

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTIONS		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 175214	(X2) MULTIPLE CONSTRUCTION A. BUILDING B. WING	(X3) DATE SURVEY COMPLETED 07/30/2025
NAME OF PROVIDER OR SUPPLIER DIVERSICARE OF CHANUTE			STREET ADDRESS, CITY, STATE, ZIP CODE 530 W 14TH STREET , CHANUTE, Kansas, 66720	
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F0000	INITIAL COMMENTS The following citations represent the findings of complaint investigation(s) 1587363 and 1587358. 2567 sent electronically on 08/12/2025	F0000		
F0576 SS = C	Right to Forms of Communication w/ Privacy CFR(s): 483.10(g)(6)-(9) §483.10(g)(6) The resident has the right to have reasonable access to the use of a telephone, including TTY and TDD services, and a place in the facility where calls can be made without being overheard. This includes the right to retain and use a cellular phone at the resident's own expense. §483.10(g)(7) The facility must protect and facilitate that resident's right to communicate with individuals and entities within and external to the facility, including reasonable access to: (i) A telephone, including TTY and TDD services; (ii) The internet, to the extent available to the facility; and (iii) Stationery, postage, writing implements and the ability to send mail. §483.10(g)(8) The resident has the right to send and receive mail, and to receive letters, packages and other materials delivered to the facility for the resident through a means other than a postal service, including the right to: (i) Privacy of such communications consistent with this section; and (ii) Access to stationery, postage, and writing implements at the resident's own expense.	F0576		

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 reverse for further 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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F0576 SS = C	<p>Continued from page 1</p> <p>§483.10(g)(9) The resident has the right to have reasonable access to and privacy in their use of electronic communications such as email and video communications and for internet research.</p> <p>(i) If the access is available to the facility</p> <p>(ii) At the resident's expense, if any additional expense is incurred by the facility to provide such access to the resident.</p> <p>(iii) Such use must comply with State and Federal law.</p> <p>This REQUIREMENT is NOT MET as evidenced by:</p> <p>The facility reported a census of 44 residents. The sample included three residents. Based on observation, interview, and record review, the facility failed to provide the residents of the facility with reasonable access to receive mail.</p> <p>Findings included:</p> <p>- During an observation and interview on 07/29/25 at 03:25 PM, R3 sat in his room. He stated he received a little mail at the facility, but the young lady who delivered the mail does not work on weekends, so he did not think the residents received mail on Saturdays.</p> <p>During an observation and interview on 07/29/25 at 04:24 PM, R5 was in bed doing crossword puzzles. She stated she got her mail at the facility Monday through Friday, but the residents did not get mail delivered to them on Saturdays. She stated she wished she had gotten her mail on Saturday, but the staff who deliver the mail do not work the weekend.</p> <p>During an observation and interview on 07/29/25 at 05:21 PM, R4 sat in his room awaiting his evening meal. On inquiry, he reported he did not receive mail in the facility; his mail was delivered to his house. He stated his house was near the facility, and he received mail on Saturdays at his house, so he expected mail would be delivered to the facility on Saturday as well.</p> <p>On 7/29/25 at 12:08 PM, Certified Medication Aide (CMA) R stated somebody should check for, and deliver the mail to the residents every day, Monday through Saturday. CMA R said she was not sure who delivered the mail anymore since the previous Activity Director (AD) used to check the mail, sort it, and deliver it to the residents. Monday through Friday. She stated she did not know who checked the mail and delivered it to the residents of the facility, but the AD does not work on</p>	F0576		

