

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6005318	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 08/24/2023
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NAME OF PROVIDER OR SUPPLIER BELLA TERRA LOMBARD	STREET ADDRESS, CITY, STATE, ZIP CODE 2100 SOUTH FINLEY ROAD LOMBARD, IL 60148
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S 000	Initial Comments Complaint Investigation #2376859/IL163342	S 000		
S9999	Final Observations Statement of Licensure Violations: 300.610a) 300.1210b)4 300.1210c) 300.1210d)5 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	S9999	Attachment A Statement of Licensure Violations	

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

TITLE

(X6) DATE

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S9999	Continued From page 1 resident to meet the total nursing and personal care needs of the resident. 4) All nursing personnel shall assist and encourage residents so that a resident's abilities in activities of daily living do not diminish unless circumstances of the individual's clinical condition demonstrate that diminution was unavoidable. This includes the resident's abilities to bathe, dress, and groom; transfer and ambulate; toilet; eat; and use speech, language, or other functional communication systems. A resident who is unable to carry out activities of daily living shall receive the services necessary to maintain good nutrition, grooming, and personal hygiene. c) Each direct care-giving staff shall review and be knowledgeable about his or her residents' respective resident care plan. d) Pursuant to subsection (a), general nursing care shall include, at a minimum, the following and shall be practiced on a 24-hour, seven-day-a-week basis: 5) A regular program to prevent and treat pressure sores, heat rashes or other skin breakdown shall be practiced on a 24-hour, seven-day-a-week basis so that a resident who enters the facility without pressure sores does not develop pressure sores unless the individual's clinical condition demonstrates that the pressure sores were unavoidable. A resident having pressure sores shall receive treatment and services to promote healing, prevent infection, and prevent new pressure sores from developing. These requirements are not met as evidenced by: Based on observation, interview, and record	S9999		

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S9999	<p>Continued From page 2</p> <p>review, the facility failed to provide incontinence care to residents' dependent on staff for care for 5 of 5 residents (R1-R5) reviewed for incontinence care in the sample of 5.</p> <p>This failure resulted in psychosocial harm as evidenced by R2 being upset and angry for lying in a soiled incontinence brief for over four hours and stating it makes her "pissed" and "disgusted", R1 sitting in a soiled incontinent brief for over six hours and stating he felt like a "second class citizen", and R4 stated in the morning she is soaked through to the bed linens and "can't feel like a person" when this happens.</p> <p>The findings include:</p> <ol style="list-style-type: none"> 1. R4's face sheet showed an 80-year-old female with diagnosis of rheumatoid arthritis, chronic kidney disease Stage 3, hypertension, heart failure, urinary tract infection, and falls. <p>On 8/24/23 at 10:50 AM, R4 said she urinates a lot and uses incontinence briefs. They put a pad inside my brief too to help. Nobody usually comes in during the night to check and change me. This morning, I was soaked through to the bed linens. I can't move to assist them. It makes me worry about the residents that can't speak for themselves. "It's terrible. I can't feel like I'm a person". I have a sore on my bottom that I didn't have before I got here.</p> <p>At 12:22 PM, V4 Director of Nursing said residents should be checked and changed every two hours whether they are alert or not. Some residents want to be independent so may not request assistance. If incontinent care is needed and not given you could have skin issues, infection, and their dignity can be affected. To</p>	S9999		
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S9999	<p>Continued From page 3</p> <p>provide appropriate care for the residents, the staff need supplies and access to supplies. Central supply has a key to the supply area, the receptionist and shift supervisors do as well.</p> <p>At 2:12 PM, V2 facility Medical Director said incontinent residents should be checked and changed every couple hours. That would be appropriate and his expectation. Complications that may occur if incontinence care is not done include UTI (urinary tract infection), sepsis, skin infections, bed sores and worsening of bed sores. Staff should always have access to the needed supplies to provide care to the residents.</p> <p>R4's 7/7/23 facility assessment showed she was cognitively intact, required extensive assistance of one plus persons to physically assist with transfers and toileting. This assessment showed R4 was frequently incontinent of bladder and bowel.</p> <p>R4's care plan showed she was at risk for skin breakdown and to keep her skin clean and dry. R4's ADL care plan showed a self-care deficit and impaired mobility related to a UTI (urinary tract infection), gout, and myeloplasic syndrome. This care plan showed R4 required extensive staff participation to toileting. R4's incontinence care plan showed for staff to check on her every two hours and that she requires assistance to wash, rinse, and dry her perineum.</p> <p>R4's physician order sheet showed a 6/4/23 approval of the care plan.</p> <p>The facility's 7/28/23 Incontinent and Perineal Care Policy showed it is the policy of the facility to provide perineal care to ensure cleanliness and comfort to the resident, to prevent infection and</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>skin irritation, and to observe the resident's skin condition. Do rounds at least every two hours to check for incontinence during shift.</p> <p>The facility's 7/28/23 General Care Policy showed it is the facility's policy to provide care for every resident to meet their needs. The facility will evaluate the need for physical and psychosocial needs. Physical needs would include ADL, wound care, medical needs, etc. Psychosocial needs would include but are not limited to areas of mental and psychosocial well-being. The facility will assist the resident to meet these needs.</p> <p>2. R1's face sheet showed a 59-year-old male with diagnosis of right sided hemiplegia and hemiparesis following a cerebral infarction, dementia, heart failure, urinary tract infection, major depressive disorder, anxiety disorder, bilateral deep vein embolism and thrombosis, morbid obesity, hypertension, and acute respiratory failure.</p> <p>On 8/24/23 at 9:45 AM, R1 was lying in bed on his back. R1 said he was currently sitting in a soiled incontinent brief. R1 said he was last changed around 4:00 AM. R1 said the staff were aware but did not have the supplies available to change him. R1 said if they can't get to me, how many others aren't getting care? It happens a lot. It makes me feel "like a second-class citizen".</p> <p>At 10:25 AM, V8 Certified Nursing Assistant (CNA) said she's waiting on the "big diapers". V8 said there are four resident who use bariatric diapers and identified R1, R2, and R3 as those that do. V8 said R4 wears a 2XL incontinent brief and had been given incontinence care her shift (6 AM-2 PM). V8 said R1-R3 had not been given incontinence care this shift because there were</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>no bariatric incontinent briefs available to use. V8 said this has been going on for weeks and management gets "mad when we ask for supplies" and reprimand us if we talk to you. Another CNA made a list of each resident's incontinent supply needs (on the second floor) and gave it to V1 Administrator about a week ago.</p> <p>At 10:45 AM, V8 entered R1's room to provide incontinence care.</p> <p>R1's 7/14/23 facility assessment showed he could make himself understood and was able to understand others, required extensive assistance of two plus persons to physically assist for bed mobility and toilet use. This assessment showed R1 had upper and lower extremity impairment on one side and was always incontinent of bladder and bowel.</p> <p>R1's care plan showed he was at risk for skin breakdown related to impaired mobility and incontinence. Keep skin clean and dry. R1's 6/7/22 care plan showed antibiotic use related to recurrent UTI (urinary tract infection). R1's ADL (activity of daily living care plan) showed he requires extensive assistance of two staff for peri care. R1's incontinence care plan showed staff to check every two hours for incontinence and aid wash, rinse, and dry his perineum.</p> <p>R1's physician order sheet showed a 7/12/23 order for certification and approval of the care plan.</p> <p>3. R2's face sheet showed a 74-year-old female with diagnosis of morbid obesity, chronic kidney disease Stage 4, chronic obstructive pulmonary disease, heart failure, type 2 diabetes, and major</p>	S9999		

