

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6005029	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 10/26/2023
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NAME OF PROVIDER OR SUPPLIER ROYAL OAKS CARE CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 605 EAST CHURCH STREET KEWANEE, IL 61443
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S 000	Initial Comments Annual Licensure Survey	S 000		
S9999	<p>Final Observations</p> <p>Statement of Licensure Violations I of II: 300.610a) 300.3210t)</p> <p>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.</p> <p>Section 300.3210 General t) The facility shall ensure that residents are not subjected to physical, verbal, sexual or psychological abuse, neglect, exploitation, or misappropriation of property.</p> <p>This REQUIREMENT is not met as evidenced by:</p> <p>Based on observation, interview, and record review the facility failed to prevent physical abuse for one (R117) of four residents reviewed for abuse in the sample of 40. This failure resulted in R117 receiving an open laceration to his left</p>	S9999	<p style="text-align: center;">Attachment A Statement of Licensure Violations</p>	

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>jaw requiring three sutures.</p> <p>Findings include:</p> <p>The facility's Abuse Prevention Program, revised 11/28/2016, documents "This facility affirms the right of our residents to be free from abuse, neglect, misappropriation of resident property, and exploitation." "This facility is committed to protecting our residents from abuse by anyone including but not limited to, facility staff, other residents, consultants, volunteers, and staff from other agencies providing services to the individual, family members or legal guardians, friends, or any other individuals." " Physical Abuse includes hitting, slapping, pinching, kicking, and controlling behavior through corporal punishment."</p> <p>The Initial Report for Physical Abuse of R117, dated 10/18/23, documents an allegation of "Physical" abuse occurred on 10/18/23 at 12:15 pm between R117 and R92 and the police was called.</p> <p>The Final Report for Physical Abuse of R117, documents "It was reported to (V1 Administrator) that (R92) made physical contact with (R117). (R92) stated that he was trying to make peace with (R117) by bringing him his tray. (R92) stated that he offered (R117) the tray and (R117) pushed it back into (R92) spilling it on him. (R92) the stated that he became angry and threw the tray towards (R117). (R117) states that (R92) approached him with the tray and thought that (R92) was trying to dump the tray on him and blocked him resulting in the food going on (R92). According to (R117), (R92) then picked up the</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>tray and threw it like a Frisbee that hit (R117) on the left side of his face. Residents were then separated. Staff interviews stated that (R92) had grabbed a tray from the serving table and approached (R117). (R117) attempted to block (R92's) approach and then (R92) made contact with the tray. (R92) was removed from the area and (R117) went to Social Services office to be assessed. (R117) stated that he wanted charges to be pressed and when police arrived, they were informed of this desire. (R92) was removed from the facility in police custody. (R117) was assessed by the nurse and was recommended to be assessed at the ER (emergency room). (R117) initially declined, but with encouragement went for assessment. (R117) returned to facility after receiving three sutures to left jaw. (R92) did not return to facility. (R92) called facility to pick up belongings with friend off facility grounds. (R92) expressed no desire to return to facility."</p> <p>On 10/23/23 at 10:30 am, R117 was lying in bed with sutures visible to left jaw line.</p> <p>On 10/23/23 at 10:38 am, R117 stated he was in the dining room and R92 approached (R117) with R117's meal tray and was touching all R117's food and then pushed the tray toward R117. R117 stated he did not know if R92 was trying to hit him with the tray or dump the tray on him, so he put his arms up blocking the tray which spilled on R92. R117 stated R92 then flung the meal tray at him like a Frisbee and hit him in the face. R117 stated he ended up getting three stitches and pressed charges against R92 and R92 has not come back to the facility.</p> <p>On 10/23/23 at 12:00 pm, V1 (Administrator) confirmed an allegation of physical abuse was reported on 10/18/23 of R92 hitting R117 in the</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>face with a meal tray. V1 stated there were witnesses in the dining area that he obtained statements from. V1 stated R117 did go to the hospital for an evaluation and received three stitches to his left jaw. V1 stated R117 wanted to press charges and the police took R92 to jail. V1 stated R92 was released from jail but did not want to return to the facility.</p> <p>"B"</p> <p>Statement of Licensure Violations II of II: 300.610a) 300.1210a) 300.1210b) 300.1210d)1)3)</p> <p>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.</p> <p>Section 300.1210 General Requirements for Nursing and Personal Care a) Comprehensive Resident Care Plan. A facility, with the participation of the resident and the resident's guardian or representative, as applicable, must develop and implement a comprehensive care plan for each resident that</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>includes measurable objectives and timetables to meet the resident's medical, nursing, and mental and psychosocial needs that are identified in the resident's comprehensive assessment, which allow the resident to attain or maintain the highest practicable level of independent functioning, and provide for discharge planning to the least restrictive setting based on the resident's care needs. The assessment shall be developed with the active participation of the resident and the resident's guardian or representative, as applicable. (Section 3-202.2a of the Act)</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 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>1) Medications, including oral, rectal, hypodermic, intravenous and intramuscular, shall be properly administered.</p> <p>3) Objective observations of changes in a resident's condition, including mental and emotional changes, as a means for analyzing and determining care required and the need for further medical evaluation and treatment shall be made by nursing staff and recorded in the resident's medical record.</p> <p>This REQUIREMENT is not met as evidenced by:</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>Based on observation, interview, and record review, the facility failed to administer pain medication as ordered and assess pain on a daily basis for four of four residents (R88, R117, R233, R285) reviewed for pain in the sample of 23. These failures resulted in R285 having intractable pain following a fall that resulted in a fractured rib.</p> <p>Findings include:</p> <p>The facility's Pain Prevention & Treatment policy, dated 12/7/17, "It is the facility policy to assess for, reduce the incidence of and the severity of pain in an effort to minimize further health problems, maximize ADL (Activities of Daily Living) functioning and enhance quality of life. Responsibility: All nursing personnel, physical therapists, occupational therapist, attending physician, Interdisciplinary Care Team. Pain Treatment Plan: a plan based on information gathered during a resident pain assessment that identifies the resident's needs and specifies appropriate interventions to alleviate pain to the extent feasible and medically appropriate. The Pain Management Flow Sheet will be initiated for those residents with but no limited to routine pain medication, daily pain, diagnosis that may anticipate pain (i.e., arthritis, wounds, fractures, etc.). Information collected on the Pain Assessment Form will be used to formulate and implement a resident specific Pain Treatment Plan documented in the resident's care plan."</p> <p>1.) On 10/22/23 at 10:50 AM, R285 was alert and oriented sitting up in a wheelchair in the dining room. R285 had tremors to his bilateral hands.</p>	S9999		

