

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  IL6016190	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  C 11/20/2017
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NAME OF PROVIDER OR SUPPLIER  MANOR COURT OF PEORIA	STREET ADDRESS, CITY, STATE, ZIP CODE 6900 NORTH STALWORTH PEORIA, IL 61615
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S 000	Initial Comments  Statement of Licensure Violations  Complaint Investigation 1726645/IL98104	S 000		
S9999	Final Observations  Statement of Licensure Violations  Complaint Investigation 1726645/IL98104  1 of 2 Violations  300.610a) 300.1210b) 300.3240a)  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.	S9999		

**Attachment A**  
**Statement of Licensure Violations**

Illinois Department of Public Health  
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

12/11/17

Illinois Department of Public Health

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S9999	<p>Continued From page 1</p> <p>Section 300.1210 General Requirements for Nursing and Personal Care</p> <p>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.</p> <p>Section 300.3240 Abuse and Neglect</p> <p>a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident.</p> <p>These Regulations were not met as evidenced by:</p> <p>Based on observation, record review, and interview the facility failed to ensure two residents (R2, R4) were not abused. E5 forcefully restrained R4 and R2 during cares, resulting in</p>	S9999		
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S9999	<p>Continued From page 2</p> <p>skin tears for R4 and causing bruising on R2's wrists, eye, and upper arms and also causing fear for R2. R2 and R4 are two of four residents reviewed for abuse in the sample of four.</p> <p>Findings include:</p> <p>The facility's Abuse Prohibition and Reporting policy dated 02/2017 documents, "The facility actively prohibits resident abuse including neglect, corporal punishment, involuntary seclusion, misappropriation of property, injuries of unknown source, exploitation, and use of any physical or chemical restraint not required to treat a resident's symptoms. Abuse means the willful infliction of injury, unreasonable confinement, intimidation, or punishment resulting in physical harm, pain, or mental anguish. Physical restraint is defined as a manual method, physical method, or mechanical devices which restrict movement or normal access to one's body."</p> <p>1. On 11-14-17 at 1:00 p.m., R4 was sitting in a wheelchair. R4 had a five cm (centimeter) dark purple v-shaped scabbed area to the left upper arm and a three cm dark purple scabbed area to the left wrist.</p> <p>R4's Progress Note dated 3-21-17 and signed by Z5 (R4's Nurse Practitioner) documents R4 has the diagnosis of Dementia. R4's current Behavior care plan documents staff are to re-approach R4 at a later time or with a different staff member if rejecting cares or showing aggression.</p> <p>R4's Event Report dated 10-31-17 and signed by Z2 (Agency Licensed Practical Nurse/LPN) documents R4 has skin tears to the left arm measuring four cm x three cm and to the left wrist</p>	S9999		
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S9999	<p>Continued From page 3</p> <p>measuring three cm.</p> <p>On 11-14-17 at 9:40 a.m., E8 (CNA/Certified Nursing Assistant) stated that E8 witnessed E5 (CNA) hold R4's wrists down on 10-31-17 around 7:00 a.m. E8 stated that while holding R4 down, E5 caused skin tears to R4's left wrist and left arm, and that E5 and R4 both had blood on them. E8 stated that R4 is a tough man and E5 held R4 down tightly by the wrists and arms while providing cares. E8 stated, "Residents (R2, R4) did not like (E5) and would swing at (E5). I would see (E5) hold (R2 and R4's) wrists down. The amount of strength (E5) would use to hold the residents' wrists down would depend on how strong the resident is."