

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6008718	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 02/01/2024
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NAME OF PROVIDER OR SUPPLIER SOUTH ELGIN REHAB & HCC	STREET ADDRESS, CITY, STATE, ZIP CODE 746 WEST SPRING STREET SOUTH ELGIN, IL 60177
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S 000	Initial Comments Complaint Invesitation: 2470615/IL169049 & 2470632/IL169067	S 000		
S9999	Final Observations Statement of Licensure Violations 300610a) 300.1210b) 300.2210b)1)2)9) 300.3130c)1) 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. Restorative	S9999		

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

TITLE

(X6) DATE
02/25/24

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S9999	<p>Continued From page 1</p> <p>measures shall include, at a minimum, the following procedures:</p> <p>Section 300.2210 Maintenance</p> <p>b) Each facility shall:</p> <p>1) Maintain the building in good repair, safe and free of the following: cracks in floors, walls, or ceilings; peeling wallpaper or paint; warped or loose boards; warped, broken, loose, or cracked floor covering, such as tile or linoleum; loose handrails or railings; loose or broken window panes; and any other similar hazards.</p> <p>2) Maintain all electrical, signaling, mechanical, water supply, heating, fire protection, and sewage disposal systems in safe, clean and functioning condition. This shall include regular inspections of these systems.</p> <p>9) Maintain all plumbing fixtures and piping in good repair and properly functioning.</p> <p>Section 300.3130 Plumbing Systems</p> <p>c) Water Supply Systems</p> <p>1) Water supply systems shall be designed to supply potable water at sufficient pressure and volume to operate all plumbing fixtures and equipment during maximum demand periods. Based on observation interview and record review, the facility failed to maintain a safe, clean, comfortable homelike environment following the disruption of water services due to broken pipes in the facility.</p> <p>The failure resulted in a lack of available handwashing facilities and the accumulation of human feces/urine in the toilets. The lack of response caused a risk for psychosocial harm to residents as evidenced by their disgust for having to eliminate in toilets full of urine/feces and subsequently not have hand washing facilities available to wash hands.</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>This applies to 35 of 60 residents (R2, R4, R8, R10-R13, R15-R17, R19-R23, R25, R26, R30-R32, R35, R40, R41, R43-R51, R58, R59 R60) reviewed for homelike environment who could utilize facility bathrooms/toilets in a sample of 61.</p> <p>The findings include:</p> <p>On 1/23/24 at 8:33 AM, the State Regional Office was informed by V13 (Maintenance Director) that the facility had frozen pipes from Wednesday, 1/17/24 through Monday, 1/22/24. V13 state during that period, the water was shut down periodically up to two hours at a time to replace twelve frozen pipes. V13 stated the facility had emergency water supplies on site during the water shut down period. V13 stated as of 1/23/24 at 8:33 AM, all running water was restored to the building and only dry wall repairs remained to be completed.</p> <p>On 1/23/24 at 10:00 AM with V2 (Director of Nursing) and V3 (Regional Director of Operations), V1 (Acting Administrator), stated the facility water pipes recently broke but running water was restored to all parts of the facility. V1 stated the water was only off for short periods of times while repairing the pipes but was turned on immediately. V1 stated the only repairs remaining were dry wall installation to cover the holes in the ceilings where the pipes burst.</p> <p>On 1/23/24 at 10:46 AM, R23 stated there was no running water in the community bathrooms for the past five to six days. R23 stated while the water was shut off, the toilets filled up with stool and urine. R23 stated earlier that morning he tried to use the 200 hall community bathroom but the</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>toilets were full of urine and feces. R23 walked down to the 200 hall community bathroom but the toilet was emptied. There was no bucket in the 200 hall community bathroom for flushing toilets. The sink was turned on and only had cold water available from the sink. R23 stated he was being given bottled water for drinking and to brush his teeth. R23 stated the shower in the 200 hall community bathroom was the only shower in the facility with working hot water.</p> <p>On 1/23/24 at 11:05 AM, V13 (Director of Maintenance) and V3 (Regional Director of Operations) both re-stated the running water was restored to all areas of the facility since the first water break on 1/17/24 after water being shut off intermittently to repair several pipe bursts. V13 and V3 stated when the facility fixed one broken pipe, they would turn the water back on and another pipe would burst and require repairs. V3 and V13 stated there were numerous pipe that burst since 1/17/24.</p> <p>On 1/23/24 at 12:46 PM, V3 stated V6 told her he was expecting plumbers to arrive that day to restore water to the executive office area, but he was not aware any toilets/sinks/hot water was not in service to resident areas in the facility. V3 stated she was unaware of the lack of service to resident areas as well.</p> <p>On 1/23/24 at 11:07 AM during tour of the facility with V1 (Acting Administrator) and V18 (Illinois Department of Public Health Certified/Licensed Plumbing Inspector), the following observations were made and resident interviews obtained: - The shared bathroom between 111/113 (utilized by R12 and R13) had no running water to the toilet or the handwashing sink. R12 stated the water was shut off for approximately a week in his</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>room and the staff flush down the toilets possibly once a day. R12 stated the toilets built up with feces and urine during the day. There was no bottled water or sanitizer in the bathroom or any bucket with water in the bathroom for flushing the toilet.</p> <ul style="list-style-type: none"> - The shared bathroom between rooms 112/114 (utilized by R8 and R10) had no running water to the toilet or handwashing sink. The toilet was full of stool and urine and the toilet was unable to be flushed. There were no water buckets in the bathroom for flushing or water bottles for washing hands near the sink. R8 stated her sink never had any hot water, but now she had no water flowing from her sink or to her toilet. R8 stated she shared a toilet with R10 in room 112 and she had to use the 200 hall community toilet because her toilet was full of waste. R8 stated he also found the 200 hall community toilet full of waste when she needed to use it. - The shared bathroom between rooms 108/110 (utilized by R15) had no running water to the toilet or sink. R15 stated, "I'm going in my pants! What else can I do!?" R15 stated she had to urinate or defecate in her incontinence brief because she did not have a choice due to the toilets not working. R15 stated the pipes broke approximately a week ago and the toilets had not been working since the pipes broke. There were no buckets of water near the toilet for flushing and no bottled water or sanitizer for handwashing near the sink. - Rooms 211 and 213 were both designated isolation rooms requiring contact precautions to enter the rooms. The room 211/213 shared bathroom (utilized by R4 and R30) had no running water to the toilet and no hot water available from the handwashing sink. There was no bucket of water available near the toilet for flushing the toilet. R4 stated, "I haven't been able 	S9999		

