


Division of Health Improvement

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>2125</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>08/29/2024</b>
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NAME OF PROVIDER OR SUPPLIER  <b>CASA BELLA RESIDENTIAL CARE FACILITY</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>2919 SPITZ ST</b> <b>LAS CRUCES, NM 88005</b>
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8 000	<p>Initial Comments</p> <p>The following deficiencies were cited during a Regulation Review Survey and Complaint survey completed on 08/29/24 for the state requirements of NMAC 8.370.14, Regulations for Assisted Living Facilities for Adults.</p> <p>Resident Census: ■</p> <p>Complaint Intake NM # ■ was investigated, and deficiencies were not cited.</p>	8 000		
8 036	<p>8 NMAC 370.14.36 Nutrition</p> <p>The facility shall provide planned and nutritionally balanced meals from the basic food groups in accordance with the "recommended daily dietary allowance" of the American dietetic association, the food and nutrition board of the national research council, or the national academy of sciences. Meals shall meet the nutritional needs of the residents in accordance with the "2005 USDA dietary guidelines for Americans." Vending machines shall not be considered a source of snacks.</p> <p>A. Dietary services policies and procedures: The facility will develop and implement written policies and procedures that are maintained on the premises and that govern the following requirements.</p> <p>(1) Meal service: The facility shall:</p> <p>(a) serve at least three meals or their equivalent each day at regular times with no more than 16 hours between the evening meal and morning meal with snacks freely available;</p> <p>(b) provide snacks of nourishing quality and post on the daily menu;</p> <p>(c) develop menus enjoyed by the residents and served at normal intervals appropriate to the residents' preferences;</p>	8 036		

Division of Health Improvement LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE 	TITLE	(X6) DATE
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8 036	<p>Continued From page 1</p> <p>(d) post the weekly menu, including snacks where residents and families are able to view it; posted menus shall be followed and any substitution shall be of equivalent nutritional value and recorded on the posted menu; identical menus shall not be used within a one week cycle;</p> <p>(e) have special menus or meal items following guidelines from the resident's physician for residents who have medically prescribed special diets;</p> <p>(f) serve all residents in a dining room except for residents with a temporary illness, or with documented specific personal preference to have meals in their room;</p> <p>(g) allow sufficient time for meals to enable residents to eat at a leisurely pace and to socialize; and</p> <p>(h) contact the resident's PCP within 48 hours if a resident consistently refuses to eat.</p> <p>(2) Staff in-service training: The facility shall provide an in-service training program for staff that are involved in food preparation at orientation and at least annually and that includes:</p> <p>(a) instruction in proper food storage;</p> <p>(b) preparation and serving food;</p> <p>(c) safety in food handling;</p> <p>(d) appropriate personal hygiene; and</p> <p>(e) infectious and communicable disease control.</p> <p>B. Dietary records: The facility shall maintain the following documentation onsite:</p> <p>(1) a systematic record of all menus and revisions, including snacks, for a minimum of thirty (30) calendar days;</p> <p>(2) a systematic record of therapeutic diets as prescribed by a PCP;</p> <p>(3) a copy of the most recent licensing inspection and for facilities with 10 or more residents, a copy</p>	8 036		

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8 036	<p>Continued From page 2</p> <p>of the New Mexico environment department inspection with notations made by the facility of action taken to comply with recommendations or citations; and</p> <p>(4) a daily log of the recorded temperatures for all facility refrigerators, freezers and steam tables maintained and available for inspection for 30 calendar days.</p> <p>C. Clean and sanitary conditions: All practices shall be in accordance with the standards of the state environment department, pursuant to 7.6.2 NMAC.</p> <p>(1) Kitchen sanitation:</p> <p>(a) Equipment and work areas shall be clean and in good repair. Surfaces with which food or beverages come into contact shall be of smooth, impervious material free of open seams, not readily corrodible and easily accessible for cleaning.</p> <p>(b) Utensils shall be stored in a clean, dry place protected from contamination.</p> <p>(c) The walls, ceiling and floors of all rooms that food or drink is stored, prepared or served shall be kept clean and in good repair.</p> <p>(2) Washing and sanitizing kitchenware:</p> <p>(a) All reusable tableware and kitchenware shall be cleaned in accordance with procedures that include separate steps for prewashing, washing, rinsing and sanitizing.</p> <p>(b) Proper dishwashing procedures and techniques shall be utilized and understood by the dishwashing staff.</p> <p>(c) Periodic monitoring of the operation of the detergent dispenser, washing, rinsing and sanitizing temperatures shall be performed and documented.</p> <p>(d) When a dishwashing machine is utilized, the cleanliness of the machine, its jets and its thermostatic controls shall be monitored and</p>	8 036		