</p> <p>2. On 11-13-17 at 1:15 p.m., R2 had a three cm (centimeter) round dark purple bruise under the left eye, four brown with yellow discolored seven cm bruises with a two cm round bruise below those bruises to the bilateral upper arms and bilateral wrists. These four bruises resembled the fingers and thumb of a hand print. R2's left rib area had a five cm round brown bruise. R2's left elbow had a five cm yellow/brownish bruise. R2's left outer breast had an eight cm light purple bruise.</p> <p>R2's current care plan documents that when R2 displays behavioral symptoms that staff should explain care step by step to assure resident understanding and staff should re-approach R2 at a later time or with a different staff member if R2 appears agitated.</p> <p>R2's Event Report dated 11-3-17 at 4:40 p.m. and signed by Z2 (Agency LPN) documents, "During care a CNA (Certified Nursing Assistant) noted several bruises to left upper arm, left elbow, left</p>	S9999		
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S9999	<p>Continued From page 4</p> <p>wrist, left eye, right upper arm, left lateral ribs, left outer breast, and right forearm. Color of bruise is black/blue."</p> <p>E5's (CNA) statement dated 11-3-17 at 8:00 p.m. and recorded by E2 (Director of Nursing/DON) documents, "I went in to lay down (R2). No one was with me. (R2) was screaming, pinched my breast, scratched me, and said that I hit her. (R2) dug her nails into me. I tried to stop (R2) from hitting me. I held her lower wrist area. I held both of (R2's) arms so she wouldn't hit me."</p> <p>E8's (CNA) statement dated 11-6-17 and recorded by E2 documents, "(R2) had no bruising before lunch on 11-3-17. After lunch someone from front office got me and said they need help in (R2's) room. (R2) was swinging at (E5). (E5) held (R2's) arms down. (E5) held (R2's) arms down while I changed (R2). I feel like (R2) was scared when I went in to help (E5) with her."</p> <p>On 11-13-17 at 2:15 p.m., E5 stated, "On 11-3-17 close to 1:00 p.m. I was running behind. (R2) fights, curses, and beats me up. (R2) scratches, bites, and pinches me. I checked to see if (R2) was wet and when I checked to see if (R2) was wet (R2's) screaming went from zero to five thousand. (R2) told me 'Get out of here. You hit me.' A social service person came in and asked if I needed help and I said yes. (E8) came in to help me. I had to hold (R2's) arms down to prevent (R2) from hitting me. (R2) was really peed off at me. I had to hold (R2) down roughly by the wrists to control her. The Director of Nursing called me later that night on 11-3-17 and said she was going to have to educate me on abuse and resident handling because (R2) had a black eye."</p>	S9999		
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S9999	<p>Continued From page 5</p> <p>On 11-3-17 at 2:05 p.m., E4 (Social Service Director) stated, "On 11-3-17 around 1:00 p.m., I heard (R2) yelling. I opened (R2's) door and saw (R2) laying on the right side and (E5) was wiping (R2's) bottom. (E5) looked stressed out and I asked (E5) if everything was okay. (E5) replied 'Not really.' I asked (E5) if she needed help and I went and got (E8) to help. (E5) should have asked for help if she was that stressed out and should not have held (R2's) arms down. Holding a resident down is physical abuse."</p> <p>On 11-14-17 at 9:40 a.m., E8 (CNA) stated, "On 11-3-17 around 1:00 p.m., a social worker came and got me and said that (R2) needed help. When I entered (R2's) room (R2) was saying 'Help me. Help me please.' While I was helping (E5) change (R2), (R2) was saying 'I don't want her (E5) to touch me. (R2) kept telling me to get (E5) away from her. (E5) was holding (R2's) wrists down tightly towards the bed and (R2) kept saying 'Let go of me.' (E5) did not let go of (R2) and that caused the bruising on (R2's) wrists and arms. (E5) was frustrated and stressed out. (R2) has never swung out at anyone else except for (E5). (R2) was very scared of (E5). (R2) kept yelling 'Please help me. Please help me.' It is physical abuse to restrain and hold a resident's wrists down. (E5) should have just walked away."</p> <p>On 11-15-17 at 10:40 a.m., E13 (CNA) stated, "I noticed (R2's) bruises on 11-3-17 around 2:30 p.m. and notified the nurse. (R2) has a black eye and bruises to both wrists/arms. The bruises to the wrists resembled hand print bruising. (R2) said that someone had hurt her. (R2) has been afraid since the bruising and when I change (R2) she says she is worried."</p> <p>On 11-14-17 at 9:00 a.m., Z2 (Agency LPN)</p>	S9999		
