

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6003446	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 12/28/2023
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NAME OF PROVIDER OR SUPPLIER ALLURE OF KNOX COUNTY	STREET ADDRESS, CITY, STATE, ZIP CODE 280 EAST LOSEY STREET GALESBURG, IL 61401
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S 000	Initial Comments Complaint Investigation #23210323/IL167677	S 000		
S9999	Final Observations Statement of Licensure Violations 300.610a) 300.1210b)3) 300.1210d)3) 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. 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. 3) All nursing personnel shall assist and	S9999		

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

TITLE

(X6) DATE
01/19/24

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S9999	<p>Continued From page 1</p> <p>encourage residents so that a resident who is incontinent of bowel and/or bladder receives the appropriate treatment and services to prevent urinary tract infections and to restore as much normal bladder function as possible. All nursing personnel shall assist residents so that a resident who enters the facility without an indwelling catheter is not catheterized unless the resident's clinical condition demonstrates that catheterization was necessary.</p> <p>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:</p> <p>3) Objective observations of changes in a resident's condition, including mental and emotional changes, as a means for analyzing and determining care required and the need for further medical evaluation and treatment shall be made by nursing staff and recorded in the resident's medical record.</p> <p>These requirements were not met as evidenced by:</p> <p>Based on interview and record review the Facility failed to respond to Resident call lights in a timely manner and comply with Resident requests for assistance, for four of four Residents (R1, R2, R3 and R4) reviewed for call light response in a sample of four. This failure resulted in urinary bladder pain, worsening skin conditions, resident request for discharge and embarrassment.</p> <p>Findings include:</p> <p>Facility Call Light Accessibility and Timely</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>Response Policy, dated 2023, documents: the purpose of the Policy is to assure the Facility is adequately equipped with a call light at each Resident's bedside and toilet to allow Residents to call for assistance; call lights will directly relay to a staff member or centralized location to ensure appropriate response; listen to the Resident's request and respond accordingly; and do not promise something you cannot deliver.</p> <p>Facility Resident Rights for People in Long-Term Care Facilities, revised 11/18, documents: the Facility must treat you with dignity and respect and must care for you in a manner that promotes your quality of life; Facility must provide services to keep your physical and mental health, at their highest practical levels; and you should receive the services included in your plan of care.</p> <p>Facility Certified Nursing Assistant/CNA Job Description, revised 10/2022, documents: assist Residents in accordance to their needs ranging from minimal assistance to total dependent care on activities of daily living/ADL's; contribute to the development and implementation of interventions in accordance with the Resident's needs for care/goals for care preferences and recognize standards of practice that address the identified limitations in ability to perform ADL's; assist the Resident with bowel and bladder functions (take to bathroom); assist with lifting, turning, moving, positioning and transporting Residents into and out of beds and chairs; and perform all assigned tasks in accordance with established Facility policies and procedures and as instructed by your supervisors.</p> <p>Facility Incontinence Policy, dated 2023, documents: all Residents that are incontinent will receive appropriate treatment and services; the</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>Facility must ensure that Residents who are continent of bladder and bowel upon admission receive appropriate services and assistance to maintain continence unless his/her clinical condition is/becomes such that continence is not possible to maintain; and Residents that are incontinent of bladder or bowel will receive appropriate treatment to prevent infections and to restore continence to the extent possible.</p> <p>Resident Council Minutes, dated 9/26/23, documents concerns with call lights, cell phone usage and CNA's taking breaks at same time.</p> <p>Resident Council Minutes, dated 10/26/23, documents concerns with "call lights taking too long, being shut off without assisting," staff on cell phones in hallways and rooms, do not always get fresh water, taking breaks while meal trays are being passed out.</p> <p>Resident Council Minutes, dated 11/30/23, documents concerns with "short staff" and concern of "staff burnout."</p> <p>1) R1's Physician Order Sheet/POS, dated 12/27/23, documents that R1 admitted to the Facility on 11/24/23, with diagnoses including: Fracture of Body of Sternum, Closed Fracture; Multiple Rib Fractures, Traumatic Pneumothorax, Sequel, Respiratory Failure with Hypoxia, Localized Edema, Chronic Diastolic Heart Failure/CHF, Vertebrae Fracture, Osteoporosis and Right Clavicle Fracture.</p> <p>R1's Nursing Note, dated 11/24/23, documents: coccyx red/blanchable, no open areas; antiembolic treatment (TED hose); continent of bowel and bladder; bruising to right upper/lower extremities and left lower extremity; and</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>discoloration to coccyx.</p> <p>R1's Nursing Note, dated 12/3/23, documents, "Resident has excoriation to gluteal crevice/vaginal area/labia, open areas to Coccyx. R1's Nursing Note also documents that a Treatment was initiated.</p> <p>R1's POS, dated 12/3/23, documents a Treatment Order to cleanse R1's open area to coccyx with normal saline, pat dry, apply medicated ointment/hydrogel and cover with a foam dressing until healed every night shift for pressure ulcers; and apply skin protectant (peri guard) to buttocks, vaginal area/labia every shift.</p> <p>On 12/27/23 at 9:50 am, R1 stated, "I went to that Facility for a few weeks just to get therapy and then discharged to home on 12/8/23. On 12/7/23, at 6:00 pm, I put my call light on because I had to go to the bathroom. Someone came in and shut off my call light and left the room and told me that they would be back, and they never came back, until someone came back to help me, for two hours, at about 8:00 pm. Someone even came to help my roommate back and did not even look at me, let alone help me. I know they were all busy with supper time and breaks. All I wanted to do was to get up and use the bathroom, but I could not, I was not allowed to get out of the bed by myself, so I had to pee in a diaper. I had to wait for long periods of time, frequently, and eventually my whole butt was sore. They were supposed to put stuff on my butt, but most times they would not, and it hurt bad because it got a sore on it. I know I got that sore because I always had to wait a long time to get help to the bathroom and I had to sit in urine, when I was fully capable of using the toilet."</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>On 12/28/23 at 9:07 am, V4 (Certified Nursing Assistant/CNA) stated, "I remember this night (12/7/23) because (R1) was so mad and wanted to pack up (R1's) stuff and go home. I was assigned to (R1) on 12/7/23 and we were short staffed, with only three of us (CNA's) working. (R1) usually would get up and use the bathroom, but (R1) needed help. Since we were short staffed, I believe she had her call light on for a long time. It was right after dinner time, and we were trying to get other Residents laid down. Around 7:00 pm, a co-worker of mine (V7/CNA) told me that (V7) went in to R1's room to the help R1's roommate and (R1) told (V7) that (R1's) call light had been on for over an hour at that point. According to (V7), (R1) was being rude to (V7) and (V7) told (R1) not to be rude. (V7) told (R1) at that time, that someone will come back to help because (R1) should not be rude. Finally, I got to (R1's) room at about 8:30 pm or 9:00 pm, to help (R1) and (R1) was so upset, (R1) was trying to discharge from the Facility. (V8/Licensed Practical Nurse/LPN) was (R1's) nurse and (V8) even went in earlier to apply a cream to (R1's) bottom and never told any of us that (R1) had a soiled incontinence brief or needed help to the bathroom, it took me going in, finally, around 8:30 pm or 9:00 pm to get (R1) changed and toileted. (R1) usually uses the toilet but had to go to the bathroom in her incontinence brief. I apologized to (R1) because (R1) was so upset and mad. (R1) talked to the nurses, but I am not sure that anything was done because she left the next day."</p> <p>2) On 12/27/23 at 10:44 am, R2 stated, "There is an issue with the timely response to call lights. There are long wait times early in the morning and around shift change between 1:30 PM and 2:00 PM. The CNAs (Certified Nursing Assistant)</p>	S9999		

