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	IL6009120	A. BUILDING: _____ B. WING _____	C 02/10/2025

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S 000	Initial Comments Complaint Investigation: 2540905/IL185608	S 000		
S9999	Final Observations Statement of Licensure Violations: 300.610a) 300.1210b)3) 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 measures shall include, at a minimum, the	S9999		

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following procedures:

3) All nursing personnel shall assist and encourage residents so that a resident who is incontinent of bowel and/or bladder receives the appropriate treatment and services to prevent urinary tract infections and to restore as much normal bladder function as possible. All nursing personnel shall assist residents so that a resident who enters the facility without an indwelling catheter is not catheterized unless the resident's clinical condition demonstrates that catheterization was necessary.

These Regulations are not met as evidenced by:

Based on interview, observation, and record review, the facility failed to maintain residents' pride and dignity for 3 of 5 residents (R1, R3, R5) reviewed for resident dignity in the sample of 5. This failure resulted in expressed feelings of embarrassment and frustration.

The Findings Include:

1. R1's Admission Record, dated 2/5/25, documents R1 was admitted to the facility on 1/24/25 with diagnoses of Chronic Obstructive Pulmonary Disease (COPD), Respiratory Failure, Malignant Neoplasm of bronchus or lung, Hypertension (HTN), Morbid Obesity, Diverticulosis, Sleep Apnea, Nicotine Dependence, Lymphedema, Pulmonary HTN, Congestive Heart Disease (CHF), and Peripheral Vascular Disease (PVD).

R1's Care Plan, dated 1/24/25, documents R1 has COPD: Interventions: Give aerosol or bronchodilators as ordered, give oxygen therapy as ordered by the physician, monitor for difficulty

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breathing (Dyspnea) on exertion, remind resident not to push beyond endurance, monitor for signs/symptoms of acute respiratory insufficiency. It continues R1 has Oxygen (O2) Therapy related to shortness of breath (SOB). Interventions: The resident has O2 via nasal prongs/mask continuously, humidified, monitor for signs/symptoms of respiratory distress and report to Medical Doctor as needed (PRN). It continues R1 has altered respiratory status/Difficulty Breathing related to acute respiratory failure. Interventions: Administer medication/puffers as ordered, elevate head of bed (HOB). It continues R1 has bladder incontinence. Interventions: the resident uses disposable briefs, change (freq/frequent) and PRN, check the resident (freq) and as required for incontinence, wash, rinse, and dry perineum, change clothing PRN after incontinence episodes. R1 has bowel incontinence. Interventions: Provide bedpan/bedside commode, provide peri-care after each incontinent episode.

R1's Minimum Data Set (MDS), dated 1/31/25, documents R1 is cognitively intact and is dependent on staff for Activities of Daily Living (ADLs). R1 is frequently incontinent of both bowel and bladder.

On 2/6/25 at 8:40 AM, R1 was seen lying on her side with a strong odor of feces in the room. R1 stated "I am very upset because I let the Certified Nursing Assistant (CNA) know that I had a Bowel Movement (BM) and was saturated about 30-minutes ago and was told that she would be right back. I have been lying in my BM since then, and no one has come in to take care of me yet this morning. I am usually out of bed by now."

On 2/6/25 at 8:44 AM, V13, CNA, brought in R1's

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breakfast tray and set it on her bedside table. R1 stated "You're bringing me my breakfast without even cleaning me up first?" V13 stated "We already had this discussion." and walked out of the room. R1 stated "Her discussion was 'You missed breakfast and now have to eat in your room.' Now my breakfast will be cold by the time I get to eat it. I am very messy and stinky. This has me very frustrated and embarrassed and it takes away my dignity and pride, and I have no control over it."

On 2/6/25 at 8:52 AM, R1 was provided incontinence care by V13, CNA, and V16, CNA.

On 2/6/25 at 9:20 AM, When asked if R1 notified her of being soiled this morning, V13 stated "Yes, she did. She put her call light on, and I answered it and told her I would be right back. Then I was helping another resident and was going to go to her after that." When asked why she would bring her breakfast tray to her before cleaning her up, V13 stated "I was given the cart of trays and told to deliver them to all the residents in the rooms and I didn't want all the food to get cold. What was I supposed to do?"

2. R3's Admission Record, dated 1/5/25, documents R3 was admitted to the facility on 11/21/24 with diagnosis of Hypoglycemia, End Stage Renal Disease (ESRD), Dependence on Renal Dialysis, Cerebral Infarction, Aphasia, HTN, Spinal Stenosis Cervical, and Anemia.

R3's Care Plan, dated 12/9/24, documents R3 has bladder incontinence. Interventions: The resident uses medium disposable briefs, change (freq) and PRN, check the resident every two Hours and as required for incontinence, wash, rinse and dry perineum, change clothing PRN

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after incontinence episodes. It continues R3 has bowel incontinence. Interventions: Check resident every two hours and assist with toileting as needed, observe pattern of incontinence, and initiate toileting schedule if indicated, provide bedpan/bedside commode, provide peri-care after each incontinent episode, take resident to toilet at same time each day resident usually has bowel movement. It continues R3 has an ADL Self-Care Performance Deficit. Interventions: The resident is totally dependent on staff for toilet use, requires two staff participation to use toilet.

R3's MDS, dated 1/9/25, documents R3 has a moderate cognitive impairment and is dependent on staff for toileting and transfers, requires substantial/maximum assistance from staff for other ADLs. R3 is frequently incontinent of both bowel and bladder.