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S9999	<p>Continued From page 6</p> <p>stated, "On 11-3-17 around 2:30 p.m., (E13/CNA) found bruises on (R2). I did an assessment. The bruises were all fresh and suspicious in nature of abuse to the areas they were located. The bruises on (R2's) arms and wrists looked like hand prints. (R2) knew a staff member did the bruises to her but did not know a name."</p> <p>On 11-14-17 at 1:15 p.m., E6 (CNA) stated, "I worked Thursday 11-2-17 and (R2) did not have bruises that day. When I came in on Saturday 11-4-17 I was like 'Oh my God. Who beat (R2) up? (R2) said somebody hit her. It really upsets me that somebody could do that to (R2). (R2) never gets combative with cares and there is no reason for her bruises."</p> <p>On 11-13-17 at 1:35 p.m. E2 (Director Of Nursing/DON) stated, "(E5) should have made sure (R2) was safe, got help, and re-approached (R2) later. (E5) said she held (R2's) arms down and that caused the left arm bruising. Bruising under the left eye happened I am assuming during this same incident. (R2) did not have any bruises that day prior to this incident. (E5) should not have held (R2's) arms down. (E8) felt like (R2) was scared when she entered the room. (E5) holding (R2's) arms down is abuse."</p> <p>On 11-14-17 at 2:40 p.m., E12 (CNA) stated, "(R2) has good days and bad days. (R2) will say 'Look at my bruises. Somebody hit me.' (R2) is way more on edge and scared since the incident on 11-3-17. It takes a lot more time to take care of her and (R2) is always afraid she will get hurt. There is a big difference with (R2) feeling safe. (R2) always feels unsafe."</p> <p>On 11-13-17 at 1:15 p.m., R2 pointed to the bruise under her left eye and wrists and stated, "I</p>	S9999		
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S9999	<p>Continued From page 7</p> <p>got hit. I am scared I will get hurt again."</p> <p>(B)</p> <p>2 of 2 Violations</p> <p>300.610a) 300.3240a)b 300.3240e)</p> <p>Section 300.610 Resident Care Policies</p> <p>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.</p> <p>Section 300.3240 Abuse and Neglect</p>	S9999		
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S9999	<p>Continued From page 8</p> <p>a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident.</p> <p>b) A facility employee or agent who becomes aware of abuse or neglect of a resident shall immediately report the matter to the facility administrator.</p> <p>Section 300.3240 Abuse and Neglect</p> <p>e) Employee as perpetrator of abuse. When an investigation of a report of suspected abuse of a resident indicates, based upon credible evidence, that an employee of a long-term care facility is the perpetrator of the abuse, that employee shall immediately be barred from any further contact with residents of the facility, pending the outcome of any further investigation, prosecution or disciplinary action against the employee.</p> <p>These Regulations were not met as evidenced by:</p> <p>Based on observation, record review, and interview the facility failed to ensure staff reported an act of physical abuse immediately to the Administrator, failed to protect two residents from physical abuse, and failed to remove the alleged perpetrator (E5/Certified Nursing Assistant/CNA) from the facility immediately after the witnessed abuse for two (R2, R4) of four residents reviewed for abuse in a sample of four. These failures</p>	S9999		
