

Illinois Department of Public Health

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6008650 | (X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____ | (X3) DATE SURVEY COMPLETED 11/08/2023 |
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| NAME OF PROVIDER OR SUPPLIER ARCADIA CARE JACKSONVILLE | STREET ADDRESS, CITY, STATE, ZIP CODE 1021 NORTH CHURCH STREET JACKSONVILLE, IL 62650 |
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| S 000 | Initial Comments Annual Licensure and Certification | S 000 | | |
| S9999 | Final Observations Statement of Licensure Violations: 300.610a) 300.1210b) 300.1210c) 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 | |

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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| S9999 | <p>Continued From page 1</p> <p>c) Each direct care-giving staff shall review and be knowledgeable about his or her residents' respective resident care plan.</p> <p>These Regulations are not met as evidenced by:</p> <p>Based on observation, interview and record review the facility failed to ensure a resident was treated with dignity by ensuring privacy when urinating and allowing residents to eat at same time as other residents for 4 of 4 residents (R10, R16, R63, R70) observed for dignity in the sample of 46. This failure resulted in R16 feeling frustrated and sitting hungry awaiting his food for an hour after meal service.</p> <p>Findings include:</p> <p>1. On 11/5/2023 at 12:46 PM hall trays were placed on 100- hall. From 12:46 PM to 12:52 PM, hall trays were passed to the residents on the hall. At 12:47 PM R16 was sitting in his wheelchair in his room. R64's, R16's roommate's tray was placed on R64's over bed table next to R16.</p> <p>On 11/5/2023 at 1:00 PM was R16 sitting in wheelchair in room with no food tray.</p> <p>On 11/5/2023 at 1:07 PM was R16 sitting in wheelchair in room with no food tray.</p> <p>On 11/5/2023 at 1:07 PM R16 stated that he was hungry. R16 stated that he wants to eat. R16 stated that they delivered his roommates tray why can't they deliver his. R16 stated that sometimes they are later than this. R16 stated that sometimes it 2:00 PM. R16 stated that it's frustrating and he waits hungry. When asked if he told anyone he was hungry? R16 stated isn't</p> | S9999 | | |

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| S9999 | <p>Continued From page 2</p> <p>everyone hungry? R16 stated that "They brought his (R64's). Why can't they bring mine?" R16 stated that it was frustrating.</p> <p>On 11/5/2023 at 1:22 PM R16 remained sitting in wheelchair leaning forward with head in lap without a meal tray.</p> <p>On 11/5/2023 at 1:24 PM V28, Certified Nurse's Assistance (CNA), stated that he (R16) was supposed to go to the dining room, and he never went.</p> <p>On 11/8/23 at 11:48 AM, V23, Dietary Manager, stated, "I print the meal tickets out the night before. When meal service starts the hall trays are the first to be served then the main dining room and then the 300-hall dining room. We generally know who eats where. If we send out a hall tray because we believe they are eating in their room, and they actually are in the dining room the tray stays on the cart because we are not going to just serve on person in the dining room then when the dining room gets served the resident will get a whole new tray. So, if they change their mind, it is not a big deal for them to change their mind."</p> <p>The facility provided a Mealtimes document, dated 11/6/2023, documents Lunch:11:30 AM.</p> <p>2. R63's Face Sheet, undated, documents R63 was admitted to the facility on 7/27/23.</p> <p>R63's Electronic Medical Record, documents R63's diagnosis include Neurocognitive disorder with Lewy Bodies,, Transient Cerebral Ischemic Attack (TIA),and Dementia.</p> <p>R63's Care Plan, dated 8/15/23, documents R63</p> | S9999 | | | |

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| S9999 | <p>Continued From page 3</p> <p>has an ADL (activities of daily living) self-care performance deficit r/t (related to) Dementia, Hemiplegia. Interventions: Bathing/Showering: The resident requires assist of (#) staff member with bathing/showering. Bed Mobility: The resident requires assist of (#) staff member with bed mobility. The resident uses side rails to maximize independence with turning and repositioning in bed, Dressing: The resident requires (#) assist for dressing, Personal Hygiene: The resident requires (#) assist with personal hygiene and oral care. Toilet Use: The resident requires (#) assist with toileting, Transfer: The resident requires (specify equipment: gait belt, sit to stand, full mechanical lift) and (#) assist to transfer between surfaces.</p> <p>R63's Minimum Data Set, dated 11/2/23, documents R63 has a moderate cognitive impairment and requires dependence on staff for shower/bathing, substantial/maximal assistance from staff for dressing, personal hygiene, sit to stand, chair/bed to chair transfer, toilet transfer, and tub/shower transfer. R63 MDS documents R62 requires supervision for toileting and is always continent of bowel and bladder.</p> <p>On 11/5/23 at 9:35 AM, R63, lying in bed, with V4, Licensed Practical Nurse (LPN), providing skin care to his legs. R63 stated that he had some loose stool and wanting to use restroom, so V4 told him she would be back after he was done and did not offer assistance to get R63 to the restroom. R63 was seen getting out of his bed to his wheelchair with some difficulty, and wheeled himself to the restroom, stood and pivoted, and then put himself on the toilet. R63 asked to have the restroom door closed, and the door was closed. There were feces seen in his incontinence brief, and his pants appeared wet.</p> | S9999 | | |

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| S9999 | <p>Continued From page 4</p> <p>R63's bed linen had feces on the incontinence pad once R63 got up. V4 entered the restroom to assist R63 and left the restroom door open, which made R63 visible to two other residents in the room (R70, and R10).</p> <p>On 11/8/23 at 8:30 AM, R70, R63's Roommate, stated, via dry erase board, "Don't like when someone leaves restroom door open."</p> <p>On 11/8/23 at 8:35 AM, R63 stated "I would rather have the door to the restroom closed while I am in there. It's supposed to be closed."</p> <p>On 11/8/23 at 8:38 AM, V13, CNA, stated "Of course I would close the restroom door when a resident is in there. I don't go with the restroom door open, so why should they."</p> <p>On 11/8/23 at 9:35 AM, R10, R63's roommate, stated "No, I don't like it when the restroom door is open, and someone is in there using it. It should be closed so we don't see them."</p> <p>On 11/8/23 at 12:37 V2, Director of Nurses (DON), stated "I would expect staff to maintain the resident's privacy at all times, especially while using the restroom and/or with resident care."</p> <p>The facility's Resident Rights Policy, dated 9/2023, documents "To promote the exercise of rights for each resident, including any who face barriers (such as communication problems, hearing problems, and cognition limits) in the exercise of these rights. A resident, even though determined to be incompetent, should be able to assert these rights based on his or her degree of capability. Notice of rights will be provided upon admission to the facility. These rights include the resident's right to: Exercise his or her rights, and</p> | S9999 | | |

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| S9999 | <p>Continued From page 5</p> <p>Privacy and confidentiality. Exercising rights means that residents have autonomy and choice, to the maximum extent possible, about how they wish to live their everyday lives and receive care, subject to the facility's rules, as long as those rules do not violate a regulatory requirement. Facility practices designed to support and encourage resident participation in meeting care planning goals as documented in the resident assessment and care plan are not interference or coercion."</p> <p>(C)</p> | S9999 | | |