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F0576 SS = C	<p>Continued from page 2 Saturdays. CMA R, it was her understanding that AD Z did not check the mail like the previous AD.</p> <p>On 07/29/25 at 02:45 PM, Activity Staff Z stated that before the new business office manager (Administrative Staff C) started at the facility, the previous business office manager was responsible for the mail. She reported that when Administrative Staff C started, she checked the mailbox Monday through Friday, sorted the mail, and placed the residents' mail in Activity Staff Z's mailbox. Activity Staff Z stated she delivered the mail to the residents Monday through Friday and confirmed she did not work on Saturdays and did not know who checked the mail on Saturday because Administrative Staff C does not work the weekend either. Activity Staff Z stated that on Monday mornings, there are usually two bundles of mail for her to deliver to residents, so that might include the Saturday delivery. She stated that all mail delivered to the residents should be delivered sealed and not opened unless the resident requested assistance.</p> <p>On 07/29/25 at 5:02 PM, Licensed Nurse (LN) H reported she saw Activity Staff Z and the Administrative Staff A deliver mail to the residents during the week. Additionally, she stated she worked every other weekend but did not observe any mail being delivered on the weekends she worked.</p> <p>On 07/30/25 at 11:35 AM, Administrative Staff A confirmed the residents had a right to receive their mail delivered to the facility on Saturday, the same day the post office delivered their mail.</p> <p>The facility policy "Rights of Nursing Facility Residents," dated 05/01/2012, documents that the elderly have all the rights, benefits, responsibilities, and privileges granted by the constitution and laws of the state and the United States. By law, every nursing facility resident has the right to send and receive mail. The policy lacked an address for the timely delivery of resident mail received on Saturdays.</p>	F0576		
F0804 SS = D	<p>Nutritive Value/Appear, Palatable/Prefer Temp</p> <p>CFR(s): 483.60(d)(1)(2)</p> <p>§483.60(d) Food and drink</p> <p>Each resident receives and the facility provides-</p> <p>§483.60(d)(1) Food prepared by methods that conserve</p>	F0804		

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F0804 SS = D	<p>Continued from page 3 nutritive value, flavor, and appearance;</p> <p>§483.60(d)(2) Food and drink that is palatable, attractive, and at a safe and appetizing temperature.</p> <p>This REQUIREMENT is NOT MET as evidenced by:</p> <p>The facility reported a census of 44 residents. The sample included three residents. Based on observation, interview, and record review, the facility failed to provide food that was nutritionally balanced, palatable, attractive, and at safe appetizing temperatures. This placed the residents at risk for inadequate nutrition and decreased quality of life.</p> <p>Findings included:</p> <ul style="list-style-type: none"> - Observation on 07/29/25 at 3:25 PM revealed R3 in his room. R3 reported that the facility's food could be better. He stated he usually opted to eat in his room, and the food was not as hot as he would like. He stated that the staff offered to heat the food if he was not satisfied, but some things just do not taste right after it has been reheated, such as French fries. R3 stated he just makes do as he does not want to bother the staff. He reported he ordered boiled eggs and juice frequently, so if it was served cold, it was ok. R3 reported that if he wanted something else besides what was served at the facility, he had an account at a local restaurant where he could have food delivered. Observation on 07/29/25 at 4:24 PM R5 sat in bed doing crossword puzzles. She stated she always ate in her room by choice. She reported the food at the facility was "nasty and cold." R5 stated when she tells staff the food is cold, they tell her it was hot when it left the kitchen. She stated she complained to the nursing and kitchen staff; she said she had not filed a written grievance, but said staff knew her concerns and nothing had changed. R5 said the staff told her there is not anything they can do to fix it because she is in her room and not the dining room. R5 said the nursing staff offered to warm up the food, but then it tasted worse. R5 said there are potatoes served at most every meal, and there were no alternatives except for peanut butter and jelly sandwiches. Observation on 07/29/25 at 4:45 PM revealed R4 sat in his recliner and reported he was waiting for his supper. R4 said the food at the facility was not the worst food he had eaten in his life. He stated he was a little spoiled because he had lived with a chef. R4 went on to say his mom taught him to eat what was set 	F0804		

