STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	IL6008239	A. BUILDING: _____ B. WING _____	03/13/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
REGENCY CARE	2120 WEST WASHINGTON SPRINGFIELD, IL 62702

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
S 000	Initial Comments Licensure and Certification Survey	S 000		
S9999	Final Observations Statement of Licensure Violation: 300.610a) 300.1210b) 300.1210b)3 Section 300.610 a) 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		

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S9999	Continued From page 1	S9999		

measures shall include, at a minimum, the 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 were not met as evidenced by:
Based on interview and record review, the facility failed to answer resident's call lights to address their needs and promote resident dignity for 6 of 6 residents (R9, R16, R25, R30, R33 and R285) reviewed for dignity in the sample of 42. This failure resulted in R285 becoming incontinent and feeling humiliated.

Findings include:

1. R285 was admitted on 1/22/2025 with diagnosis of, in part, fracture of left fibula, left tibial fracture, fracture around internal prosthetic left knee joint, and retention of urine.

R285's Care Plan dated has an ADL Self Care Performance Deficit requires substantial/maximal assistance from staff participation for toileting hygiene and transfers and requires substantial/maximal staff participation with personal hygiene and set up help from staff with oral care.

On 3/10/25 at 12:50 PM, R285 stated she will wait a minimum of 30 minutes or more to have

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S9999	Continued From page 2	S9999		

her call light answered. R285 stated, "I've had to wait so long and accidentally soiled myself because I couldn't wait any longer. It's humiliating."

The facility policy Call Light dated 8/1/05 documents it is the policy of this facility to maintain the highest quality of care for its residents. The policy documents to answer call light promptly. The policy documents if you are unable to meet resident request or need, leave call light on and obtain assistance from charge nurse.
2. During the resident council meeting held on 3/12/2025 at 2:30PM, R9, R16, R25, R30, and R33 all stated call lights are not answered timely. All stated could take up to 30 minutes to get light answered.

R9's Minimum Data Set (MDS) dated 1/16/2025 documents R9 is cognitively intact.

R16's MDS dated 1/2/2025 documents R16 is cognitively intact.

R25's MDS dated 2/21/2025 documents R25 is cognitively intact.

R30's MDS dated 1/3/2025 documents R30 is cognitively intact.

R33's MDS dated 1/10/2025 documents R33 has moderate cognitive impairment.

The facility resident council minutes dated 2/27/2025 documents under old business any unresolved issues since last month "residents state Certified Nursing Assistants (CNAS) still take awhile to answer call lights. Resident council minutes dated 1/31/2025 documents old business

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S9999	Continued From page 3 any unresolved issues last month CNAs are still taking a long time to answer call lights, new business residents state the CNAs come to find out the reason the light is on and leaves without fixing the issues, residents stated CNAs are very late answering call lights at night. C	S9999		