stated although Resident 1 initiated the use of profanity, CNA 1 ' s response was inappropriate and not permitted under facility policy. The Admin stated staff were expected to walk away and report such incidents, rather than engage in verbal altercations with residents.</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 0550</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>During an observation on April 11, 2025, at 4:00 PM, Resident 1 was lying down in bed, with his eyes open. Resident 1 stated on April 4, 2025, at approximately 11:30 AM, CNA 1 was providing care for him, when CNA 1 pulled his pillow really hard, which upset him and led him to use the F-word first toward CNA 1. Resident 1 further stated, in response, CNA 1 replied F*** you, and continued to exchange offensive language with him. Resident 1 stated This should not happen in places like this.</p> <p>During a concurrent phone interview and record review. on May 2, 2025, at 4:16 PM with the Director of Nurses (DON), the facility ' s policy and procedure (P&P) titled Resident Rights, dated revised December 2016, was reviewed. The P&P indicated, Employees shall treat all residents with kindness, respect and dignity .1. Federal and state laws guarantee certain basic rights to all residents of this facility. These rights include the resident ' s right to .b. Be treated with respect, kindness and dignity . The DON stated staff were expected to follow this policy, and acknowledged CNA 1 failed to do so during the incident involving Resident 1.</p>		