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8 036	<p>Continued From page 3</p> <p>documented by the facility. A monthly log of the recorded temperature of the dishwasher shall be maintained in the facility and available for inspection.</p> <p>(3) Sinks for hand washing shall include hot and cold running water, hand-washing soap and disposable towels.</p> <p>(4) All garbage and kitchen refuse that is not disposed of through a garbage disposal unit shall be kept in watertight containers with close-fitting covers and disposed of daily in a safe and sanitary manner.</p> <p>(5) Cooks and food handlers shall wear clean outer garments and hair nets or caps and shall keep their hands clean at all times when engaged in handling food, drink, utensils or equipment in accordance with the local health authority. Disposable gloves shall be used in accordance with the local health authority.</p> <p>D. Food management: The facility shall store, prepare, distribute and serve food under sanitary conditions and in accordance with the regulations governing food establishments of local health authority having jurisdiction.</p> <p>(1) The facility shall ensure that a minimum of a three calendar day supply of perishables and a five calendar day supply of non-perishables or canned foods is available for the residents.</p> <p>(2) The facility refrigerator and freezer shall have an accurate thermometer which reads within or not more than plus or minus three degrees fahrenheit of the required temperature, located in the warmest section of the refrigerator and freezer and shall be accessible and easily read.</p> <p>(a) The temperature of the refrigerator shall be 35 - 41 degrees fahrenheit.</p> <p>(b) Freezer temperatures shall be maintained at zero degrees fahrenheit or below.</p> <p>(3) Refrigerators and freezers shall be kept clean</p>	8 036		

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8 036	<p>Continued From page 4</p> <p>and sanitary at all times. Food stored in refrigerators and freezers shall be covered, dated and labeled. Unused leftover food shall be discarded after three calendar days.</p> <p>(4) Steam tables, hot food tables, slow cookers, crock pots and other hot food holding devices shall not be used in heating or reheating food. Hot food temperatures shall be checked periodically to insure that a minimum of 140 degrees fahrenheit is maintained.</p> <p>(5) Medication, biological specimens, poisons, detergents and cleaning supplies shall not be kept in the same storage areas used for storage of foods. Medications shall not be stored in the refrigerator with food; an alternate refrigerator for medication shall be used.</p> <p>(6) Canned or preserved foods shall be procured from sources that process the food under regulated quality and sanitation controls. This does not preclude the use of local fresh produce. The facility shall not use home-canned foods.</p> <p>(7) Dry or staple food items shall be stored at least six inches off the floor in a ventilated room that is not subject to sewage, waste water back-flow or contamination by condensation, leakage, rodents or vermin.</p> <p>(8) The facility shall ensure the following:</p> <p>(a) all perishable food is refrigerated and the temperature is maintained no higher than 41 degrees fahrenheit;</p> <p>(b) the temperature for all hot foods is maintained at 140 degrees fahrenheit; and</p> <p>(c) all displayed or transported food is protected from environmental contamination and maintained at proper temperatures in clean containers, cabinets or serving carts.</p> <p>E. Milk:</p> <p>(1) Raw milk shall not be used.</p> <p>(2) Condensed, evaporated, or dried milk</p>	8 036		