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F0804 SS = D	<p>Continued from page 4 in front of him. R4 reported he chose to eat in his room, and the temperature of most meals was not totally cold, but not hot either. R4 stated staff heated the food up if asked. R4 stated he tried to choose and order foods that would not be a problem if it was served cold.</p> <p>Observation on 07/29/25 at 5:14 PM revealed that the West Unit room trays were delivered to the unit in an insulated meal cart.</p> <p>Observation on 07/29/25 at 05:21 PM revealed that staff delivered R4's room tray. R4 declined his meal and reported he was still full after eating lunch. R4's meal tray was selected to use as a test tray for food temperatures and palatability, as it was the last tray served from the cart.</p> <p>During an observation and interview on 07/29/25 at 05:37 PM, Dietary Staff BB tested the temperature immediately after the last tray was served on the delivery cart. The noted temperatures revealed the turkey and rice casserole temperature of 127 degrees Fahrenheit (F), sugar snap pea pods of 119 degrees F., and strawberry swirl cake of 77 degrees F. The tray was then taste tested by the Dietary Staff BB, who reported the main course foods would be more palatable if they were hotter. Additionally, she stated the strawberry cake with white icing was made with milk and refrigerated after preparation, prior to putting it on the delivery cart. Dietary Staff BB confirmed the strawberry cake was a substitute for the chocolate cake with peanut butter icing listed on the menu. She verified the previously refrigerated strawberry cake with milk-based icing was now at "room temperature" and less palatable than if served chilled.</p> <p>Observation on 07/29/25 at 05:49 PM revealed that the East Hall room trays were delivered in an insulated meal cart.</p> <p>During an observation and interview on 07/29/25 at 05:51 PM, Dietary Staff BB noted the nursing staff were not present to deliver the meal trays delivered to East Hall. She left the food cart in the hallway to locate the staff. Upon her return, she stated the nursing staff were not available to pass meal trays in a timely manner due to being in the shower room providing direct care to a resident. Upon her return to the meal cart, she confirmed the meal trays remained on the cart and had not been served.</p> <p>On 07/29/25 at 05:55 PM, observation revealed Licensed</p>	F0804		

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F0804 SS = D	<p>Continued from page 5 Nurse (LN) G and Certified Nurse Aide (CNA) N approached the meal delivery cart, pushed the cart to the middle of the hall, and started to deliver the meal trays to the residents.</p> <p>On 07/29/25 at 05:02 PM, LN H stated some residents complained about the food. LN H said the resident's meal ticket should have their likes and dislikes on there, and staff should offer an alternative if the resident did not like what they got.</p> <p>On 07/30/25 at 10:35 AM, Administrative Nurse D confirmed the dietary services were provided by a contracted service, and she was not aware of how the concerns related to dietary were communicated to the dietary staff.</p> <p>On 07/29/25 at 02:45 PM, Activity Staff Z stated she received complaints regarding dietary and food almost monthly since January 2025. Activity Staff Z said the residents' complaints included that food was not delivered in scheduled mealtimes; the residents sat at the table waiting for meals in the dining room, and sometimes did not get their meals until an hour after the scheduled times for meal service. Activity Staff Z said the residents complain about the temperature of the food, saying the food was not hot enough, and complain about the lack of options or alternatives. Activity Staff Z stated she did not know what was done to address the concerns, but they do not appear to be resolved.</p> <p>On 07/30/25 at 11:49 AM, Dietary Staff CC reported she relied on Dietary Staff BB and Administrative Nurse D to make her aware of the resident's concerns regarding the food. She reported the resident council concerns expressed about the food or dietary services should be shared with Administrative Staff A, Administrative Nurse D, and Dietary Staff BB for follow-up and resolution in a timely manner. She stated she visited with the residents who ate in the dining room, but she had not interviewed residents who dined in their rooms as she should have. Dietary Staff CC reported she identified a cook not doing a good job on 07/15/25 and transferred the staff member to another position within the organization. Dietary Staff CC reported that cake with icing that contained milk should be served at 41 degrees F. Dietary Staff CC said there was a list of food alternatives posted at the nurse's station and said available alternates included deli sandwiches, salad, fruit cups, grilled cheese, and soup of the day. She reported that the residents who ate in their rooms may not be aware of the alternate items available and</p>	F0804		

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F0804 SS = D	<p>Continued from page 6 said that room trays were always the house special meal unless the kitchen was made aware to offer an alternative to the residents who dined in their rooms. On inquiry, Dietary Staff CC reported all food substitutions should be signed off by the Dietitian and all food items substituted on the approved menu should then be documented on the "Food Substitution Log," to ensure the facility provided a nutritional equivalent for the food substituted. She confirmed the strawberry cake served as a substitute on 07/29/25 had not been signed off or documented on the substitution log.</p> <p>On 07/30/25 at 12:15 PM, Administrative Nurse D reported there were ongoing issues with concerns related to dietary services, including food temperatures, lack of variety, and complaints of food quality, texture, and palatability.</p> <p>On 07/30/25 at 01:15 PM, Administrative Staff A acknowledged there were concerns regarding dietary services and resident satisfaction.</p> <p>The facility policy "Food: Quality and Palatability," dated 01/2019, documentation included that food will be prepared by methods that conserve nutritive value, flavor, and appearance. Food will be palatable, attractive, and served at a safe and appetizing temperature.</p>	F0804		