

Illinois State Department of Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTIONS		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 3000856		(X2) MULTIPLE CONSTRUCTION A. BUILDING B. WING		(X3) DATE SURVEY COMPLETED 12/17/2025	
NAME OF PROVIDER OR SUPPLIER La Bella of Sterling				STREET ADDRESS, CITY, STATE, ZIP CODE 3601 SIXTEENTH AVENUE , STERLING, Illinois, 61081			
(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) COMPLETION DATE	
S0000	Initial Comments		S0000			12/18/2025	
	First Probationary Licensure Survey						
S9999	Final Observations		S9999			12/24/2025	
	Statement of Licensure Violations						
	1 of 3						
	300.661						
	Section 300.661 Health Care Worker Background Check						
	A facility shall comply with the Health Care Worker Background Check Act and the Health Care Worker Background Check Code.						
	This requirement was NOT met as evidenced by:						
	Based on interview and record review the facility failed to complete a healthcare worker background check for 1 of 10 employees (V9) reviewed for healthcare worker background checks. This deficient practice applies to all 41 residents in the facility.						
	The findings include:						
	The facility provided resident roster shows there were 41 residents residing in the facility on 12/15/2025.						
	V9's Certified Nursing Assistant (CNA) Illinois State Policy background check dated 11/5/25 showed V9 had a result of "Multiple hits-FEE fingerprints requested." V9's background check had no new fingerprints after 11/5/25.						
	On 12/16/25 at 11:25 AM, V1 Administrator stated V9 has not had a new finger printing done since hire. The other background websites showed V9 was eligible to work so we did not send her for fingerprinting to verify the "hits" on the background check.						
	(C)						
	2 of 3						
	300.610a)						

Office of Primary Care and Health Systems Management

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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S9999	Continued from page 1 300.1210b) 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. This requirement was NOT met as evidenced by: Based on observation, interview, and record review the facility failed to ensure a resident received necessary care and services for complaints of an ear infection for 1 of 5 residents (R3) reviewed for change of condition in the sample of 5. The findings include: On 12/15/25 at 9:21AM, R3 was in his room sitting at the bedside. R3 said he feels like he has an ear infection in his left ear. R3 said it's been going on for about a week. R3 said he told the staff about it already, but they couldn't find the scope to look in his ear. R3 said they were checking to see if there were drops or anything he could use. R3 said he has had ear infections before in his left ear and this feels like it. R3 said he has some pain and pressure in the left ear. On 12/16/25 at 10:22 AM, R3 said they looked at his ear yesterday after they found the scope. R3 said they told him they were going to let the doctor know and get some medication. R3 said he hasn't heard anything yet. R3		S9999				

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S9999	Continued from page 2 said he couldn't remember when he first told someone or who it was, but it was days ago. On 12/16/25 at 10:40 AM, V4 Registered Nurse said she was told in report that they were still waiting on response from the doctor regarding R3's earache. V4 said if she didn't hear anything , she would call later this afternoon by 4:00 PM. V4 said he complained on Sunday, but she didn't have an otoscope. V4 said she looked in his ear with the flashlight on her phone, but didn't see anything. V4 said she faxed the doctor but, got busy and didn't chart. V4 said R3 has a history of left ear infections. On 12/16/25 at 11:25 AM, R3 said the nurse said she was checking with the doctor about his ear. R3 said he hoped they get some medication for him soon. R3 said the pain is a 2-3 right now, but the pressure bothers him more. R3 said he didn't know why it took so long. On 12/16/25 at 11:45 AM, V2 Director of Nursing said the staff did fax the doctor twice, but they didn't have the fax confirmations to make sure it went through, and she would expect the nurses to call the doctor's office when they did not hear back from them. V2 said there is a concern with the lack of charting, if it's not charted it's not done, and she has been working with the staff regarding charting. V2 said she would 1000% expect them to follow up and that is why she told them to call the doctor's office when they didn't hear back. R3's Medication Administration Record (MAR) shows on 12/15/25 R3 had a pain level of "10" documented for the day and evening shift and a pain level of "3" documented on 12/16/25 day shift. This same MAR shows R3 has a history of otitis media and otalgia. R3's Progress Note dated 12/15/25 at 12:02 PM shows "Use of otoscope, noted with dark, thick drainage from the left ear, with a white thick white spot. Unable to view the ear drum clearly. States he feels he needs and antibiotic at this time. The pain is constant and increased. Dr. office faxed and phoned. Awaiting response. There were no progress notes on 12/14/25 until 12/16/25 when a late entry was added for 12/14/25 which shows "he's complaining of left earache. I ask him if he would like some Tylenol for the left earache at a pain level of 3 and he said no. He also refused a warm compress when offered this. Informed oncoming nurse of left earache and to monitor him also." The facility's undated Notification of Changes Policy shows "The purpose of this policy is to ensure the			S9999			

