

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6007488	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 12/06/2024
NAME OF PROVIDER OR SUPPLIER PLEASANT MEADOWS SENIOR LIVING		STREET ADDRESS, CITY, STATE, ZIP CODE 400 WEST WASHINGTON CHRISMAN, IL 61924		
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S 000	Initial Comments Investigation of Facility Reported Incident of 11/5/24/IL181359	S 000		
S9999	Final Observations Statement of Licensure Violations: 300.610a) 300.1210b) 300.1210d)6) 300.2090b) 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	S9999		

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

TITLE

(X6) DATE

Electronically Signed

12/18/24

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S9999	<p>Continued From page 1</p> <p>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>6) All necessary precautions shall be taken to assure that the residents' environment remains as free of accident hazards as possible. All nursing personnel shall evaluate residents to see that each resident receives adequate supervision and assistance to prevent accidents.</p> <p>Section 300.2090 Food Preparation and Service</p> <p>b) Foods shall be attractively served at the proper temperatures and in a form to meet individual needs.</p> <p>These requirements were not met as evidenced by:</p> <p>Based on observation, interview, and record review the facility failed to provide adequate assistance and supervision during dining and failed to serve a hot beverage at a safe temperature. This failure resulted in R1 suffering a preventable, second degree burn to her bilateral upper legs. R1 is one of three residents reviewed for incident/accidents on the sample list of 17.</p> <p>Findings include:</p> <p>R1's Minimum Data Set (MDS) dated 8/15/24 documents the following: Brief Interview of Mental Status score of 05 (five), out of a possible 15, indicating R1 has severe cognitive impairment. R1's Same MDS documents: "Coding: Safety and</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>Quality of Performance - If helper assistance is required because resident's performance is unsafe or of poor quality, score according to amount of assistance provided."</p> <p>R1 is Coded as follows: "A. Eating: The ability to use suitable utensils to bring food and/or liquid to the mouth and swallow food and/or liquid once the meal is placed before the resident." Eating is documented as 02. Substantial/maximal assistance - 'Helper does MORE THAN HALF' the effort. Helper lifts or holds trunk or limbs and provides more than half the effort."</p> <p>R1's incident investigation witness statements, submitted to the Illinois Department of Public Health reportable injury form documents: "(V23) LPN (Licensed Practical Nurse), (dated) 11/5/2024 at 1050 am: Reporting staff member. Reported to DON (V2, Director of Nursing) that resident (R1) had taken another resident's (unidentified) hot chocolate and had spilled it onto her (R1) lap. Resident (R1) was taken to her room, disrobed, and a head-to-toe assessment was performed by the nurse. Noted some light pink areas to bilateral thighs. Nurse reports resident denied pain and showed no s/s (signs /symptoms) of distress."</p> <p>The same incident investigation documents the following: "(V21, Certified Nursing Assistant) CNA, (dated) 11/5/2024 at 1200 pm: "I was the one that made the hot chocolate. I put the three ice cubes in it- because of the burn last summer (unidentified resident) - and set it down. I had my back (R1 unassisted, unsupervised) to her (R1) but I heard it spill and (R1) made a surprised noise. I turned around and she (R1) had spilled it (hot chocolate) onto her lap. I pulled her dress away from her '[lap]' to limit contact of the hot chocolate on her skin. We (V21, and unidentified assistant) got her</p>	S9999			