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S9999	<p>Continued From page 6</p> <p>R285 stated, "I fell last week getting up out of bed. I fell back onto my side rail and broke a rib on my back side. They were out of my (narcotic pain medication) for a few days. The pain was awful, and it's still not good. Right now, my pain is a sharp stabbing '7' (scale of 0-10). I can't even breath or talk without it hurting. I tried to pull myself up in bed, and the pain got so bad I'm pretty sure I passed out. My pain was a 10+."</p> <p>R285's Pain Evaluation, dated 10/11/23, documents that R285 has almost constant pain to his right shoulder rating it at a "9" on a scale of 0-10.</p> <p>R285's After Visit Summary, dated 10/14/23, documents, "Reason for visit: Fall. Shoulder pain. Diagnoses: Closed fracture of one rib of right side. Mood disorder. Recurrent falls. Contusion of right shoulder." The Summary also documents that he has an order to receive (Hydrocodone/Acetaminophen) 5/325 mg (milligrams) every four hours prn (as needed), and a follow up appointment at a Pain Clinic on 10/23/23 at 8:00 a.m.</p> <p>R285's Pain care plan, dated 10/11/23, documents, "The resident has chronic pain related to Parkinson's." The care plan has no revision to include R285's pain related to his closed fracture of a rib of the right side as a result of the 10/14/23 fall.</p> <p>R285's MAR (Medication Administration Record), dated 10/23, documents that R285 started (Hydrocodone-Acetaminophen) 5-325 mg one every six hours as needed for moderate and severe pain on 10/14/23. R285 received an as needed doses on 10/14/23 at 8:00 p.m. for pain at a level 8. On 10/15/23 at 3:30 a.m. for pain at</p>	S9999		

