

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6001333	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 11/18/2022
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NAME OF PROVIDER OR SUPPLIER SYMPHONY ENCORE	STREET ADDRESS, CITY, STATE, ZIP CODE 2829 SOUTH CALIFORNIA BLVD CHICAGO, IL 60608
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S 000	Initial Comments	S 000		
S9999	Final Observations	S9999		
	<p>Statement of Licensure Violations</p> <p>300.610a) 300.1210b) 300.1210d)6</p> <p>Section 300.610 Resident Care Policies</p> <p>a) The facility shall have written policies and procedures governing all services provided by the facility. The written policies and procedures shall be formulated by a Resident Care Policy Committee consisting of at least the administrator, the advisory physician or the medical advisory committee, and representatives of nursing and other services in the facility. The policies shall comply with the Act and this Part. The written policies shall be followed in operating the facility and shall be reviewed at least annually by this committee, documented by written, signed and dated minutes of the meeting.</p> <p>Section 300.1210 General Requirements for Nursing and Personal Care</p> <p>b) The facility shall provide the necessary care and services to attain or maintain the highest practicable physical, mental, and psychological well-being of the resident, in accordance with each resident's comprehensive resident care plan. Adequate and properly supervised nursing care and personal care shall be provided to each resident to meet the total nursing and personal</p>		<p>Attachment A Statement of Licensure Violations</p>	

Illinois Department of Public Health LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X8) DATE
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S9999	<p>Continued From page 1</p> <p>care needs of the resident.</p> <p>d) Pursuant to subsection (a), general nursing care shall include, at a minimum, the following and shall be practiced on a 24-hour, seven-day-a-week basis:</p> <p>6) All necessary precautions shall be taken to assure that the residents' environment remains as free of accident hazards as possible. All nursing personnel shall evaluate residents to see that each resident receives adequate supervision and assistance to prevent accidents.</p> <p>These Requirements were NOT MET as evidenced by:</p> <p>Based on observation, interviews and record review the facility failed to protect (R1) 1 of 3 residents reviewed for Abuse from a physical assault and failed to follow their policy and procedures for Abuse Prevention. This failure resulted in R1 being knocked out of his wheelchair onto the floor. R1 was transported to the hospital for a CT (Computed Tomography) scan of the head. R1 sustained reddish/purplish discoloration to the left eye with swelling from the assault.</p> <p>Findings Include:</p> <p>R1, 71 years old with diagnoses of Schizo-Affective Disorder, Bipolar Type, Vascular Dementia with Behavioral Disturbance and Schizophrenia. Symptoms related to R1's diagnoses include responding to internal stimuli, inattention, disorganized thought process, paranoid and accusatory behaviors. These behaviors can intermittently be disruptive to staff/peers and may put R1 at risk for</p>	S9999		

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S9999	Continued From page 2 misunderstanding boundaries and abuse/neglect. R1 is an identified offender and has a criminal history of Battery and Resisting a Peace Officer. R1 is at the Moderate Risk Level. resident has been deemed not to constitute any risk to staff or resident population.	S9999		
	<p>Review of R1's progress noted dated 11/1/22 at 6:55 pm, V6 (Social Services) - Writer was made aware that resident was involved in a physical altercation where he received physical aggression. Writer was made aware that resident was hit by R2 in front of the nurse's station and immediately separated. Writer met with R1 to process his feelings regarding being agitated, and involvement in a peer aggressive behavior. Resident presented with no sign of distress during this wellbeing check.</p> <p>When questioned, resident stated "He hit me for no reason, but I'm fine pal". Resident has a history of overstepping boundaries. Resident indicated he was doing well and denied any problem at this time. Writer encouraged Resident to inform the nurses and/or social work staff if he experiences any issues. Writer asked resident if he wanted to call police, resident stated "no for what." Resident was compliant and did not have any additional behaviors. Writer reassured resident that he resides in a safe place. Writer asked resident if he felt safe in facility, resident stated "yes pal." Psychiatrist made aware. Writer encouraged resident to attend groups and activities. Staff will continue to monitor and follow-up accordingly.</p> <p>Care Plan dated 07/01/22 - Resident may be at risk for potential abuse related to behavior problem as evidenced by verbally and physically acting out when agitated.</p>			

