STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	265838	A. BUILDING _____ B. WING _____	C 03/06/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
LAKEVIEW POST ACUTE	1201 GARDEN PLAZA DRIVE FLORISSANT, MO 63033

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
F 584 SS=E	Safe/Clean/Comfortable/Homelike Environment CFR(s): 483.10(i)(1)-(7) §483.10(i) Safe Environment. The resident has a right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely. The facility must provide- §483.10(i)(1) A safe, clean, comfortable, and homelike environment, allowing the resident to use his or her personal belongings to the extent possible. (i) This includes ensuring that the resident can receive care and services safely and that the physical layout of the facility maximizes resident independence and does not pose a safety risk. (ii) The facility shall exercise reasonable care for the protection of the resident's property from loss or theft. §483.10(i)(2) Housekeeping and maintenance services necessary to maintain a sanitary, orderly, and comfortable interior; §483.10(i)(3) Clean bed and bath linens that are in good condition; §483.10(i)(4) Private closet space in each resident room, as specified in §483.90 (e)(2)(iv); §483.10(i)(5) Adequate and comfortable lighting levels in all areas; §483.10(i)(6) Comfortable and safe temperature levels. Facilities initially certified after October 1, 1990 must maintain a temperature range of 71 to 81°F; and	F 584		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE | TITLE | (X6) DATE

Haze Hadley | Administrator | 03/25/2025

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 584	Continued From page 1	F 584		

§483.10(i)(7) For the maintenance of comfortable sound levels.
This REQUIREMENT is not met as evidenced by:
Based on observation, interview and record review, the facility failed to provide a homelike environment when staff failed to provide hot water for bathing and personal care for residents. This affected six out of nine sampled residents (Residents #3, #5, #6, #7, #8 and #9), five of six additional sampled resident rooms, and two of two shower rooms. The census was 92.

Review of the facility's Water Temperatures Policy and Procedure, revised 12/2009, showed:
-Policy Interpretation and Implementation;
-Water heaters that service resident rooms, bathrooms, common areas, and tub/shower areas shall be set to temperatures of 98 degrees Fahrenheit (F) - 120 degrees F, or the minimum and maximum allowable temperature per state regulations;
-Maintenance staff is responsible for checking thermostats and temperature controls in the facility and recording these checks in a maintenance log;
-Maintenance staff shall conduct periodic tap water temperature checks and record the water temperatures in a safety log.

1. Observations and measurements of resident room hot water faucet temperatures, after the hot water faucet ran for two minutes, showed the following hot water faucet temperature measurements were recorded:
-On 3/5/25 at 9:52 A.M., room #106, the hot water faucet temperature measured at 88.9 degrees Fahrenheit (F);
-On 3/5/25 at 9:55 A.M., room #105, the hot

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water faucet temperature measured at 92.4 degrees F;
-On 3/5/25 at 10:05 A.M., room #113 the hot water faucet temperature measured at 92.2 degrees F;
-On 3/5/25 at 10:25 A.M., room #124 the hot water faucet temperature measured at 84.5 degrees F;
-On 3/5/25 at 10:45 A.M., room #314 the hot water faucet temperature measured at 95.5 degrees F;
-On 3/5/25 at 11:15 A.M., room #234 the hot water faucet temperature measured at 84.0 degrees F;
-On 3/5/25 at 11:20 A.M., room #213 the hot water faucet temperature measured at 85.5 degrees F;
-On 3/5/25 at 11:25 A.M., room #217 the hot water faucet temperature measured at 77.0 degrees F;
-On 3/5/25 at 11:30 A.M., room #221 the hot water faucet temperature measured at 86.6 degrees F.

2. Review of Resident #6's annual Minimum Data Set (MDS), a federally mandated assessment instrument completed by facility staff, dated 11/16/24, showed:
-Moderately impaired cognition;
-Supervision and set up help required for dressing and personal hygiene;
-Diagnoses included bilateral hips osteoarthritis (joint tissue breakdown), right below the knee amputation, transient ischemic attack (TIA, mini stroke), chronic obstruction pulmonary disease (COPD, airflow and lung disease causing restrictive airflow and breathing problems), diabetes and acute kidney failure.

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During an interview and hot water faucet temperature measurement on 3/6/25 at 8:45 A.M., the water temperature measured at 88.1 degrees F, after the hot water faucet ran for two minutes. The resident said the water in his/her room is too cold. He/She told staff about it two weeks ago and they said they would get back with him/her. He/She hadn't heard anything yet. The resident didn't remember who the staff person was. He/She would like his/her water to be hot all the time.

