

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>IL6012074</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>01/25/2024</b>
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NAME OF PROVIDER OR SUPPLIER  <b>LA BELLA OF ALTON</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>3490 HUMBERT ROAD ALTON, IL 62002</b>
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S 000	Initial Comments  Complaint Survey: 2440413/IL168781	S 000		
S9999	Final Observations  Statement of Licensure Violations  300.1210b) 300.3240a)  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.  Section 300.3240 Abuse and Neglect  a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident. (Section 2-107 of the Act)  These Requirements were NOT MET as evidenced by:  Based on interview and record review the facility failed to protect a resident from misappropriation of property by a staff member for 1 of 2 residents (R8) reviewed for theft, in the sample of 11. This failure resulted in \$1100 being diverted from R8's bank account by staff causing R8 to be upset and deprived of money for her	S9999		

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

Electronically Signed

TITLE

(X6) DATE

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S9999	<p>Continued From page 1</p> <p>room and board.</p> <p>Findings include:</p> <p>R8's Care Plan, undated, documents that R8 is at risk for abuse-vulnerability due to her deficits in cognitive/mental status. R8's Care Plan also documented on 1/12/2024 that resident made allegations of missing money from the business offices. R8's Care Plan documented the following interventions, "To address resident concerns as they arise, encourage participation in programs of choice, encourage resident to voice concerns to administration, observe changes in customary routines, 1:1(one to one) with social services as needed."</p> <p>R8's Bank statement, dated 12/1/2023-1/5/2024, documented a withdrawal from R8's account on 12/18/2023 for \$400.00 from an ATM (Automatic Teller Machine). Again on 12/19/2023 for \$400.00 from the same ATM. R8's banking statement, also documents a withdrawal from her account on 1/4/2024 for \$300.00 from an ATM.</p> <p>R8's Facility Transaction Report, dated 12/1/2023 to 1/31/2024, documented, "Total December 2023: 551.00." It continues, "Total January 2024 551.00. Total due from Patient Liability 1,102.00. Total For Resident: 1,102.00."</p> <p>The Local Police Department's, "Incident Report," dated 1/12/24, documented, "Upon investigating further, (R8) contacted her bank, (local bank), who advised she had a total of three (3) withdrawals, one (1) for \$400.00, one (1) for \$400.00 and one (1) for \$300.00, totaling an amount of \$1,100.00. (R8) advised she does not have transportation and did not go to any (local bank) location or Automatic Teller Machines (ATM) to withdraw these funds. (R8) advised she provided her (Local Bank) debit card number (XXXX-XXXX-XXXX-XXX8) along with her PIN to</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>(V3, Former Business Office Manager) on several occasions, with the understanding that (V3) was making her monthly payments for her. The new Office Manager, (V9), advised that she contacted (V3) via telephone on 1/11/2024 and asked her where (R8's) money was. (V9) advised that (V3) admitted to making withdrawals, using (R8's) debit card, but stated the money would be in the safe in the office. (V1, Administrator) advised she attempted to contact (V3) via telephone on 1/12/24 to gather additional information; however, that attempt yielded negative results. (V1) provided me with a copy of the receipt (V3) had given (R8), along with a copy of (R8's local bank) Debit Card that was used in this incident. (Police Officer) later uploaded these copies to this report. (Police Officer) advised (R8) and (V1) to call (the local bank) immediately and put a hold on the Debit Card to avoid any further transactions being attempted. (V1) advised that an employee of (the facility) would be responding to (local bank) with (R8) on 1/17/2024 to gather photocopies of (R8's) bank withdrawals." It continues, "(Police officer) observed three (3) withdrawals totaling an amount of \$1,100.00. (Police officer) observed two (2) withdrawals on 12/19/2023 for \$400.00 each. (Police officer) observed the third withdrawal on 1/4/2024 for a total of \$300.00. (Police officer) contacted the alleged suspect, (V3), via telephone to ask her some questions regarding this incident. (V3) advised that she did go to the automatic teller machine (ATM) for (R8) on approximately three (3) occasions. (V3) advised this was not uncommon for the employees in the office to do this for residents if they were of sound mind and understood the process. (V3) advised that (R8) pays approximately \$550.00 per month to stay at (Facility). It should be noted, (V3) advised (R8) was behind on her monthly payments, so she was</p>	S9999		
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S9999	<p>Continued From page 3</p> <p>assisting her in getting caught up." On 01/17/2024 at 9:07 AM, R8 could explain her banking account and bill at the facility without any issues during this investigation. R8 stated that she gave her debit card and pin number to an employee but could not remember her name and that she was able to describe the employee to the facility and she worked in the business office. R8 stated that the employee no longer worked at the facility and that this came up because she was told that the facility did not receive payment for her rent. R8 stated that the amount taken from her account was \$1100, \$400.00 in two separate transactions and the bank has confirmed another transaction for \$300 this month. R8 stated, "Like a ninny, I gave her my card and pin number twice." R9 stated that she has spoken to the police as they have been at the facility and that she banks at a regional bank, but she is going to the local bank branch today to get her statements and get a new debit card and pin number. R8 continued to state that her debit card has been frozen. R8 stated that she (V3, Former Business Officer Manger) asked for my card to pay rent. R8 stated, "I don't understand all of this, and it is upsetting that someone would steal my money. I just want to get my money back." On 1/17/2024 at 9:22AM, V1, Administrator, stated that she reported the allegation of theft to the (local police department and State Agency). V1 stated that this past Friday (1/12/2024), R8 was asking the new business office manager (V9) about her rent. V1 stated that R8 reported that she had given her debit card and pin number to V3 who had withdrew \$400 x2 and this was supposed to be for her room and board. V1 continued to state that the bank had verified those withdrawals, one on 18th of December and one on the 19th from ATM. R8 reported that (V3) had previously gotten a money order for \$400.00</p>	S9999		
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S9999	<p>Continued From page 4</p> <p>also. V1 stated that V3 has been terminated earlier in the week prior to this for attendance issues. V1 stated that she did call V3 and V3 reported to her there was a money order in the back of her drawer for \$400. V1 stated the money order was dated, but the money order was dated 12/7/2023. V1 continued to state that (V9) the new business office manager is going to the bank with R8 and when get the statements going to try to determine the amounts withdrawn.</p> <p>On 1/17/2024 at 1:25 PM, V9, Business Office Manager, stated that her first day as business office manager was 1/9/2024. V9 stated that R8 came to her office over a discrepancy in her monthly billing statement. V9 stated the R8 reported to her the statement said she still owed money. R8 told V9 that it could not be right as she had given the business office person prior to (V9) her debit card and pin number. R8 told V9 that there had been (2) \$400 withdrawals and one \$300 withdrawal from her banking account. V9 stated that she contacted the previous ownership regional office to see if there had been any payments made because you can go on the website and make payments. V9 stated that regional staff did not find where any payments had been made. V9 stated she then had R8 come to her office, and they called R8's bank together. V9 stated that she found out that the withdrawals were made using R8's debit card from an ATM.</p> <p>The facility's "Abuse and Neglect- Clinical Protocol, undated, documented, "The facility management and staff will institute measures to address the needs of resident and minimize the possibility of abuse and neglect."</p> <p>The facility contract between Resident and Facility, Attachment E statement of resident rights, documented, "The facility shall exercise reasonable care for the protection of the</p>	S9999		

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S9999	Continued From page 5 resident's property from loss of theft."  (B)	S9999		