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S9999	<p>Continued From page 5</p> <p>to use the toilet on and off for about a week!" R4 stated he recently moved to room 213 from room 110. R4 stated he eliminated his stool/urine in the toilet of his old room which built up in the toilet because the toilet would not flush. R4 stated the staff were not flushing down the wastes in the toilet. R4 stated, "I tried to use the toilet in my old room 110 or the one next to 106 when mine was full!"</p> <ul style="list-style-type: none"> - Shared bathroom between rooms 207/209 had faucets falling off the sinks and no running water from the sink or to the toilet. There was no bucket of water near the toilet for flushing and no bottled water or sanitizer near the sink for handwashing. - Shared bathroom of rooms 203/205 had no running water to the toilet and no hot water available in the handwashing sink. There was no bucket of water near the toilet for flushing. V5 (Family) stated, "the water has been off a couple of days" in room 203. The toilet in room 203 had no water running to the toilet and no bucket of water near the toilet for flushing. - The back nursing station handwashing sink had no running water - Women's 300 hall community bathroom (utilized by R40, R41, R43-50) had no hot or cold water available from the shower and no hot water available at the only working handwashing sink. The second handwashing sink was covered in plastic wrap and not available for use. - V4 (Director of Housekeeping) stated the housekeeping staff walked through the facility with a large container of water on a cart and flushed all of the toilets periodically. - V3 called V6 (Regional Maintenance Director) and V6 stated he thought the toilets were shut off by the plumbers but was not sure how long they had no running water. V1 stated he did was not aware that the pipes were shut off to the toilets 	S9999		