3. Review of Resident #5's annual MDS, dated 7/20/24, showed:
-Moderately impaired cognition;
-Required partial/moderate assistance with activities of daily living (ADLs);
-Diagnoses included respiratory failure, right breast cancer, adult failure to thrive, pressure ulcer (area of skin damage that develops when prolonged pressure is applied to a specific part of the body) to sacral area (area at base of spine and above tailbone).

During an interview and hot water faucet temperature measurement on 3/6/25 at 8:55 A.M., the water temperature measured at 104.5 degrees F., after the hot water faucet ran for two minutes. The resident said he/she receives bed baths, and the water is too cold. It also takes forever to warm up and at times it doesn't warm up at all. He/She said he/she would like hot water all the time.

4. Review of Resident #7's medical records, showed:
-Moderately impaired cognition;
-Required moderate to maximum assistance with ADLs;

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-Diagnoses included osteoarthritis (joint tissue breakdown) of the right knee, diabetes, respiratory failure with hypoxia (lungs do not have enough oxygen), kidney disease, neuropathy (damage nerves causing tingling and numbness, or loss of sensation in the hands, feet, legs or back.

During an interview and hot water faucet temperature measurement on 3/6/25 at 9:10 A.M., the water temperature measured at 94.6-degree F., after the hot water faucet ran for two minutes. The resident said he/she moved from a different unit to this room about 5 months ago. The water is always cold in this room and he/she would like it to get hot.

5. Review of Resident #3's annual MDS, dated 8/23/24 showed:
-Cognitively intact;
-Required partial/moderate assistance with ADLs;
-Diagnoses included muscular dystrophy (genetic disorder that causes weakness and decreased skeletal muscles), right tibia (shin bone) fracture, right ankle fracture, pressure ulcer to sacral area.

During an interview and hot water faucet temperature measurement on 3/6/25 at 9:12 A.M., the water temperature measured at 94.6-degree F., after the hot water faucet ran for two minutes. The resident said the water does not warm up. He/She would like the water to be warm and not cold.

6. Review of Resident #8's annual MDS, dated 10/2/24, showed:
-Cognitively intact;
-Required partial/moderate assistance with ADLs;
-Diagnoses included peripheral vascular disease

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(PVD, narrowing of veins and arteries decreasing blood flow in the legs), hemiplegia and hemiparesis (paralysis and weakness) following a cerebral infarction (stroke) affecting the right dominant side.

Observation and interview on 3/6/25 at 9:16 A.M., showed Certified Nurse Assistant (CNA) A turned the water on hot and left the room. The resident said he/she would like hot water and for it not to take so long to heat up. At 9:19 A.M., CNA A said it takes the water about three minutes to warm up. The hot water measured 82.7 degrees F. CNA A said the water was cold to touch. CNA A said he/she always checks the water temperature by using the back of his/her hand to make sure it was warm enough but not too hot.

7. Review of Resident #9's annual MDS, dated 10/2/24, showed:
-Cognitively intact;
-Required set up and clean up assistance with ADLs;
-Diagnoses included osteoarthritis (joint tissue breakdown), respiratory failure with hypoxia (difficulty breathing due to lack of oxygen), kidney disease, lymphedema (swelling, stiffness, and pain in the arms and legs), pressure ulcer to right buttock.

Observation and interview on 3/6/25 at 9:25 A.M., showed the water temperature measured at 103.8-degree F, after the hot water faucet ran for two minutes. The resident said the water temperature is too cold at times. He/She wanted it to be warm and not take so long to warm up. When he/she gets in the shower in the shower room on unit 200, it runs out of hot water and so he/she had to rinse off with cold water.

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F 584	Continued From page 6	F 584		

Observation on 3/6/25 at 10:35 A.M., showed the resident was getting ready to take a shower on unit 200's shower room and said he/she would not get under the water because it is always too cold.

8. Observation on 3/6/25, showed:
-9:30 A.M. room #314, hot water faucet temperature measured at 94.4 degrees F;
-9:50 A.M. shower room on unit 300, hot water faucet in the shower measured at 91.2 degrees F. and the shower tub hot water faucet measured at 84.0 degrees F;
-10:27 A.M. shower room on unit 200, hot water faucet in the shower measured at 87.2 degrees F.

9. During an interview on 3/5/25 at 1:46 P.M., Housekeeper B said he/she worked at the facility for about a year and sometimes water takes a bit of time to heat up. Maintenance has been working on it. Housekeeper B had been told to make sure the hot water faucet that is connected to the soap system is turned off after he/she filled the mop buckets, so the hot water doesn't run out.