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S9999	<p>Continued From page 7</p> <p>a level 7, at 11:52 a.m. for pain at a level 5, and at 5:30 p.m. for pain at a level 8. On 10/16/23 at 4:01 a.m. for pain at a level 9, and at 10:57 a.m. for pain at a level 8. On 10/17/23 at 5:43 a.m. for pain at a level 4, at 5:25 p.m. for pain at a level 9, and at 11:21 p.m. for pain at a level 8. On 10/18/23 at 6:57 a.m. for pain at a level 9 and at 2:46 p.m. for pain at a level 9. On 10/19/23 at 5:41 a.m. for pain at a level 9. 10/21/23 at 10:15 p.m. for pain at a level 3. 10/22/23 at 6:35 a.m. for pain at a level 10 and at 1:17 p.m. for pain at a level 9. 10/23/23 at 4:30 a.m. for pain of a level 3. The MAR has no documentation of a daily pain assessment to assess the effectiveness of R285's pain control.</p> <p>R285's Controlled Substances Proof of Use, dated 10/15/23, documents that the pharmacy delivered two doses of (Hydrocodone-Acetaminophen) 5/325 mg and he received them on 10/15/23 at 11:52 a.m. and 5:30 p.m. After the 5:30 p.m. dose R285 had no doses remaining.</p> <p>R285's Controlled Substances Proof of Use, dated 10/16/23, documents that the pharmacy delivered seven doses of (Hydrocodone-Acetaminophen) 5/325 mg and he received them on 10/17/23 at 5:53 a.m., 12:00 p.m., and 5:25 p.m.; 10/18 12:00 a.m., 6:00 a.m., 3:00 p.m.; 10/19 at 5:30 a.m. After the 5:30 a.m. dose on 10/19, R285 had no doses remaining.</p> <p>R285's Controlled Substances Proof of Use, dated 10/21/23, documents that the pharmacy delivered twenty doses of (Hydrocodone-Acetaminophen) 5/325 mg on this date, and he didn't receive his first dose from this delivery until 10/21/23 at 10:15 p.m.</p>	S9999		

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S9999	<p>Continued From page 8</p> <p>The facility transportation calendar dated 10/23-10/25/23, has no documentation of an appointment for R285 to be transported to his pain clinic appointment.</p> <p>On 10/25/23 at 09:59 AM, V16 (Licensed Practical Nurse) stated, "There is no formal pain assessment or pain flow sheet that we do regularly scheduled pain assessments. We do the assessments as needed when they need PRN (as needed) pain medication. (R285) receives (Hydrocodone-Acetaminophen) pm around the clock. I would hope that with him receiving it as often as often as he does, he wouldn't have a pain level as high as he does when he asks for it. Sometimes it's as high as a 9 when we administer it. I don't know how effective that is. When he went to the ER, they set up the pain clinic appointment because of his rib fracture. With the fracture and how much pain he has that he gets the (Hydrocodone-Acetaminophen) around the clock that pain clinic appointment was very important. He can't wait for three months to go to it." V16 confirmed that R285 did not have any (Hydrocodone-Acetaminophen) available after the 5:30 a.m. dose on 10/19/23 until 10/21/23's dose at 10:15 p.m.</p> <p>On 10/25/23 at 10: 30 a.m., V13 (Care Plan Coordinator) stated, "(R285's) pain care plan wasn't revised after he fell and got the fracture."</p> <p>On 10/25/23 at 12:15 p.m., V1 (Administrator) confirmed that R285 did not attend his pain clinic appointment on 10/23/23 and it was rescheduled for some time in January.</p> <p>2.) Current Physician's Order Summary indicates R233 was admitted to the facility on 9/14/23 with</p>	S9999		

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S9999	<p>Continued From page 9</p> <p>diagnoses that include Chronic Pain Syndrome, Major Depressive Disorder and Anxiety Disorder.</p> <p>Admission Nursing Pain Assessment dated 9/14/23 indicates R233 had vocal complaints of pain; chronic pain and acute pain related to right foot fracture.</p> <p>On 10/23/23 at 9am R233 was in bed and had both lower legs wrapped with elastic bandages. R233 stated that she had wounds on her left leg and was having pain in her left leg at that time as well as a headache. R233 stated that she must ask for "Tylenol (analgesic)" but thinks the doctor ordered it to be given without asking "four times a day." R233 stated that sometimes she must wait for the nurses to bring the Tylenol and they do not bring it unless she asks. R233 stated the nurses only ask about her pain when she asks for Tylenol.</p> <p>On 10/23/23 at 9:10am V21 (Registered Nurse/RN) stated that she was R233's nurse and did not give R233 Tylenol when she gave R233 her morning medications because "she did not ask for it."</p> <p>On 10/24/23 at 10am R233 had bilateral lower leg dressings changed. R233's left leg bandages were soaked with drainage from wounds - soaking through multiple layers of bandages and soaking through to the bed sheet. Once removed, R233's left lower leg was approximately 50% intact skin and 50% open, ulcerated tissue with several full thickness affected areas. At that time R233 stated that the pain in her leg is "10 out of 10 when the areas are touched" and reported entire left leg throbbing after areas were cleansed and dressed. R233 also reported having pain in left leg when self-propelling her</p>	S9999		