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S9999	<p>Continued From page 6</p> <p>and sinks that were not functioning during tour of the facility.</p> <ul style="list-style-type: none"> - V8 (CNA- Certified Nursing Assistant) stated the facility had water leaks since 1/17/24 and the water was shut off in the building on and off. V8 stated there was another leak on 1/20/24 and V8 thought the water was shut off because the facility was still trying to repair it. - V11 (Laundry) stated the facility had shut off water to residents since 1/17/24 and V10 (Housekeeping) stated she was aware the facility turned off water to residents since 1/20/24 - V12 (CNA) stated the toilets in resident rooms were being flushed "on and off" by housekeeping from a large water container pushed through the hall by housekeeping <p>On 1/23/24 at 1:50 PM with V1 (Acting Administrator) and V18 during tour of the facility the following observations were made and interviews were obtained:</p> <ul style="list-style-type: none"> - R16 stated he utilized the 100 hall community bathroom but the toilet and handwashing sink were not working, so he had to soil his brief since 1/20/24 if he needed to urinate/defecate because the toilet was not working in the community bathroom. R16 stated the staff were only changing his brief once a shift and was forced to sit in his soiled brief. R16 stated staff never gave him an alternative toilet to use when he was informed the toilet was not working in his community bathroom. On 1/24/24 at 1:57 PM with V3 (Regional Director of Operations), R16 again stated while the toilets were not working, he was forced to urinate/defecate in his incontinence brief instead of utilizing the toilet in the hall community toilet per his preference. - R19 was in his room, sitting in his wheelchair, and had a urinal sitting on the floor in front of him. R19 stated since the water was shut off to the 	S9999		
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S9999	<p>Continued From page 7</p> <p>100 hall community bathroom, he was filling a urinal with urine because the toilets were filled up with urine and feces for the last four or five days. R19 stated the toilet did not flush and there was no running water to the toilets. R19 stated, "I have no alternative! [The toilets] are all the same!" R19 stated all of the facility toilets were full of human waste for the last four to five days.</p> <p>- The men's and women's 100 hall community bathrooms (utilized by R16, R17, R19, R23, R58, R59, and R60) had no water running to their toilets or their handwashing sinks. There were disconnected pipes in the women's bathroom visible through an exposed hole in the bathroom. There were no buckets of water near the toilet for flushing and no bottled water or sanitizer near the sink for handwashing.</p> <p>- R17 stated he normally utilizes the 100 hall community bathroom but there was no running water to the toilet or handwashing sink. R17 stated he was using the 200 hall community bathroom but had difficulty finding a toilet that was not full of human feces/urine waste when he needed to use the bathroom.</p> <p>On 1/23/24 at 2:05 PM during tour of the facility the following observations were made, and interviews obtained:</p> <p>- R20 stated 1/23/24 was the first day in four to five days that their hall had a toilet that flushed. R20 stated, "If you had to go, you held your nose and went in because the toilet was full of feces and urine." R20 stated the facility staff began flushing the toilet 1/22/24 but were not flushing the toilets over the weekend. R20 stated, "It would get heavy enough to make itself flush but not all the way." R20 stated the handwashing sink had no running water and residents only had the sanitizers on the hallway wall to clean their hands.</p>	S9999		

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S9999	<p>Continued From page 8</p> <ul style="list-style-type: none"> - R21 stated he used the 400 hall community bathroom which had no running water to the toilet/handwashing sink for days. R21 stated the bathroom continued to not have hot water running to the handwashing sink. R21 stated, "Oh God, we were filling them up! Piss and crap in there! They would get a bucket of water and flush it down maybe three or four times over a few days!" - The 400 hall community bathrooms had cold water only running from the handwashing sinks <p>On 1/23/24 at 2:55 PM, R22 stated he had previous bowel surgeries which caused him to have blood in his stools. R22 stated when the toilets were not working, he had a bowel movement with blood which remained in his toilet his bathroom (shared by R32) for two days before staff flushed it down. R22 stated he was urinating in mouth wash bottles and empty water gallon containers because there was no room in his toilet for additional waste. R22 stated he sealed up the bottles/containers of urine and then dumped them in the toilet when the water was turned back on. R22 stated he had no hot water in his handwashing sink and had not had hot water in the sink for two years.</p> <p>On 1/23/24 at 2:55 PM, the shared bathrooms between rooms 304/306 (utilized by R35), between 300/302 (utilized by R22 and R32), and between 301/303 (utilized by R31) had no hot water available from the handwashing sink.</p> <p>On 1/24/24 at 1:40 PM with V3, R35 stated he utilized a urinal when he needed to urinate while the toilets were not working and later flushed it down the toilet himself when the toilets were eventually flushed by staff. R35 stated he had a bowel movement during the day and someone later came and flushed the bowel movement</p>	S9999		