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S9999	<p>Continued From page 3</p> <p>During a face-face interview with V1 (Administrator) on 11/4/22 at 2:32 pm, V1 stated she spoke with R1 concerning the incident with R2. V1 said R1 did not remember the details of the incident but continues to focus primarily on getting a dollar. R1's behavior is to accuse anyone of stealing his money and then he asks that person for \$1.00.</p> <p>On 11/18/22 at 11:49 am via telephone with V3 PSA (Psychosocial Rehabilitative Aide), V3 stated on 11/1/2022; R1 was accusing R2 of stealing his money. R1 was screaming and talking extremely loud the entire day. R2 was coming around the corner and R1 started yelling and accusing R2 of stealing his money. R1 was really yelling and screaming at R2, things happened so fast; R2 pushed R1 while in the wheelchair and R1 hit the floor. R2 felt bad, he had never done anything like this before. R2 is very quiet and to his self. R1 really upset R2.</p> <p>During a phone interview with V5 (nurse) on 11/18/22 at 10:47 am, surveyor asked V5 if she was on the unit when the altercation between R1 and R2 occurred. V5 said yes and R1 was very loud, he was extra loud that day and had been going on for hours. R2 was walking down the hallway towards the elevator and R1 started pointing and yelling that R2 stole his money. It happened so fast, R2 tackled R1 to the floor.</p> <p>Surveyor asked V5 if R2 did anything like this before. V5 said no, he is one who stays to himself, he has no behaviors. R1 agitated him a lot that day.</p> <p>On 11/17/2022 at 10:15 am while waiting to interview R1. I could hear a voice screaming very loudly and using profane language that someone</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>stole their money. R1 entered the doorway and immediately started using vulgar language and accused me of stealing his money. V1 (Administrator) was present and told R1 she has not been by you. I introduced myself to R1 and he was screaming at me and saying what do you want. I introduced myself again and asked him about his money and he was talking very loudly and saying that his roommate stole \$12.00 of his money and that everyone owes him money. After I asked R1 the question, he asked me for a dollar. I told R1 I did not have any money, R1 started yelling at me and told V1 I stole his money. V1 said to R1, I am standing right here with her. R1 said oh and asked V1 to give him \$1.00. R1 is verbally aggressive and uses profanity while talking with a very loud voice as he accuses anyone passing by of stealing his money.</p> <p>On 11/18/22 at 10:54 am while speaking to V6 (Social Services) via telephone, surveyor asked V6 if she was familiar with R1's behavior of yelling loudly, accusing people of stealing his money and begging for a dollar. V6 said she is very familiar with R1 and his accusatory behaviors. She said R1 did not remember the incident. Surveyor asked what interventions are in place to prevent another altercation of this matter from happening. V6 said R1 has groups but he will not show up unless he gets a reward of some kind. We continue to redirect R1 and talk to him about invading other people space.</p> <p>Surveyor asked V6 about R2 and his behaviors. V6 said R2 is quiet and to self. He has never had a behavior before this altercation.</p> <p>Abuse Policy: Abuse Prevention Policy - not dated, Template # 71146759.3</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>Residents have the right to be free from abuse, neglect, exploitation, misappropriation of property or mistreatment. This includes but is not limited to corporal punishment, involuntary seclusion and any physical or chemical restraint not required to treat the resident's medical symptoms.</p> <p>Purpose:</p> <p>The purpose of this policy and the Abuse Prevention Program is to describe the process for identification, assessment and protection of residents from abuse, neglect, misappropriation of property and exploitation</p> <p>This will be accompanied by: " Establishing an environment that promotes resident sensitivity, resident security and prevention of mistreatment "Immediately protecting residents involved in identified reports of possible abuse, neglect, exploitation and misappropriation of property</p> <p>The Facility prohibits abuse, neglect, exploitation, misappropriation of property and exploitation of its residents, including verbal, mental, sexual or physical abuse, corporal punishment and involuntary seclusion.</p> <p>The facility has a "no tolerance" philosophy.</p> <p>(B)</p>	S9999		