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S9999	<p>Continued From page 3</p> <p>(R1) to her room and got her undressed. The nurse (V23) then came in and checked her out. (R1) didn't seem to be in any pain but just seemed upset that she got hot chocolate on her dress."</p> <p>R1's "N Adv - Skin Issues" dated 11/6/2024 at 3:54 pm documents the following: "Skin Issues: Skin Issue: #001: New skin Issue. Location: Front right thigh. Additional location information: anterior Issue type: Burn. Superficial burn (downgraded to 'Full Thickness' burn. 11/13/24 report below). Wound acquired in-house. Exact date: 11/05/2024 Signs and symptoms of infection: None. Painful: No. Staged by: N/A. Length (cm): 19 Width (cm): 11 Depth (cm): 0 Undermining: No. Tunneling: No. Epithelial: 100%. Exudate amount: None. Odor after cleansing: None. Surrounding tissue: Normal in color. Induration: None present. Edema: No swelling or edema. Periwound temperature: Normal. Cleansing solution: Water. Other primary dressing: skin prep (protective wound treatment) Secondary dressing: No secondary dressing applied. Modalities: None. Other additional care: cups with lids & staff monitor at meal times. Skin Issues Note: Wound doctor (V14, Wound Nurse Practitioner) saw today. Treatment changed to skin prep daily. Skin issue education: Signs and symptoms of infection. Skin issue education: Treatment of skin issue. Skin issue education: Care of skin issue(s). Skin issue notification: Wound nurse. Skin issue notification: Provider. Skin issue notification: Family. Completed Clinical Suggestions."</p> <p>R1's Nurse Progress Note dated 11/07/24 at 1:10 pm documents the following: "Note Text: NP (V14, Nurse Practitioner) in the</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>building to see resident (R1) and assess areas to bilat (bilateral) inner thighs. New order received for Medihoney (medicated topical treatment) BID (twice a day) to bilat (bilateral) inner thighs for 10 days and monitor for s/s (signs/symptoms) of infection and pain and to report to NP (V14)/MD (unidentified physician) if noted."</p> <p>R1's Skin/Issue note completed 11/13/2024 at 6:02 pm documented by V12, Facility Wound Licensed Practical Nurse documents R1's "Front right thigh. Issue type: Burn. Full thickness burn. Wound acquired in-house. Exact date:11/05/2024."</p> <p>The same Skin /Issue note documents R1's burn measure Length (cm):4 Width (cm): 4 Depth (cm): 0.1." R1's right thigh burn is documented as having "Exudate amount: Light. Exudate type: Serous: clear watery fluid, which is separated from solid elements (blisters that opened)."</p> <p>R1's same Skin/Issue report documents: "Front left thigh. Issue type: Burn. Full thickness burn. Wound acquired in-house. Exact date:11/05/2024." R1's same Skin issue report note documents R1's left thigh burns has the following measurement: "Length (cm): 5.5 Width (cm): 6 Depth (cm): Exudate type: Serous: clear watery fluid, which is separated from solid elements." R1's skin issue report note documents: "Skin Issues Note: Saw wound doctor (was seen by V14, Wound Nurse Practitioner) today. Treatment for silver sulfadiazine 1% cream."</p> <p>On 11/27/24 at 1:37 pm V14, Wound Nurse Practitioner (consulting, wound care private company) stated V14 has seen R1 for her burns three times on 11/6, 11/13, and 11/20 and will be assessing R1's burns again today. V14 stated,</p>	S9999			

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S9999	<p>Continued From page 5</p> <p>"The hot chocolate (R1) spilled on her thighs was obviously too hot to be served. Therefore, R1's burns could have been prevented. (R1) is cognitively impaired, requires assistance at meals. Staff are responsible to serve liquids at a safe temperature."</p> <p>V14 also stated "On my first observation (11/6/24) of (R1's) burns were large, intact blisters (second degree). The blister area on her right thigh measured 9 centimeters (cm) long (L), by 9.5 cm wide (W). The blisters on her (R1's) left leg measures 19 cm L by 11 cm W. There was no depth measured because the blisters were intact. We were trying to keep the blisters intact as long as possible. I ordered skin prep. The blistered areas were difficult to maintain intact since she would be wearing clothes. When I came in on the thirteenth (11/13/24) the blisters had opened. I changed the treatment order to Silvadene to promote healing and decrease the discomfort. On the 20th (11/20/24) The Silvadene treatment was successful as evidenced by the decrease in measurement. On her (R1) left thigh 1.0 cm L by 3 cm W and Superficial depth.1 cm. (R1's) right thigh burn measured 2.5 cm L by 1.5 cm W, .1 cm D. I continued the Silvadene treatment."</p> <p>On 12/3/24 at 10:15 am V7, Dietary Manager stated, "I was not here when (R1) spilled hot chocolate in her lap. I was on vacation. The first I heard of it was when that other surveyor was here last week. I tested the temperature of the water and coffee that day. The other surveyor was with me. The coffee and water temps (temperatures) were high, 166 degrees and 168 degrees (Fahrenheit) if I remember correctly." V7 then stated (R1) had grabbed (R6's) hot chocolate, as I understand it was the situation that day." V7 then went out to the resident main dining room. The main dining room was full of</p>	S9999			