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S9999	<p>Continued From page 6</p> <p>depressive disorder.</p> <p>On 8/24/23 at 10:07 AM, R2 was lying in bed with a sheet and incontinent brief on. R2 said she was incontinent and asked to be changed at 7:00 AM. "It's absolutely friggin ridiculous. It makes me extremely pissed and disgusted. R2 said the CNAs don't have access to the supplies so it's not their fault. I wouldn't treat my dog like this. This happens almost daily. R2 said she called V3 Assistant Administrator several times to complain. V3 didn't respond until I told her I was going to call the state. After that, "diapers" appeared and now it's starting over again.</p> <p>At 10:30 AM, V8 accompanied this surveyor to the clean utility room. There were no bariatric incontinent briefs on the shelf and one open package of 2XL briefs. V9 Central Supply was in the clean utility room stocking incontinent supplies. V9 said bariatric briefs are locked in the medication room and staff must ask the nurse for those supplies. V9 accompanied this surveyor into the medication room and there were no bariatric incontinent briefs available. At 10:46 AM, V9 said supplies used to be kept in resident rooms but it was a fire hazard to store the briefs on the top shelf near the sprinklers. Staff were using the bariatric briefs on the wrong residents, so none were available when a bariatric resident needed them. So now, the nurses restricted them. Staff must ask the nurse for the bariatric briefs.</p> <p>At 11:17 AM (four hours after R2 asked to be changed), V8 CNA removed R2's two incontinence briefs. There was a 2XL and a bariatric brief on R2. Urine had soaked through the 2XL brief (closest to R2's skin) and the bariatric brief. R2's skin was intact to her</p>	S9999			

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S9999	<p>Continued From page 7</p> <p>buttocks. R2 and V8 said R2 needs to be changed at least four times a shift.</p> <p>At 11:37 AM, incontinence care and supplies concerns were discussed with V1 Administrator. V1 said staff were not using briefs inappropriately so the 3XL (bariatric) briefs were locked in the med room.</p> <p>At 12:37 PM, V14 Registered Nurse (RN) said V8 asked her for some 3XL incontinent briefs this morning and there were none available. V14 said she didn't notify anyone that they needed supplies because "there's no one to call until V9 gets here after 8:00 AM". V14 said even after 8:00 AM, she did not call anyone.</p> <p>R2's 6/15/23 facility assessment showed she was cognitively intact, required extensive assistance of two plus persons to physically assist with bed mobility and toilet use. This assessment showed R2 was always incontinent of bowel and frequently incontinent of bladder.</p> <p>R2's care plan showed she was at risk for skin breakdown related to incontinence and to keep skin clean and dry.</p> <p>R2's ADL care plan showed she required two staff to assist with peri care. R2's incontinence care plan showed for staff to check her for incontinence every two hours, and she required assistance to wash, rinse, and dry her perineum.</p> <p>(B)</p>	S9999		