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S9999	<p>Continued From page 10</p> <p>wheelchair with her feet.</p> <p>Wound Evaluation and Management Summary dated 10/12/23 indicates R233 has a venous wound of left leg/full thickness with only 60% intact skin. Wound summary objective to "Manage pain and control infection."</p> <p>Current Physician's Order Summary Report indicates R233 has orders for Acetaminophen/Tylenol 650mg (milligrams) every four hours as needed for pain/fever, ordered on 9/14/23.</p> <p>September 2023 MAR (Medication Administration Record) indicates R233 received Tylenol 650 mg 11 times from 9/16/23 to 9/30/23. MAR indicates R233 rated her pain as an "8" five times and "10" once. MAR indicates R233 rated pain at time of Tylenol administrations between 4 and 10 on the scale of 1 (mildest) to 10 (most severe). October 2023 MAR indicates R233 received Tylenol 650 mg every day except on 10/1/23, 10/8/23 and 10/21/23. MAR indicates R233 reported pain at an "8" 10 times and a "10" six times.</p> <p>Progress Notes indicate the following: 9/28/23 at 8:10pm R233 complaints of chronic bilateral lower extremity pain. 10/3/23 at 6:31pm R233 complaints of generalized discomfort, especially bilateral lower extremity. 10/7/23 at 8:14pm R233 complaints of bilateral lower extremity pain, chronic wound, arthritic knees. 10/13/23 at 7:38pm R233 complaints of chronic bilateral knee pain and left lower extremity wound pain. 10/20/23 at 10:26pm R233 reports "severe</p>	S9999		

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S9999	<p>Continued From page 11</p> <p>generalized pain and requests medication. Reports I feel like I want to die." 10/20/23 at 10:34pm R233 observed tearful and upset upon assessment, reports severe generalized pain. Tylenol administered. R233 reports "I feel like I want to die" related to her pain.</p> <p>Pain Evaluation with Interview dated 10/13/23 at 11:28am indicates R233 denied having pain or hurting in the past five days, did not receive scheduled pain medication, did not receive prn (as needed) pain medication, and did not receive non-medication interventions for pain.</p> <p>On 10/25/23 at 10:25am V12 (Registered Nurse/RN) stated R233 "asks for pain meds a lot" and would definitely qualify for scheduled pain medication which would probably help manage R233's pain better. V12 stated any nurse could call the physician and request scheduled pain medications.</p> <p>R233's Current Comprehensive Care Plan did not include a focus area/problem identifying acute or chronic pain.</p> <p>On 10/25/23 at 10:00am V10 (Care Plan Coordinator) confirmed that she completed R233's pain assessment and is responsible for developing and revising resident care plans. V10 stated that R233 didn't say anything about pain in the care plan meeting (held on 10/3/23) or in the pain assessment interview. V10 stated that she wasn't aware of R233's admission pain assessment or the frequency of Tylenol given for pain. V10 acknowledged that she did see the progress note that documented R233 reported pain and wanting to die. V10 stated she should have reviewed all R233's medical record and</p>	S9999		

