

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>IL6010052</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>01/20/2023</b>
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NAME OF PROVIDER OR SUPPLIER  <b>THRIVE OF LAKE COUNTY</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>850 E US HIGHWAY 45 MUDELEIN, IL 60060</b>
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S 000	Initial Comments  Complaint Investigation: 2310505/IL155545	S 000		
S9999	Final Observations  Statement of Licensure Violations  300.610a) 300.1210b) 300.1220b)7  Section 300.610 Resident Care Policies  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.  Section 300.1210 General Requirements for Nursing and Personal Care  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 care needs of the resident.	S9999	Attachment A Statement of Licensure Violations	

Illinois Department of Public Health  
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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S9999	<p>Continued From page 1</p> <p>Section 300.1220 Supervision of Nursing Services</p> <p>b) The DON shall supervise and oversee the nursing services of the facility, including:</p> <p>7) Coordinating the care and services provided to residents in the nursing facility.</p> <p>These Requirements were NOT MET as evidenced by:</p> <p>Based on observation, interview, and record review the facility failed to ensure a resident's rights (R11) were promoted and protected by cutting a residents's hair without permission. The facility failed to ensure a resident (R1) was treated with respect and dignity when care was provided.</p> <p>This failure resulted in psychosocial harm to R11 on 12/27/22 when a staff member cut R11's hair after he told her no and tried to push her away.</p> <p>This applies to 2 of 6 residents (R11 &amp; R1) reviewed for resident rights in the sample of 15.</p> <p>The findings include:</p> <p>1. The facility's Final Incident Investigation Report dated 1/4/23 for R11 showed, "Original allegation - Resident reported that he was uncomfortable with the care that he received by the staff. A staff member cut his hair and he did not like it. The daughter notified the center and an investigation was started."</p> <p>The Witness Statement dated 12/27/22 for R11 showed, "V12 RN (Registered Nurse) stated that</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>she talked with R11's daughter and told her that her dad looked disheveled. V12 reported that it was her responsibility to take care of the patients. V12 expressed that she felt the daughter wanted her to trim R11's hair."</p> <p>On 1/19/23 at 2:15 PM, V13 (R11's Sister) stated R11 called her and told her that he was forced to get his hair cut. V13 stated, "R11 told me what happened. He was very upset and felt violated. R11 told her to stop cutting his hair. I don't know why they felt that they needed to do this. R11 said he was trying to push her away. The staff called but I don't remember who it was. They said an event occurred, someone cut his hair and he did not want it cut. They said V12 RN (Registered Nurse) was sent home. They said they were doing an investigation and would get back to me after five days with a resolution and they never did. R11 likes his hair long and was clearly upset by it. I never told anyone to cut R11's hair. He gets scheduled hair cuts. This wasn't necessary and I don't think it was appropriate. R11 has the right to say, "No." They shouldn't just do this to him." V13 stated she is in Florida and hasn't seen R11's hair. V13 stated R11 doesn't have a daughter.</p> <p>On 1/20/23 at 9:10 AM, V1 (Administrator) stated, "The family was calm about it. The daughter came in and saw it (R11's hair). V12 RN took it upon herself to cut R11's hair. V11 (Admissions Coordinator) and V3 ADON (Assistant Director of Nursing) interviewed the employee. V12 was sent home."</p> <p>On 1/20/23 at 9:39 AM, R11 was sitting up in bed in his room. R11's hair was cut short. R11 appeared anxious and upset when he was asked about the hair cutting incident with the nurse. R11</p>	S9999		
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S9999	<p>Continued From page 3</p> <p>stated, "I did not want her to cut my hair. I told her I did not want it cut and I tried to push the nurse away. She came at me twice with scissors. I held her hand to try and stop her. I said no. I called V13 (sister) to tell her what happened. I didn't want this to happen. I liked my hair the way it was. I am upset over this."