10. During an interview on 3/6/25 at 10:02 A.M., the Administrator, Housekeeping Supervisor, and Maintenance Supervisor said the hot water faucet temperatures are measured and recorded once a week and they are picked at random, three resident rooms and one shower room. They follow the state guidelines for the hot water temperatures to maintain 105-120-degree F. and they expected this temperature to be reached within two minutes. They said they are aware of hot water issues and have been working on it. A

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plumber is scheduled to evaluate the hot water issues. They were not aware of how many rooms had low temperatures, including the showers. They agreed the temperatures measured in the resident rooms and shower rooms are not within their policy and procedures guidelines and the low temperatures do not provide a homelike environment to the residents. The Maintenance Director said the last time a plumber came out, he/she was told the issue is coming from the soap dispensing system. The soap system holds constant hot and cold water pressure to the faucet. It is turned on and off at the hose but if housekeeping does not turn the hot water off, it continues to use the hot water to maintain a hot temperature.

11. Review of the Test and Log Hot Water Temperatures, dated 2/28/25, completed by the Maintenance Director, showed four out of 10 hot water temperature measured below 105-degrees F.

During an interview on 3/6/25 at 12:10 P.M., the Maintenance Supervisor said when he/she reviews and records the hot water temperatures, he/she only makes sure the hot water is not running too hot. They have had to replace eight water heaters and three mixing valves on the hot water connection in the past year.

12. During an interview on 3/6/25 at 9:40 A.M., the Administrator said he/she does not review the water temperature logs.

MO00249964

Missouri Department of Health and Senior Services

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A3023	19 CSR 30-85.032(24) Hot Water 105-120 Degrees F The facility shall ensure that plumbing fixtures that supply hot water and are accessible to the residents, shall be thermostatically controlled so the water temperature at the fixture does not exceed one hundred twenty degrees Fahrenheit (120°F) (49°C). The water shall be at a temperature range of one hundred five degrees Fahrenheit to one hundred twenty degrees Fahrenheit (105°F-120°F) (41°C-49°C). I/II This regulation is not met as evidenced by: Class II See the deficiency cited at F584.	A3023		

Missouri Department of Health and Senior Services

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
Haze Hadley	Administrator	03/25/25

PLAN OF CORRECTION

Provider/Supplier Name:	265838
Street Address, City, Zip:	1201 Garden Plaza Dr, Florissant, MO 63033
Date of Survey:	03/06/25

PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER	

ID PREFIX TAG	**PROVIDER'S PLAN OF CORRECTION: (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)**	**COMPLETION DATE**
F 584	1. What corrective actions(s) will be accomplished for those residents found to have been affected by the deficient practice. • We have completely replaced the water heater and fixed all valves for the hot water. • Water Temperatures have been tested today 03/24/25 and have been attached with the POC. • Residents #3, #5, #6, #7, #8 and #9 now have appropriate water temperatures in their rooms.	
	2. How you will identify other residents having the potential to be affected by the same deficient practice and what corrective action will be taken. • All residents have the potential to be affected by this alleged deficient practice	

	3. What measures will be put into place or what systemic changes will you make to ensure that the deficient practice does not recur. • Administrator educated Maintenance director to ensure hot water is always in the correct temperatures between 105120 in rooms and shower rooms. • Administrator educated Maintenance Director that water needs become at the correct temperature within 3 minutes of turning the hot water on. • The Maintenance Director educated staff to put on the maintenance log of any findings of water not reaching correct temperatures. • Maintenance Director will utilize the attached form for weekly water temp checks indefinitely	
	4. How the facility plans to monitor its performance to make sure that solutions are sustained. The facility must develop a plan for ensuring that correction is achieved and sustained. This plan must be implemented, and the corrective action evaluated for its effectiveness. The plan of correction is integrated into the quality assurance system. • The Maintenance Director and/or designee will audit water temperature in shower rooms 3x a week x2 weeks, then weekly x6 weeks and documented on Temperature Log. • Maintenance Director will utilize the attached form for weekly water temp checks indefinitely • If/when discrepancies are identified, they will be corrected immediately. Findings and trends will be reported to the QAPI Committee.	
	5. When the corrective actions will be completed:	03/22/25
A3023	See the deficiency cited at F584	

The Administrator signing and dating the first page of the CMS-2567/State Form is indicating their approval of the plan of correction being submitted on this form.

Haze Hadley

03/25/2025