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8 036	<p>Continued From page 5</p> <p>products that are nationally recognized may be employed as "additives" in cooked food preparation but shall not be substituted or served to residents in place of milk.</p> <p>F. Collateral requirements: Compliance with this rule does not relieve a facility from the responsibility of meeting more stringent municipal regulations, ordinances or other requirements of state or federal laws governing food service establishments. Local health authority having jurisdiction means municipal, county, state or federal agency(s) that have laws and regulations governing food establishments, liquid waste disposal, treatment facilities and private wells. [8.370.14.36 NMAC - N, 7/1/2024]</p> <p>This REQUIREMENT is not met as evidenced by: 8.370.14.36 D (3)</p> <p>Based on observation and interview, the facility failed to ensure food was stored in safe, clean, and sanitary conditions. This deficient practice could likely cause harm to residents if they were to ingest food that was unsanitary and caused foodborne illness (illness resulting in the consumption of contaminated or toxic food). The findings are:</p> <p>A. On 08/28/24 at 2:38 pm, during observation of the facility freezer in the kitchen, revealed the bottom of the freezer was dirty and had a reddish substance spilled on the floor of the freezer.</p> <p>B. On 08/28/24 at 2:40 pm, during observation of the facility refrigerator in the kitchen, revealed the following:</p> <ol style="list-style-type: none"> <li>1. One three pound clear container of rotten (decayed, spoiled) kiwi dated 07/11/24.</li> <li>2. One two pound clear container of rotten</li> </ol>	8 036		

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8 036	Continued From page 6  strawberries. 3. One three pound clear container of rotten (decayed, spoiled) red seedless grapes. 4. One plastic bag of outdated green bell peppers dated 08/11/24. 4. One bagged head of rotten, blackened broccoli florets dated 08/08/24. 5. One bag of old, rotting romaine lettuce. 6. Two plastic bags of undated green bell peppers.  C. On 08/28/24 at 2:45 pm, during an interview with Administrative Manager, she confirmed the fruits and vegetables in the refrigerator was rotten, undated and/or outdated. Administrative Manager discarded all the fruits and vegetables immediately.	8 036		
8 042	8 NMAC 370.14.42 Maintenance of Building and Grounds  The building(s) shall be maintained in good repair at all times. Such maintenance shall include, but is not limited to, the following areas: A. Storage areas/grounds: Storage areas and grounds shall be maintained in a safe, sanitary and presentable condition at all times. Storage areas and grounds shall be kept free from accumulation of refuse, weeds, discarded furniture, old newspapers or other items that create a fire hazard. B. Floors: Floors shall be maintained stable, firm and free of tripping hazards. [8.370.14.42 NMAC - N, 7/1/2024]  This REQUIREMENT is not met as evidenced by: 7.8.2.42	8 042		

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8 042	<p>Continued From page 7</p> <p>Based on observation and interview, the facility failed to ensure all operating windows had screens that were in good condition.</p> <p>This deficient practice could likely result in the (R #s ) residents identified on the census provided by the House Manager on 08/27/24, to be at risk of injury or illness if they were exposed to bugs/insects, allergens (dust/dirt), or debris (leaves or other fragments) coming in through the damaged screens. The findings are:</p> <p>A. On 08/27/24 at 2:15 pm, during observation of the exterior of the facility, revealed the following:</p> <ol style="list-style-type: none"> <li>1. One (1) window in Room 1 had a damaged screen.</li> <li>2. One (1) small window on the North side of the front entry door had a torn screen.</li> <li>3. One (1) window in Room 3 had a bent screen.</li> <li>4. One (1) window in Room 4 had a bent screen.</li> </ol> <p>B. On 08/27/24 at 2:25 pm, during an interview, the House Manager confirmed the windows had bent, damaged, or torn screens.</p>	8 042		
8 054	<p>8 NMAC 370.14.54 Resident Rooms</p> <p>A. The facility's bed capacity shall not exceed the capacity approved by the licensing authority.</p> <p>B. Each resident room shall have an outside room with a window. The area of the outdoor window shall be at least one tenth of the floor area of the room.</p> <p>C. Resident rooms shall not be less than seven feet wide in any horizontal dimension.</p> <p>D. There must be no through traffic in resident rooms. Resident rooms must connect directly to</p>	8 054		

