

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6015192	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 06/16/2025
NAME OF PROVIDER OR SUPPLIER EDEN VISTA HOFFMAN ESTATES		STREET ADDRESS, CITY, STATE, ZIP CODE 2150 WEST GOLF ROAD HOFFMAN ESTATES, IL 60194		
(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 Facility Reported Investigation to Facility Reported Incident dated 6/6/25/IL194294	S 000		
S9999	Final Observations Statement of Licensure Violation 330.4210e) 330.4210f) Section 330.4210 General e) The facility shall provide a means of safeguarding small items of value for its residents in their rooms or in any other part of the facility so long as the residents have daily access to such valuables. (Section 2-103 of the Act) f) The facility shall make reasonable efforts to prevent loss and theft of residents' property. Those efforts shall be appropriate to the particular facility and may, for example, include, but are not limited to, staff training and monitoring, labeling property, and frequent property inventories. (Section 2-103 of the Act) This REQUIREMENT was not met as evidenced by: Based on interview and record review the facility failed to ensure a resident was free from misappropriation of property to 1 of 3 residents (R1) reviewed for misappropriation/abuse in the sample of 3. The findings include: R1 electronic face sheet accessed on 6/16/25	S9999		

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

TITLE

(X6) DATE

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S9999	<p>Continued From page 1</p> <p>show R1 was admitted to the facility last 5/21/25 and discharged last 6/5/25 with diagnoses that include dementia and Parkinson.</p> <p>The facility Reported Incident (FRI) dated 6/10/25 as final with date of incident as (6/6/25) documents, "...it was reported by the resident's POA (V7) that the resident iphone has been stolen. Hoffman Estates Police Department contacted. After thorough investigation and gathering of staff statements, it was concluded that the phone was last seen on 6/2. Staff reported seeing the resident holding the phone in her hand in the dining room and in her room. Police authorities are updating facility with new information. Police investigation is ongoing. Working with the resident on satisfactory resolution. Staff education done on misappropriation of property and facility procedure on missing resident belonging. "</p> <p>On 6/16/25 at 12:32 PM, V7 (R1's daughter) said R1's iphone was stolen while at the facility. My mom does not walk, her routine was the same every day. She went from bed, to her wheelchair via mechanical lift, to the dining room or living room, and then back to bed via mechanical lift. She had her cell phone everyday. V7 said it was an Iphone 16 costing at least \$1000.00. Staff in the Memory Care Unit knew R1 had an iphone since admission. V7 said the day of admit, she asked V1 (Administrator) if she needed to list R1's belongings (inventory). V1 told her a facility staff will do that. On 6/2/25, V7 said she received a call from staff informing her that they cannot locate R1's iphone and was asking her if she knew where the phone was. V7 said she spoke to V1 right away that same day and reported R1's missing phone. V7 said she was told by V1 that it was in the contract not to bring any valuables. V7</p>	S9999			

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S9999	<p>Continued From page 2</p> <p>stated "who does not have any cell phones at this time? That was how my mom gets hold of me. She should have made sure it did not went missing or was not stolen." V7 said on 6/4/25, she was able to log in to Apple website and was able to lock R1's phone remotely. V7 said she then offered a reward amounting to \$500.00 to whoever would return R1's iphone. R1 was discharged on 6/5/25 (planned discharged). On 6/6/25, V7 said she received a text informing her that "I have the phone, it was sold to me for \$450.00" and identified herself as V9 (no last name.). The phone will be dropped in a mailbox and sent the payment electronic (Zelle). V7 said she wanted to meet the person that sent her a text in a public place (library or police station) V7 said she called V1, and gave the name of the person with phone number. V7 said up to this time, V1 had not made any updates to her. V7 said all of these were reported to the police. The police told her that it was now upgraded to "state level investigation." V7 said it is leading her to believe it was a staff member since "my mom does not walk."</p> <p>On 6/16/25 at 8:50 AM, V1 (Administrator) said she received a call from R1's daughter (V7) last Monday 6/2/25 that R1's iphone was missing. We started a search and reviewed the camera. The surveillance camera was facing the opposite direction from R1's room with 2-3 other rooms behind the camera so it was not a big help. R1 was discharged last 6/5/25. The day after she discharged (6/6/25) was when it was confirmed R1's iphone was stolen. The daughter (V7) put out a reward and someone responded that she was sold the phone. That was when we reported the incident to the state agency. V1 said she was not sure why R1 had no inventory list done by staff at time of admit.</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>On 6/16/25 at 9AM, V2 (Director of Nursing) said she did the investigation regarding R1's missing iphone. V2 said she was not aware R1 had a cell phone but frontline staff did.</p> <p>On 6/16/25 at 9:05 AM, V4 (RN) said she knew R1 had an iphone since admit but does not know the details when the iphone went missing.</p> <p>On 6/16/25 at 9:20 AM, V5 said she was one of R1's caregiver. V5 said R1 has had the iphone since admit. Once R1 was up, she would look for the phone. She had dementia but knew how to use the phone to call her daughter. R1 would hold the phone once she was up until she went to bed.</p> <p>On 6/16/25 at 9:30 AM, V6 (Caregiver) said R1 had the iphone since admission. V6 said once R1 was up, she gets handed the phone. On 5/30/25, V6 said she was R1's caregiver, R1 still had her cell phone. On 6/1/25 (Sunday) she was off but received a group text notification regarding R1's iphone being missing. On 6/4/25 (Wednesday) she was R1's caregiver again. R1's daughter was at the facility asking around if anyone knew about R1's cell phone as it was still missing.</p> <p>On 6/16/25 at 10:33 AM, V3 (Memory Care Director) said once she was made aware that R1's iphone was missing, the staff did a full sweep to look for the iphone. V3 said she was made aware by V1 that R1's iphone was stolen.</p> <p>On 6/17/25 at 8:33 AM, V8 (Detective) said it was a high probability R1's phone was stolen while R1 was at the facility. V8 said they are in the process of locating the identity of V9 through her</p>	S9999		

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S9999	Continued From page 4 phone number. V8 said it takes time for the identity to be determined through phone number. V8 said the state agency will be updated. The facility policy entitled Policy and Procedure Vulnerable Adult Abuse and Neglect Procedure dated 11/17//2017 states, "Every resident has the right to be free from verbal, sexual, physical and mental abuse including injuries of unknown origin, misappropriation of property of property..." Misappropriation of Property-a) the intentional taking, misplacement, carrying away, using, transferring, concealing, or retaining possession or a resident movable property without the vulnerable adult's consent. (B)	S9999			