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6005029	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 10/26/2023
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NAME OF PROVIDER OR SUPPLIER ROYAL OAKS CARE CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 605 EAST CHURCH STREET KEWANEE, IL 61443
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S9999	<p>Continued From page 12</p> <p>developed a pain care plan. V10 stated there is a communication issue between staff/departments and not getting the total information. V10 stated "I did question whether (R233) should have a scheduled pain medication regimen." V10 also stated there should be pain assessments done every shift - not just with prm's. V10 stated there used to be pain assessments included with resident MAR's, "I don't know when they stopped being done."</p> <p>3.) On 10/22/23 at 9:35 am, R88 was sitting at a table in the dining room with facial grimacing and furrowed brow and stated she has pain in ankles, knees, and hip that R88 rated 10 out of 10 on pain scale. R88 stated she has no cartridge in her knees, torn meniscus, can't lift her left leg, and if her legs dangle down it causes greater pain. R88 also stated her feet swell up which causes more pain. R88 stated she must request a pillow to put under her feet while in the wheelchair and will have the staff take her to the dining room up to a table so that she can lean on the table to help relieve pain. R88 stated sometimes she doesn't eat because she is in so much pain. R88 stated no one asks her about pain or she would tell them.</p> <p>The MAR (Medication Administration Record) for R88, dated 10/1/23 through 10/31/23, includes the following diagnoses for R88: Acute Embolism and Thrombosis of Deep Veins of upper extremity, Necrotizing Fasciitis, Rheumatoid Arthritis, Polycystic Ovarian Syndrome, Obesity, Critical Illness Myopathy, Psoriasis, Type 2 Diabetes Mellitus and Inflammation of Vagina and Vulva.</p> <p>The current Care Plan for R88 documents "(R88) has chronic pain r/t (related to) Rheumatoid</p>	S9999		

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6005029	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 10/26/2023
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NAME OF PROVIDER OR SUPPLIER ROYAL OAKS CARE CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 605 EAST CHURCH STREET KEWANEE, IL 61443
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S9999	<p>Continued From page 13</p> <p>Arthritis."</p> <p>The Order Summary Report for R88, dated 10/25/23, documents the following physician orders and pain medications as: Tramadol 50 mg (milligram) every six hours as needed for moderate or more severe pain; Tizanidine 4 mg, one tablet two times a day for Rheumatoid Arthritis/muscle spasms. Do not give with Tramadol. Monitor bilateral feet for any discoloration or abnormalities that may present related to incident every shift for 7 days, every day and night shift for 7 days until finished; Rheumatology appointment for bilateral feet neuropathy; Collagenase Powder to right third toe topically every day shift every Tuesday, Thursday, Saturday for non-pressure wound; and Collagenase Powder to sacrum topically every day shift for infection. This same Order Summary Report does not include assessing R88's pain level.</p> <p>The MAR (Medication Administration Record) dated 10/1/23 through 10/31/23, EHR (Electronic Health Record) and Paper Chart for R88, do not include any documentation of routine pain assessments occurring or having been completed for R88.</p> <p>4.) On 10/23/23 at 10:30 am, R117 was lying in bed with facial grimacing while stating he has been "in so much pain" that all he does is "just lay around," and affects "all of me" and has continued losing weight. R117 stated his doctor started him on Lyrica, Ibuprofen and Gabapentin at night and takes Methotrexate every week. R117 stated his right hand "sticks" in place at times and "is painful at times."</p> <p>The Order Summary Report for R117, dated</p>	S9999		

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6005029	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 10/26/2023
NAME OF PROVIDER OR SUPPLIER ROYAL OAKS CARE CENTER		STREET ADDRESS, CITY, STATE, ZIP CODE 605 EAST CHURCH STREET KEWANEE, IL 61443		
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S9999	<p>Continued From page 14</p> <p>10/24/23, documents the following Diagnoses for R117: Ankylosing Spondylitis of multiple sites in Spine, Rheumatoid Arthritis. This same Order Summary Report documents the following Physician Orders: Gabapentin 600 mg (milligrams) at bedtime; Ibuprofen 800 mg three times daily; Lyrica 75 mg every morning and bedtime; and Methotrexate 2.5 mg, Give 5 (five) tablets one time a day every Thursday.</p> <p>The current Care Plan for R117 documents "The resident has Rheumatoid Arthritis." "The resident is on pain medication therapy." "The resident has pain r/t (related to) rheumatoid arthritis and Ankylosing Spondylitis. Receives Inflectra infusions via outpatient services at local hospital." One intervention listed on R117's Care Plan is to "Complete pain assessment as needed." There are no routine pain assessments being completed for R117.</p> <p>The MAR (Medication Administration Record) dated 10/1/23 through 10/31/23, EHR (Electronic Health Record) and Paper Chart for R117, do not include any documentation of routine pain assessments occurring or having been completed for R117.</p> <p>"B"</p>	S9999		