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S9999	<p>Continued From page 9</p> <p>during the night. R35 stated no staff gave any instructions on what to do when the toilets would not flush. R35 stated, "It didn't feel comfortable!"</p> <p>On 1/24/24 at 1:57 PM with V3, R47 stated, "We had to go on top of what was there! It was gross!" R47 stated she had to use the toilet which was full of feces and urine all weekend. R47 stated the residents could not wash their hands and had to use the sanitizer in the hall.</p> <p>On 1/24/24 at 1:10 PM with V3, R20 stated the lack of an available, clean/flushed toilet made her feel "very gross, yucky, very gross!" R20 stated, "I am not used to that. We always had clean bathrooms. This has been disgusting!"</p> <p>On 1/24/24 at 1:50 PM with V3, R40 stated the facility had no water in the sink or toilets over the weekend and the human waste built up in the toilets. R40 stated having to urinate/defecate in a full toilet made her feel "not good!"</p> <p>On 1/23/24 at 11:07 AM, the front nursing station, employee bathroom near the nursing station, and beauty shop all had no hot water available from the handwashing sinks.</p> <p>On 1/24/24 at 11:58 AM, V6 (Regional Maintenance Director) stated on 1/22/24 he toured the facility to see what work the previous plumbers completed in the facility. V6 stated they left the facility assuming the toilets and sinks were still frozen. V6 stated he believed V1 was working in the facility at the time of his visit.</p> <p>On 1/23/24 at 12:30 PM, V15 (Building Code Enforcement Superintendent - Village of South Elgin) stated he was at the facility three times on 1/22/24 and was told the facility restored all the</p>	S9999		

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S9999	<p>Continued From page 10</p> <p>water to all of the facility areas other than the executive office.</p> <p>On 1/24/24 at 1:15 PM during tour of the facility with V3 (Regional Director of Operations), the following residents were identified as utilizing facility toilets: R2, R4, R8, R10-R13, R15-R17, R19-R23, R25, R26, R30-R32, R35, R40, R41, R43-R51, R58, R59 R60.</p> <p>On 1/24/24 at 2:25 PM, V2 (DON) stated the residents did not have access to hand sanitizer in their rooms but only that which was available from dispensers in the hallways.</p> <p>Facility Timeline, dated 1/25/24, shows the facility had an initial water pipe break on 1/17/24 at 9:30 PM. The timeline shows the facility experienced multiple, daily, ongoing water pipe breaks from 1/17/24 to 1/23/24.</p> <p>Emergency Water Plan, dated 9/25/12, shows, "Water from the water heater tanks will be used as a primary source to flush toilets and resident bathing. This water will be placed in a bin with wheels that can be moved around the building. Cleaned, empty 5 gallon pails in which chemicals and detergents were received should be kept filled with non-potable water near each toilet stool for flushing toilets. Water basins will be available to be filled with non-potable water for resident bathing as necessary." The plan also shows, "Use alcohol or other approved disinfectants for all hand washing."</p> <p>Physician telephone order, dated 1/10/24, shows R30 was placed on contact isolation. Physician telephone order, dated 1/24/24, shows R30's isolation was discontinued.</p>	S9999		

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S9999	<p>Continued From page 11</p> <p>Physician telephone order, dated 1/22/24, shows R4 was placed on contact isolation precautions.</p> <p>Most recent MDS (Minimum Data Set) documentation for the following residents showed the residents were cognitively intact: R4 (1/3/24), R15 (1/8/24), R16 (12/2/23), R17 (12/13/23), R18 (12/2/23), R19 (10/23/23), R20 (12/1/23), R21 (11/16/23), R22 (12/8/23), R23 (1/18/24), R35 (12/28/23), R40 (11/1/23), and R47 (11/9/23). MDS, dated 11/24/23, showed R12's cognition was moderately impaired.</p> <p>(B)</p>	S9999		