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S9999	<p>Continued From page 6</p> <p>residents eating. V7 opened the spigot on the right side coffee dispenser and poured coffee into a cup. The coffee was steaming. V7 measured the coffee dispensed at 160 degrees Fahrenheit. Both surveyor and V7 took a drink of the coffee. This surveyor's mouth experienced an uncomfortable, hot tingling sensation. This surveyor had to pause before swallowing the coffee. V7 also sampled a cup of coffee from the right side coffee dispenser. V7 stated "I like my coffee very hot, but this is very, very, hot." V7 also stated "Hot beverages should be served, at most 120 - 130 degrees, though brewing temperature is 165." V7 then opened the spigot on the left side coffee dispenser and poured into a cup. V7 measured the coffee as 159 degrees Fahrenheit. V8, Certified Nursing Assistant (CNA) came over to the coffee/water dispenser and poured a cup water and placed a tea bag in a cup. V8 CNA stated she was preparing the tea for R11. V7 then measured the temperature of R11's tea. R11's tea measured which measure 160 degrees Fahrenheit. V8, CNA walked away with the R11's tea and served it steaming to R11 at a table adjacent to the coffee/water dispensers. V7 then stated "Staff are supposed to add a couple of ice cubes when serving residents hot drinks. They should all know that." Surveyor asked R11 if her tea was too hot. R11 stated "Yes, but I don't drink it until after I eat. It is always served real hot, but the tea steeps well when it is hot."</p> <p>On 12/3/24 at 11:12 am V43, Maintenance Director stated, "We do not have a policy (for water temperatures). We do not have a mixing valve to turn the water supply temperature down on the coffee maker. I can tell you; we have to keep the resident bathroom and showers temperatures adjusted to 110 degrees</p>	S9999		

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S9999	<p>Continued From page 7</p> <p>(Fahrenheit) or less. That is straight from the state regulations, so a resident skin does not get burned."</p> <p>On 12/3/24 at 10:40 am V21, CNA stated that served the hot chocolate at R1's table the day R1 got burned. V21 also stated "I am usually careful to put ice in the residents' hot drinks (beverages) because we had a resident (unidentified) last summer that got burnt on coffee. I am almost positive I put ice in that hot chocolate. I was surprised it was still hot enough to cause (R1's) legs to burn like that. It was though. I should have put more ice in it because it was still too hot, apparently."</p> <p>The facility's policy title "Precautions for Handling Hot Beverages" Guideline: Staff will monitor, serve and hold hot beverages in a safe manner to prevent potential burns. Procedure: It is recommended that the temperature of the equipment be set at the lowest possible temperature for adequate brewing; anticipated to be in the range of 160-170 degrees Fahrenheit. The serving temperature should be approximately 10 - 15 degrees less than the brewing temperature. 4. Additional precautions: a- Assessing and identifying those individuals served who are at high risk for burning themselves with hot beverages. b- Ensuring staff monitor the identified high-risk resident during meal times and/or when hot beverages are served.</p> <p>(B)</p>	S9999			