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S9999	Continued from page 3 facility promptly informs the resident, consults the resident's physician; and notifies, consistent with his or her authority, the resident's representative when there is a change requiring notification. Circumstances that require a need to alter treatment. This may include: New treatment, Discontinuation of current treatment due to: Adverse consequences, Acute condition or Exacerbation of a chronic condition." (B) 3 of 3 300.610a) 300.2920g)1)A) 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 300.2920 Mechanical Systems g) Heating, Ventilating, and Air Conditioning Systems 1) Areas of a nursing home used by residents of the nursing home shall be air conditioned and heated by means of operable air-conditioning and heating equipment. The areas subject to this air-conditioning and heating requirement include, without limitation, bedrooms or common areas such as sitting rooms, activity rooms, living rooms, community rooms, and dining rooms. (Section 3-202(8) of the Act) A) The mechanical system shall be capable of maintaining a temperature of at least 75 degrees Fahrenheit, pursuant to the requirements of Section 300.670(j). These requirements were NOT met as evidenced by: Based on observation, interview and record review the facility failed to maintain comfortable temperatures in the facility. This failure has the potential to effect		S9999				

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S9999	Continued from page 4 all 41 residents residing in the facility. The findings include: The facility provided resident roster shows there were 41 residents residing in the facility on 12/15/2025. On 12/15/25 at 9:28 AM, during initial tour of the building the west hallway, group and activity (TV) room in the west wing, and the nursing station outside of the west hallway were felt to be very cold. On 12/15/25 at 9:48 AM, The main dining area of the facility felt cold, and the back half of it felt even colder. R2 and R4 were sitting in the dining room finishing breakfast and said some areas of the building are cold, including the shower rooms, the dining room and some of rooms. On 12/15/25 at 10:26 AM, V3 (Maintenance) said the building is very old and needs new windows. V3 said the building has electric floor heating in certain areas, and in some resident rooms in the west wing, there are electric heat vents in the wall. V3 said it is difficult to maintain temperatures throughout the building due to the boiler system pushing out enough to heat all the areas, and we had arctic cold temperatures last weekend. V3 said the TV room in the west wing does not have an electric heating register on the floor. V3 said he uses an infrared heating gun to take temperatures in the building On 12/15/25 at 10:28 AM, the surveyors and V3 went throughout the building and took temperatures in various rooms and common areas, The temperatures were all taken with the facilities temperature gun and were as follows: The wall temperature was 50.0 degrees Fahrenheit (F) in the West unit TV room. The group room temperature was 53.3 F on one wall and the wall across from the window was registering at 56.3 F. The West hallway between rooms 33-34 registered at 57.2 F. R9 and R13's room in the West wing, was very cold and R13 said the electric heating unit on their wall had not been working properly for a week or so. R9 and R13's room temperature registered at 53.3 F on the wall next to the window by R13's bed. V3 said the heating units in the wall are old and he has replaced the one in R13's room several times and they quit working so a brand new one will need to be gotten. The main dining room temperature in the back room registered at 53.9 F. V3 and the surveyor felt the electric radiator on the floor and it was cold to the touch.			S9999			

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S9999	Continued from page 5 R2's room temperature was registered at 63.5 F. On 12/15/25 at 12:28, V3 and the surveyor went to temp the shower rooms, the South shower had an exhaust fan in the ceiling and you could feel the cold air coming down from it. The temperature from that fan registered at 41.3 F and the wall temperature was 57.5 F. The North shower exhaust fan on the ceiling registered at 35.0 F and the wall temperature was 56.3 F. V3 said he was not aware of the draft coming from the exhaust fans and that is due to the attic being above them. On 12/15/25 at 12:43 PM, V8 (Certified Nursing Assistant/CNA) was sitting at the CNA station wearing a hat and layered clothing. V8 said the temperature in the building had gotten colder over the weekend. On 12/15/25 9:30 AM, V7 (Kitchen Supervisor) said when I came in this past Saturday morning it was colder in the building, Sunday was still cold. Residents were wearing jackets over the weekend. I don't know if anyone called V3 to report it. On 12/16/25 at 9:36 AM, V1 (Administrator) said it was reported to her over the weekend that the building was drafty but she was not aware it was cold in certain areas until she arrived to work on 12/15/25. V1 said she was also not made aware that the shower rooms were cold. On 12/16/25 at 10:35 AM, V4 (Registered Nurse/RN) said the building temperature was okay on Thursday (12/11), but when I came in on Saturday it was cold in the building. Residents were wearing jackets. The nurses station was tolerable, but the CNA station was cold. Residents were saying it was cold. I did not call anyone, I thought they knew about it. On 12/16/25 at 12:06 PM, V2 (Director of Nursing) said no one called me about the cold building over the weekend, the staff call for everything else you would think they would have called me. On 12/16/25 at 9:56 AM, V3 said the thermostat was replaced in the back half of the dining room and the register was working. V3 also said he had a company in on 12/15/25 and the brought in portable units to help try to push the heat through the system better. V3 said he also covered the exhaust fans to the shower rooms. V3 and the surveyor went to take temperatures again. R2's room registered at 68 F. The back of the dining area registered at 69 F. The west hallway still felt chilly and registered at 60.0 F. The North shower		S9999				

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S9999	Continued from page 6 registered at 69 F and the South shower room was 68.2 F. The maintenance log shows on 11/30/25 R9 and R13 had first reported issues with the heating unit in the room. The facility provided not dated, Loss of heating or Cooling policy shows the facility will take immediate action to maintain the temperatures between 71-81 degrees Fahrenheit. (B)		S9999				