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S9999	<p>Continued From page 6</p> <p>congregate around the desk just before shift change and do not answer lights. There are times I've waited and waited and waited." R2 was asked if she has ever been incontinent due to long response times. R2 stated, "Oh, Lord, yes." R2 stated she sometimes has to use her incontinence brief because she cannot wait any longer for assistance which happens approximately "four to five times per week". R2 stated, "It's embarrassing to be incontinent just because I need help." R2 was asked if R1 had experienced long wait times when they were roommates. R2 stated, "Oh, heavens yes. I don't know why she had to wait so long. She had a sore on her butt, maybe that's why they didn't want to help her." R2 also reported that R1 could not place or remove her own bedpan or even turn because she had a bad shoulder.</p> <p>On 12/27/23 at 12:10 pm, V2 (Director of Nursing/DON) stated, "We have had to use a lot of Agency CNAs, but starting in January (2024), we will have only our own. Staffing is difficult and has changed drastically, for the worse, over my nursing career, people just do not want to work and have no work ethic. Residents should not be waiting 2 hours for a call light to be answered, or even having to resort to going to the bathroom in an incontinence brief, especially when they are capable of using the toilet."</p> <p>3) On 12/27/23 at 12:30 PM R4 stated there is an issue with response time to call lights which mostly occurs on second shift. R4 stated, "Staff sometimes comes into my room and turns my call light off but does not help me. There are times I am incontinent when I knew I had to go because staff doesn't answer my call light. We discussed this issue yesterday at Resident Council."</p>	S9999		

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S9999	<p>Continued From page 7</p> <p>4) On 12/27/23 at 12:38 pm, R3 confirmed R3 needs the assistance of staff using a sit to stand for toileting. R3 stated R3 is the Resident Council President and response time to call lights is an issue. R3 stated she has waited "up to 25 minutes" for someone to assist her after she pushes her call light. R3 stated, "I've waited so long, it's painful." R3 stated that she has reported this to the head nurse in the past who 'talks with the aides', but I'm not sure how much good it does. This is an ongoing issue."</p> <p>On 12/27/23 at 1:54 pm, V1 (Administrator/ADM) stated, "I have only been employed here for a week, but I just had an inservice on Friday (12/22/23) with all the staff, and actually call lights were one of the issues I spoke about. I am trying to address the major issues first and noticed that the Resident Council is complaining about the call lights and nothing was getting done. I am hoping to get these problems resolved. We have a lot of new staff here and I am hoping that things are going to change." (B)</p>	S9999		