

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6002273	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 01/04/2022
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NAME OF PROVIDER OR SUPPLIER CRESTWOOD TERRACE	STREET ADDRESS, CITY, STATE, ZIP CODE 13301 SOUTH CENTRAL AVENUE CRESTWOOD, IL 60445
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S 000	Initial Comments Complaint Investigations 2199389/IL00141467	S 000		
S9999	Final Observations Complaint Investigations: 2199389/IL00141467 STATEMENT OF LICENSURE VIOLATIONS: 300.610a) 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.	S9999	<p>Attachment A Statement of Licensure Violations</p>	

Illinois Department of Public Health LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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S9999	<p>Continued From page 1</p> <p>Based on interviews and record reviews, the facility failed to follow their Abuse Policy, to affirm the right of their resident to be free from physical abuse. This failure affect one resident (R1) of 3 residents reviewed for Abuse. This failure resulted in R1 getting hit on the head and going to local hospital for skin laceration in forehead with steri-strips.</p> <p>Findings Include:</p> <p>Facility Reported Incident dated 12/13/21 reads in part: Both residents were in involved in physical altercation. R1 attempted to take R2's belongings and when R2 asked R1 to leave, R1 became verbally aggressive resulted in physical engagement. R1 has a laceration (small cut on the head). Conclusion of Investigation: Based on investigation conducted, review of medical records and interview with staff and residents involved, it could be concluded that both residents were involved in the altercation. R1 did go into R2's room. Upon being asked to leave R1 began to argue with R2 and the two ended up in a tugging match both pulling the clothing item at the same time. R1 would not let go, so R2 did take off her (R2) shoe and hit R1. R1 reported that R2 hit R1. R2 admitted that R2 hit R1 with her (R2)shoe because R1 would not let go of R2's shirt and would not leave when asked. R1 remains on increased monitoring. R2 will be placed on increased monitoring upon return from the hospital and will be counseled regarding seeking assistance from staff.</p> <p>R1's record reviewed. R1 has diagnoses of but not limited to: schizoaffective disorder, dementia with behavioral disturbances, and bipolar disorder. R1 has a BIMS (Brief Interview for</p>	S9999		
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S9999	<p>Continued From page 2</p> <p>Mental Status) score of 12 (Moderately Impaired).</p> <p>R1's care plan for wandering behavior, and it reads in part:</p> <p>1.) R1 has a current behavior of going into peers room and staff offices uninvited. With interventions of but not limited to: R1 will be monitored as needed. R1 will participate in structured activities of interest and scheduled groups. R1 will receive 1:1 to discourage current behavior.</p> <p>2.) R1 has a history of wandering, aggressive, inappropriate, attention-seeking behavior. R1 displayed inappropriate behavior towards staff on 4/22/21. On 6/13/21, R1 was socially inappropriate towards staff and was counseled. With intervention of: Intervene when any inappropriate behavior is observed. Communicate assertively that the R1 must exercise control over impulses and behavior.</p> <p>R1 has diagnoses of but not limited to: schizoaffective disorder, dementia with behavioral disturbances, and bipolar disorder.</p> <p>R1 has a BIMS (Brief Interview for Mental Status) score of 12 (Moderately Impaired).</p> <p>Progress note on 12/13/21 at 15:30, reads in part: R1 had a physical altercation with a peer where he received a superficial cut to the right forehead. Order received to transfer resident out via 911.</p> <p>Progress note on 12/14/2021 at 09:19, reads in part: R1 returned with laceration to right side of forehead. R1 had 3 steri-strips (thin adhesive strips used to close small incisions or wounds)</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>applied to site. Order given and for treatment carried out.</p> <p>R2's record reviewed. R2 has diagnoses but not limited to: schizoaffective disorder, and major depressive disorder. R2 has a BIMS score of 15 (Cognitively intact).</p> <p>R2's progress note on 12/13/21 at 17:55, reads in part: Physician order for R2 to be send to hospital for psych evaluation due to physical altercation with another resident.</p> <p>R2's progress note on 12/14/2021 at 07:45, reads: Follow up call to hospital, spoke with ER nurse, R2 admitted with diagnosis of Schizophrenia.</p> <p>R2 is care plan for aggressive behavior, reads in part:</p> <ol style="list-style-type: none"> 1.) R2 displays behavioral symptoms related to severe mental illness. R2 is diagnosed with schizoaffective disorder and major depression recurrent. The behavioral symptoms are manifested by physical aggression. 2.) R2 displays behavioral symptoms related to severe mental illness. These behavior symptoms are manifested by R2 displaying physical abuse/aggression towards others. 3.) R2 displays socially inappropriate and maladaptive behavior related to: A mental illness diagnosis. R2 has the potential to be aggressive towards peer. 4.) R2 has a history of aggressive behavior and displayed physical aggression towards another peer on 6/9/2021. 	S9999		

