

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>IL6004402</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>05/31/2024</b>
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NAME OF PROVIDER OR SUPPLIER  <b>HILLCREST HOME</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>14688 ILLINOIS HIGHWAY 82 GENESEO, IL 61254</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
S 000	Initial Comments  Annual Licensure and Certification Survey	S 000		
S9999	Final Observations  Statement of Licensure Violations:  300.610a) 300.696a) 300.1210b) 300.3340a)4)  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 300.696 Infection Control  a) Each facility shall establish and follow policies and procedures for investigating, controlling, and preventing infections in the facility. The policies and procedures must be consistent with and include the requirements of the Control of Communicable Diseases Code, and the Control of Sexually Transmissible Infections Code. Each facility shall monitor activities to ensure that these policies and procedures are followed.	S9999		

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

TITLE

(X6) DATE  
06/20/24

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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 300.3340 Social Isolation</p> <p>a) For the purposes of this Section:</p> <p>4) "Social isolation" means a state of isolation wherein a resident of a long-term care facility is unable to engage in social interactions and religious and recreational activities with other facility residents or with family members, friends, loved ones, caregivers and external support systems.</p> <p>These requirements were not met as evidenced by:</p> <p>Based on observation, interview and record review the facility quarantined 6 residents to remain in their rooms (R1, R21, R36, R43, R53 and R59) on 5/28/24 without any clear reasoning. This failure caused R53 to be very upset and anxious regarding his inability to leave his room.</p> <p>Findings Include:</p> <p>The Facility's "Policy for Outbreak Investigation" dated 4/1/2024 documents, "It is the policy of</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>(This Facility) that outbreak measures will be instituted whenever there is an incidence of infections above what would normally be expected, considering seasonal variations. The Infections Preventionist will conduct the outbreak investigation."</p> <p>The Facility's "Your Rights and Protections as a Nursing Home Resident" pamphlet dated 8/2021 documents, "You have the right to be treated with dignity and respect, as well as make your own schedule and participate in the activities you choose You have the right to decide when you go to bed, rise in the morning, and eat your meals."</p> <p>Upon entry to the facility on 5/28/24 at 8:45AM no staff members were wearing masks and V20 (Receptionist) stated there were no known outbreaks or illnesses happening in the building at that time. At this time, R53 was in the main dining room eating breakfast with three other male residents. R53 appeared to be friendly and talkative with these men.</p> <p>R53's "Admission Activity Assessment" dated 6/21/2022 documents, R53 "prefers to be with people" and "enjoys large groups and small groups."</p> <p>On 5/28/24 at 9:00AM multiple staff members were observed passing out surgical masks to other staff members instructing them that "we are in outbreak status we need to mask."</p> <p>On 5/28/24 at 11:00 AM V3 (Registered Nurse/Assistant Director of Nurses/Infection Preventionist) stated, "I decided we have had some upper respiratory infections lately, so I am having the staff mask to be careful." V3 did not</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>indicate at that time that residents were being asked to remain in their rooms.</p> <p>On 5/28/24 at 3:15 PM V6 (Licensed Practical Nurse) stated, "This is ridiculous. We have had allergic rhinitis in this building for the past couple of weeks because it is that time of year. Nothing has changed other than (Survey Agency) coming in for an inspection." V6 stated, "(R53) is very mad about having to stay in his room."</p> <p>On 5/28/24 at 3:30 PM R53 stated, "What the hell is this all about? I have been hacking and coughing for at least a week and now that I am starting to feel better. I have to stay in my room? I am almost 100 years old, if I die, I die. I would rather eat in the dining room than be made to sit in my room looking at the wall while I am eating. If I am so contagious, why is he (R62/roommate) still alive and able to leave the room? This is infuriating that no one here knows what the hell they are doing. Pure chaos."</p> <p>On 5/29/24 at 8:30 AM V5 (Licensed Practical Nurse) stated, "(R53) is very irritated with staying in his room." V5 confirmed, "(R53) had been hacking for the past week or so". V5 stated, "Everyone has had that allergy cough going on. (R53) actually sounds better than he has. (R1) is one of them that we were instructed to keep in her room, and she sounds no different than she ever has. I just don't understand the reasoning on any of these."</p> <p>On 5/29/24 at 9:15 AM R53 was sitting inside of his room speaking with V7 (Social Services Director) saying, "When am I getting out of here? I need to shower. I want to go to the dining room. If the risk is mine, I will take it, if it is because I am infectious, I think we may have killed</p>	S9999		

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S9999	<p>Continued From page 4 (R62/Roommate)."</p> <p>On 5/29/24 at 9:20 AM V7 (Social Services Director) confirmed R53 had been upset and wanting information regarding when he could leave his room. V7 confirmed that both R53 and his roommate R62 are up and about their room independently and neither of them was wearing masks inside of the room. V7 confirmed R62 was free to come and go from the room as he wished and that she "didn't know when" R53 would be able to leave his room. "That is up to (V3 RN/ADON/IP)."</p> <p>On 5/30/24 at 10:30 AM V3 (Registered Nurse/Assistant Director of Nurses/Infection Preventionist) stated she implemented masking because there had been an "uptick" of respiratory issues at the facility over the weekend. V3 confirmed she instructed staff members to keep R1, R21, R36, R43, R53 and R59 in their rooms related to upper respiratory symptoms. V3 confirmed she did this prior to completing any investigation into duration of symptoms, fever status or speaking with floor staff regarding status of the residents who were being asked to stay in their rooms. V3 stated, "I found out (R53) was upset, I just didn't have time to investigate it right then." V3 confirmed that after her investigation into R53's respiratory status he could have come out of his room with a mask on himself and did not need to be kept in his room. V3 confirmed R53 was "encouraged to stay in his room" on 5/28/24 for lunch and supper meals and on 5/29/24 for the breakfast meal unnecessarily. V3. Stated, "I over reacted and I owe (R53) an apology because he was so upset." (C)</p>	S9999		