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8 054	<p>Continued From page 8</p> <p>other internal common areas of the facility.</p> <p>E. The window shades, drapes, curtains, or blinds in the resident rooms shall be in good repair and of flame-retardant materials.</p> <p>F. Resident rooms may be private or semi-private. Semi-private rooms may not house more than two residents.</p> <p>(1) Private rooms shall have a minimum of 100 square feet of floor area. The closet and locker area shall not be counted as part of the available floor space.</p> <p>(2) Semi-private rooms shall have a minimum of 80 square feet of floor area for each bed and shall be furnished in such a manner that the room is not crowded and passage out of the room is not obstructed. A separate closet for each resident shall be provided. The closet and locker area shall not be counted as part of the available floor space. The beds shall be spaced at least three feet apart.</p> <p>G. If a resident chooses not to bring their own furnishings to the facility; each resident room shall be provided with, as a minimum, the following furnishings per resident:</p> <p>(1) a bed that shall be at least 36 inches wide, of sturdy construction and in good repair;</p> <p>(2) each bed shall be provided with a clean, comfortable mattress of at least four inches in thickness, which is waterproof, or protected with a waterproof covering and a mattress pad;</p> <p>(3) each bed shall be provided with a clean, comfortable pillow;</p> <p>(4) each bed shall be provided with a pillow case, two clean sheets, blankets and a bedspread appropriate for the weather and the climate;</p> <p>(5) an individual closet or closet area with a clothes rack for hanging clothes and shelves or drawers that are accessible to the resident;</p> <p>(6) a dresser with drawers;</p>	8 054		

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8 054	<p>Continued From page 9</p> <p>(7) a bedside table or desk; (8) a chair; (9) a reading lamp; and (10) a mirror. [8.370.14.54 NMAC - N, 7/1/2024]</p> <p>This REQUIREMENT is not met as evidenced by: 7.8.2.54 E</p> <p>Based on observation and interview, the facility failed to ensure the window coverings and blinds were in good condition. This deficient practice could likely result in the [REDACTED] (R #s [REDACTED]) residents listed on the census list provided by the Administrative Manager on 08/26/24, to be at risk of not having sufficient privacy, or the ability to have light and shade in their room, or to help heat or cool their rooms. The findings are:</p> <p>A. On 08/27/24 at 2:25 pm, during observation of the facility exterior, the following rooms had damaged window blinds: 1. Room [REDACTED] had damaged window blinds. 2. Room [REDACTED] had damaged window blinds. 3. Room [REDACTED] had damaged window blinds.</p> <p>B. On 08/27/24 at 2:25 pm, during an interview, the House Manager confirmed the window blinds in the rooms were damaged.</p>	8 054		
8 059	<p>8 NMAC 370.14.59 Windows</p> <p>A. Each sleeping room shall be provided with an exterior window. (1) The window shall be operable, screened and have a clear operable area of 5.7 square feet minimum; measured 20 inches wide minimum</p>	8 059		

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8 059	<p>Continued From page 10</p> <p>and measured 24 inches high minimum.</p> <p>(2) The top of the window sill shall not be more than 44 inches above the finished floor.</p> <p>B. Screens shall be provided on all operable windows.</p> <p>C. The proposed use of bars, grilles, grates or similar devices shall be reviewed and approved by the licensing authority prior to installation.</p> <p>D. Sleeping rooms, living rooms, activity room areas and dining room areas shall have a window area of at least one tenth of the floor area with a minimum of 10 square feet.</p> <p>[8.370.14.59 NMAC - N, 7/1/2024]</p> <p>This REQUIREMENT is not met as evidenced by: 7.8.2.59 B</p> <p>Based on observation and interview, the facility failed to ensure that all operating windows had screens that were in good condition.</p> <p>This deficient practice could likely result in the (R #s ) residents identified on the census provided by the Administrative Manager on 08/26/24, to be at risk of injury or illness if they were exposed to bugs/insects, allergens (dust/dirt), or debris (leaves or other fragments) coming in through the missing window screens. The findings are:</p> <p>A. On 08/27/24 at 2:25 pm, during observation of the exterior of the facility room six (6) had a missing screen.</p> <p>B. On 11/15/23 at 2:25 pm, during an interview, the House Manager confirmed the window had a missing screen.</p>	8 059		