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S9999	<p>Continued From page 9</p> <p>resulted in E5 having continued access to residents after physically restraining R4, causing skin tears to R4's upper left arm and left wrist, and later restraining R2's wrists and arms resulting in hand print bruising to both of R2's upper arms and wrists, and causing fear and mental anguish to R2.</p> <p>Findings include:</p> <p>On 11-14-17 at 9:40 a.m., E8 (CNA) stated E8 witnessed E5 holding R4's wrists down on 10-31-17 around 7:00 a.m. resulting in skin tears to R4's wrists and left arm. E8 also stated that E8 witnessed on 11-3-17 around 1:00 p.m. E5 holding R4 down by the arms and wrists roughly and R2 was verbalizing, "Help me. Help me please. Let go of me (yelling at E5)." E8 stated E5 did not let go of R2 and that caused bruising on (R2's) wrists and arms and (R2) being very scared of (E5). E8 stated E8 did not remove E5 from the witnessed abuse towards R2 on 11-3-17, and did not remove E5 from the witnessed abuse towards R4 on 10-31-17. At that time, E8 also stated that she did not report either incident to the Administrator.</p> <p>1. On 11-14-17 at 1:00 p.m., R4 was sitting in a wheelchair. R4 had a five cm dark purple v-shaped scabbed area to the left upper arm and a three cm dark purple scabbed area to the left wrist.</p> <p>R4's Event Report dated 10-31-17 and signed by Z2 (Agency Licensed Practical Nurse/LPN) documents R4 has skin tears to the left arm measuring four cm (centimeters) x three cm and to the left wrist measuring three cm.</p>	S9999		
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S9999	<p>Continued From page 10</p> <p>On 11-14-17 at 1:55 p.m., E2 (Director Of Nursing/DON) verified that no one has reported R4's alleged abuse that occurred on 10-31-17 and that E8 should have removed E5 from R4's cares when she witnessed the abuse.</p> <p>2. On 11-13-17 at 1:15 p.m., R2 had a three cm (centimeter) round dark purple bruise under the left eye, four brown with yellow discolored seven cm bruises with a two cm round bruise below those bruises to the bilateral upper arms and bilateral wrists. These four bruises resembled the fingers and thumb of a hand print. R2's left rib area had a five cm round brown bruise. R2's left elbow had a five cm yellow/brownish bruise. R2's left outer breast had an eight cm light purple bruise.</p> <p>R2's Event Report dated 11-3-17 at 4:40 p.m. and signed by Z2 documents, "During care a CNA (Certified Nursing Assistant) noted several bruises to left upper arm, left elbow, left wrist, left eye, right upper arm, left lateral ribs, left outer breast, and right forearm. Color of bruise is black/blue."</p> <p>On 11-13-17 at 1:15 p.m., R2 pointed to the bruise under her left eye and wrists and stated, "I got hit. I am scared I will get hurt again."</p> <p>On 11-14-17 at 1:30 p.m., E9 (First Shift CNA Coordinator) stated, "I was told from another CNA (E8) that (E5) has held (R4's) wrists down to do (R4's) cares. That is physical abuse. Staff should never hold down a resident's wrists. I did not report what I had heard to anyone either."</p> <p>On 11-14-17 at 11:35 a.m., E2 (DON) stated, "(E8) should have immediately reported that (R2)</p>	S9999		
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NAME OF PROVIDER OR SUPPLIER  <b>MANOR COURT OF PEORIA</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>6900 NORTH STALWORTH PEORIA, IL 61615</b>
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(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
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S9999	<p>Continued From page 11</p> <p>said 'Help me. Help me.' and reported that (E5) held (R2) down to (E1/Administrator) and myself immediately. (E8) should have asked (E5) to leave (R2's) room to protect (R2)."</p> <p>On 11-14-17 at 2:30 p.m., E1 verified that (E8) should have removed (E5) from both situations on 10-31-17 with R4 and 11-3-17 with R2, and should have reported to E1 immediately that (R2) was scared and (E5) was holding R2's arms down."</p> <p>On 11-15-17 at 12:00 p.m., E2 (DON) stated, "(E5) had access to all residents and worked with all residents after the occurrence with (R4) on 10-31-17 up until the evening of 11-3-17 (after the occurrence with R2)."</p> <p>E5's Time Report documents E5 worked in the facility on 10-31-17 from 5:38 a.m. to 2:16 p.m., 11-2-17 from 7:46 a.m. to 2:23 p.m., and 11-3-17 from 5:37 a.m. to 2:18 p.m.</p> <p>(A)</p>	S9999		
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