</p> <p>On 1/20/23 at 10:00 AM, V11 (Admissions Director) stated, "I was in the conference room with V3 ADON (Assistant Director of Nursing) when the therapist and V4 (Social Services Director) came in and said R11 reported his hair was cut against his wishes. R11 said the nurse did it. I pulled V12 RN off the floor, to the conference room and asked for her statement. I went and talked to R11 again. At this point he was calm but before that he was very upset. R11 had talked to V13 (R11's sister) and that calmed him down. R11 explained what happened. He likes his hair long; she cut it short against his wishes. V3 and I called V13 together. V12 told me someone had come in and said R11 looked disheveled and needed to be cleaned up. R11 said he did not want it done; he said no."</p> <p>On 1/20/23 at 1:31 PM, V17 CNA (Certified Nursing Assistant) stated when she came into work R11's hair was already cut. V17 stated R11 told her that he didn't want his hair cut. V17 stated R11 told her that he told V12 not to cut his hair but she insisted and cut it. V17 stated, "R11 was upset about his hair. R11 always liked to style his hair long and curly; she cut him way too short. We are not supposed to cut hair."</p> <p>R11's MDS (Minimum Data Set) dated 11/13/22 showed no cognitive impairment; no physical, verbal or other behaviors; supervision needed for personal hygiene; extensive assistance needed</p>	S9999		
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S9999	<p>Continued From page 4</p> <p>for bed mobility, transfers, and dressing.</p> <p>The facility's Resident Dignity policy (November 2018) showed, "This facility will promote care for elders of the facility in a manner and in an environment that maintains and enhances each resident's dignity and respect in full recognition of the resident's individuality. Residents will be groomed as they wish including hair care and styled, facial hair shaved/trimmed as the resident wishes, nail care as the resident chooses."</p> <p>The facility's Resident Rights policy (April 2022) showed, "Purpose: To ensure each resident is treated with dignity and respect. Our facility environment encourages self-selection to individualize needs, care, and routines in a dignified and honorable way to respect preferences and full exercise of rights. Our residents have rights to a dignified existence, self determination, and communication with and access to persons and services inside and outside the facility."</p> <p>2. R1's electronic face sheet printed on 1/20/23 showed R1 has diagnoses including but not limited to chronic obstructive pulmonary disease, type 2 diabetes, chronic diastolic congestive heart failure, and osteoarthritis.</p> <p>R1's facility assessment dated 10/27/22 showed R1 has no cognitive impairment and requires 1 staff assist with toileting and personal hygiene.</p> <p>R1's nursing care plan dated 9/20/21 showed, "Resident is occasionally incontinent of bowel and bladder...offer toileting regularly upon rising, before and after meal times, and at bedtime."</p> <p>On 1/20/23 at 9:25 AM, R1 stated, "Earlier this week one of the night time CNA's (Certified</p>	S9999		
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S9999	<p>Continued From page 5</p> <p>Nursing Assistants) told me that my diaper wouldn't fit on me because I was too fat. I have to wait so long to go to the bathroom so they tell me just to go in my diaper and they'll change me. It's disgusting and makes me feel awful. During the day they take me to the bathroom with no problem so I don't understand why they can't take me during the night too."</p> <p>On 1/20/23 at 9:52 AM, V18 (R1's daughter) stated, "My Mom has told me about the statement that the aide said to her the other night about being too fat for an incontinence brief. I'm ashamed for that person and they shouldn't be taking care of senior citizens if they feel they need to put them down like that. I don't know about her being told to go to the bathroom in her incontinence brief but my main concern for her is that she is taken to the bathroom when she needs to go and that she gets the right medications."</p> <p>On 1/20/23 at 10:32 AM, V14 (Registered Nurse) stated, "It is a dignity issue if you tell a resident to be incontinent instead of taking them to the bathroom. That is wrong and no resident should ever be put through that."</p> <p>On 1/20/23 at 12:22 PM, V2 (Director of Nursing) stated, "No resident should ever be told to be incontinent in their brief or be told they are too large for an incontinence brief to fit them. Those are dignity concerns and our staff have been trained to treat all residents with respect and dignity."</p> <p>The facility's policy titled, "Resident Dignity" dated 11/2018 showed, "This facility will promote care for elders of the facility in a manner and an environment that maintains and enhances each</p>	S9999		

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S9999	Continued From page 6  resident's dignity and respect in full recognition of the resident's individuality...All staff will exhibit respect for each resident at all times. Staff will speak respectfully to each resident."  (B)	S9999		
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