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S9999	<p>Continued From page 4</p> <p>On 12/28/21 at 11am, interviewed R2 and reported that R2 was sleeping in R2's room and R2 heard a noise. R2 woke up and saw R1 rummaging at R2's cabinet drawers. R2 asked R1 to stop and leave R2's room. Per R2, R1 refused to leave the room and continued to touch R2's belongings. R2 stated "R1 always come to my room and other residents' room. I got tired of him going through my stuff and taking my belongings. So I started hiding my shoes close to my bed. I told R1 to leave and R1 refused, so I hit him R1 with my shoe. R1 ran out of my room, bleeding".</p> <p>On 12/28/21 at 1pm, R4 (President of Resident Council) reported that R1 wanders in the facility and at times will take another resident's food off their meal trays. R4 also reported that R1 wanders to other residents' room. R4 is concern that R1's behaviors might end up in physical altercation with other residents.</p> <p>On 12/29/21 at 10:15am, V6 (PRSD) stated "R2 has a history of physical aggression towards other residents in the facility. R2 is care plan for those behaviors".</p> <p>On 12/29/21 at 12:30pm, V1 (Administrator) stated "R1 goes around the facility sometimes, R1 wanders occasionally. I don't think it is the first time, to my knowledge R1 has done it before. We have CNA on each halls. Somebody should be there watching the unit unless they are assisting other resident. R1 is pretty quick, R1 is ambulatory.</p> <p>V1 also stated that V1 investigated the incident on 12/13/21. Per V1, R2 admitted in hitting R1 with R2's shoe. R1 had a laceration on R1's forehead, and was hospitalized and returned in</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>the facility the next day. R2 remained agitated and was sent out also for evaluation, per doctor's order. R2 was admitted in the local hospital with diagnosis of Schizophrenia and stayed in the hospital for couple of days. V1 stated that a CNA may have stepped away for a minute during that particular time, the incident happened in the afternoon during shift change, someone may have stepped out at the time. When it is shift change, it is hard to have someone stationed in the dining room to watch R1 and other residents. Per V1, R2 admitted that R2 hit R1. "I did it, I hit R1. R2 has a history of verbal aggression but I can't remember if any physical. R2 was yelling and screaming and acting out verbally, she did not hit anybody else after R1 incident, however the doctor was called and the doctor gave an order for R2 to be evaluated. R2 was admitted in the hospital. Was in the hospital for a couple of days. R2 returned to the facility much calmer".</p> <p>Abuse Policy reads in part with an effective date of 4/2020: This facility affirms the right of our residents to be free from verbal, physical, sexual, mental abuse, neglect, exploitation, misappropriation of property, involuntary seclusion, or mistreatment. This facility therefore prohibits abuse, neglect, exploitation, misappropriation or property, and mistreatment of residents. In order to do so, the facility attempted to establish a resident sensitive and resident secure environment. The purpose of this policy is to assure that the facility is doing all that is within its control to prevent occurrences' of abuse, neglect, exploitation, misappropriation of property and mistreatment of residents.</p> <p>Abuse means any physical or mental injury or sexual assault inflicted upon a resident other than by accidental means, Abuse is the willful infliction</p>	S9999		

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S9999	<p>Continued From page 6</p> <p>of injury, unreasonable confinement, intimidation or punishment with resulting physical harm, pain, or mental anguish to a resident.</p> <p>Physical Abuse is the infliction of injury on a resident that occurs other than by accidental means and that requires medical attention. Physical abuse includes hitting, slapping, pinching, kicking, and controlling behavior through corporal punishment.</p> <p>(B)</p>	S9999		