On 2/5/26 at 1:56 PM, V11, R3's daughter, stated "My mom (R3) called me on Saturday morning (2/1/25) around 7:30 AM. She told me she had to use the restroom and put her call light on, and no one is answering it. Mom said her call light has been on for an hour and half already. While I was on the phone with her, a CNA (V9) came in and told mom that she was the only one working the floor and that mom was a two-person assist and she could not get her to the restroom herself. The CNA told her to just go in her bed and to put her call light on and she will clean her up when she is done. When the CNA left, my mom said "(V11), I don't sh** in my pants, what am I supposed to do." We waited about two minutes later, and I had mom turn on the call light to see if the CNA would come back and we waited 20 more minutes, and she never came back. At that point, I decided to come on in myself. It takes me a while to get there but I would say within an hour I was there,

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and mom's call light was still on, and no one had helped her. Mom did wet her pants but did not have a bowel movement. (V3, Assistant Director of Nursing/ADON) was here by then and told me that everyone called in and she was the one on-call, so she had to come in to assist. (V3) told me she was very sorry and that it was just her and one CNA working. She said she called (staffing agency) and they didn't have anyone. (V3) told me she called (V2, Director of Nursing/DON) five times and that (V2) did not answer her phone. (V2) never showed up to help the staff out. There was mom's physical therapist (V10, Physical Therapist Assistant/PTA) who happened to be visiting her family member and both of us were helping other residents get up and to the dining room to eat. I'm a Licensed Practical Nurse (LPN) so knew what needed to be done, however, I did not work as a nurse, more as a CNA, and (V3) allowed us to help everyone out. I have been working with (V1, Administrator) and the Social Service person to get mom out of there and I believe we are moving her this coming Friday (2/7/25)."

On 2/5/25 at 2:25 PM, V3, ADON, stated "I was called Saturday (2/1/25) because we had a bunch of call-offs. I couldn't get anyone to come in, so I came in. There was only one Nurse and one CNA working the 100-South unit. When I got here (R3's) daughter was very upset and I had to talk to her. The CNA working (V9) did tell (R3) that she was by herself and could not get her up to use the toilet and to go ahead and go in the bed and she will clean her up afterwards. I had a talk with (V9) and told her that was not the way she should have handled it. (V9) could have gotten the nurse on duty to help her or ask me when I got here. I told (V9) that it was not acceptable, and she should never tell a resident something

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like that. I called the DON, and she didn't answer, and I don't blame her, it was her day off. I tried again later, and she answered, and I explained what was going on and the DON called (R3's) daughter to talk to her. I ended up working the entire shift because no one would come in. I know that (R3's) daughter did not help with other residents because I was here helping out."

On 2/5/25 at 2:35 PM, V10, PTA, stated "I was here visiting my grandmother who is staying on this floor (100-South). There was only one CNA working and she had no help to get people up. I did not help anyone but my grandmother that day. I did not see (R3's) daughter assisting other residents either."

On 2/5/25 at 2:55 PM, V2, DON, stated "Yes, that did happen Saturday, we only had one CNA, but (V3) did come in to assist. (V9) should not have told any resident to go in the bed and she'll clean her up afterwards. I only received one phone call, and I was in the shower and as soon as I got out, I called (V3) back to see what was going on."

On 2/5/25 at 3:55 PM, R3 stated "(V9) did tell me to just go in my pants in bed and she would clean me up later. She said she didn't have any help to get me up. It's embarrassing enough to go in my pants by accident, but for someone to tell you to do it, it hurt my pride and my dignity. I could not believe someone who works here told me to do that, that is her job."

3. R5's Admission Record, dated 2/6/25, documents R5 was originally admitted to the facility on 7/01/2021 with diagnosis of Cholecystitis, Deep Vein Thrombosis (DVT), Hemiplegia/Hemiparesis, Cerebral Infarction, PVD, Morbid Obesity, Cervicalgia, Type 2

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Diabetes Mellitus (DM), Myocardial Infarction (MI), Hyperlipidemia, HTN, CHF, Osteoarthritis, Cardiomegaly, Benign Prostatic Hyperplasia (BPH), and Atherosclerosis.

R5's Care Plan, dated 12/26/24, documents R5 has an ADL Self Care Performance Deficit. Interventions: can transfer from bed to chair with stand by assist-1 assist, uses quarter rails to help with repositioning in bed, Active Range of Motion, Transfer using one assist, Toilet Use: The resident is able to wash hands, hold grab bars, wipe self, adjust clothing.

R5's MDS, dated 12/14/25, documents R5 is cognitively intact and requires substantial/maximal assistance from staff for toileting, and supervision/touching assistance with transfers. R5 is always continent of both bowel and bladder.

On 2/6/25 at 11:00 AM, R5 stated "I am the President of the Resident Council, and we have meetings every month. In just about every meeting, there are complaints of the facility not having enough staff to take care of the resident needs. I feel that one of the biggest problems I see at the facility is that we are being treated like children and don't know what is going on, or that the staff think we are ignorant. They should treat everyone the same, as adults. It makes me feel like a lesser person because of how I am treated. There are some staff who seem to bully me, for example, they will bring me something like juice and will just sit it down and say "Here". I don't know why some staff are even working because they don't want to do their job."

The Facility's "Resident Rights" Policy, dated 12/2024, documents "Each resident residing in

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S9999	Continued From page 8 this community has the right and will be afforded the right to a dignified existence, self-determination, and communication with and access to persons and services inside and outside the community without interference, coercion, discrimination or reprisal. No staff member or contracted provider of care will hamper, compel, treat differently or retaliate against a resident for exercising Resident Rights. It is the responsibility of all who work in this community, including employees of the community and any others who provide services to the residents of the community, to advocate and protect the rights of each resident. All staff members are trained on this Resident Right Policy at the time of employment, prior to providing care to residents, and at least annually to ensure full understanding related to ensuring each resident's Resident Rights." (B)	S9999		