

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  055247	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  10/29/2024
NAME OF PROVIDER OR SUPPLIER  Country Oaks Care Center		STREET ADDRESS, CITY, STATE, ZIP CODE 215 W Pearl St Pomona, CA 91768	

For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)
<p>F 0600</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Protect each resident from all types of abuse such as physical, mental, sexual abuse, physical punishment, and neglect by anybody.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 44027</b></p> <p>Based on observation, interview, and record review, the facility failed to protect a resident's right to remain free from verbal (the use of oral, written or gestured communication or sounds that willfully includes disparaging and derogatory terms to residents) and physical abuse (willful infliction of injury, deliberate aggressive or violent behavior with the intention to cause harm) for one of three sampled residents (Resident 1), when Certified Nursing Assistant 1 (CNA 1) physically and verbally abused Resident 1 on 10/27/2024.</p> <p>This failure had the potential to result in bodily injury to Resident 1 and/or for Resident 1 to feel afraid and not safe while under the care of the facility.</p> <p>Findings:</p> <p>During a review of Resident 1's Admission Record (AR), the AR indicated the facility admitted Resident 1 on 12/20/2022 and readmitted on [DATE] with diagnoses including chronic respiratory failure (when the lungs can't get enough oxygen into the blood), profound intellectual disability (limitations in cognitive functioning and skills) and anxiety disorder (group of mental disorders characterized by feelings of anxiety [an unpleasant state of inner turmoil] and fear).</p> <p>During a review of Resident 1's Minimum Data Set (MDS - a federally mandated resident assessment tool), dated 9/27/2024, the MDS indicated Resident 1 was severely impaired (never/rarely made decisions) in cognitive skills (ability to make daily decisions). The MDS indicated Resident 1 was dependent on staff for bathing, toileting, and oral and personal hygiene.</p> <p>During a review of Resident 1's, SBAR (Situation-Background-Assessment-Recommendation) Communication Form (SBAR), dated 10/27/2024 and timed at 8:00 p.m. the SBAR indicated on 10/27/2024 (untimed), an allegation was made that Resident 1 experienced physical and verbal abuse.</p> <p>During a review of Resident 1's Progress Notes (PN), dated 10/27/2024 and timed at 9:20 p.m., the PN indicated at 8:00 p.m., two sitters (a staff who provides supervision and/or companionship to residents who need extra care) reported that CNA 1 was being aggressive and verbally abusing Resident 1 during patient care.</p> <p>During an observation on 10/29/2024 at 9:04 a.m. inside Resident 1 's room, Resident 1 was asleep in bed.</p> <p>(continued on next page)</p>

Any deficiency statement ending with an asterisk (\*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)		
<p>F 0600</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>During a phone interview on 10/29/2024 at 10:22 a.m. with CNA 1, CNA 1 stated, on 10/27/2024, CNA 1 started her workday at 7:30 a.m. and stayed over into the next shift until 8:00 p.m. CNA 1 stated Resident 1 was one of the residents CNA 1 was assigned to care for. CNA 1 stated, Resident 1 was very agitated. CNA 1 stated, due to Resident 1's agitation, Resident 1 was assigned two sitters to stay with Resident 1. CNA 1 stated, Resident 1 slept all day on 10/27/2024 until 5:00 p.m. CNA 1 stated, after 5:00 p.m., Resident 1 was full of energy, and kept trying to get up from the bed. CNA 1 stated at 7:30 p.m., Resident 1 was agitated and sliding out of Resident 1's bed. CNA 1 stated at around 7:45 p.m., Resident 1 tried to get out of the bed and Resident 1 was sliding out of the bed at the foot of the bed. CNA 1 stated, CNA 1 pulled Resident 1 back up to the head of the resident's bed. CNA 1 denied being rough when providing care to Resident 1. CNA 1 denied cursing at Resident 1. CNA 1 stated the facility management informed CNA 1 that CNA 1 was suspended until an investigation was done regarding an allegation of abuse against CNA 1.</p> <p>During a phone interview with Sitter 1 (S1) on 10/29/2024 at 1:13 p.m., S1 stated, S1 saw CNA 1 mistreating Resident 1 in Resident 1's room on 10/27/2024. S1 stated, S1 stood at the foot of Resident 1's bed while CNA 1 moved Resident 1 up in the bed. S1 stated, CNA 1 grabbed Resident 1's head while moving Resident 1 up in the bed. S1 stated Resident 1 was reaching out trying to grab at something. S1 stated, CNA 1 got close to Resident 1's face and yelled, Stop it. S1 stated, CNA 1 said to Resident 1 that CNA 1 was tired of working with Resident 1 and stated I am tired of this s _ _ (derogatory statement) . S1 stated, Resident 1 kept fidgeting and CNA 1 grabbed the bed remote and acted like CNA 1 would hit Resident 1 with the bed remote. S1 stated, Resident 1 kept trying to sit up in bed and CNA 1 kept pushing Resident 1 down in the bed. S1 stated, CNA 1's actions toward Resident 1 was abusive. S1 stated, what CNA 1 did to Resident 1 made S1 feel uncomfortable. S1 stated, CNA 1's behavior was not the way to treat a resident.</p> <p>During a phone interview with Sitter 2 (S2) on 10/29/2024 at 1:45 p.m., S2 stated on the night of 10/27/2024, S2 observed CNA 1 provided care to Resident 1. S2 stated S2 stood at the foot of Resident 1's bed and observed CNA 1 gripped Resident 1's lower jaw with CNA 1's thumbs and CNA 1's fingers along the sides of Resident 1's face. S2 stated CNA 1 yanked Resident 1's head. S2 stated CNA 1 yelled, Stop, to Resident 1 and cursed. S2 stated, S2 saw CNA 1 grabbed the bed remote and shook the remote at Resident 1's face. S2 described the incident as being like a mom grabbing a sandal and threatening to hit a kid. S2 stated, CNA 1 told Resident 1 that CNA 1 was tired of taking care of Resident 1. S2 stated, No matter how frustrated someone was with their work, they should not harm the resident.</p> <p>During a review of the facility's Policy and Procedure (P&amp;P) titled, Abuse, Neglect and Exploitation, dated 12/19/2022, the P&amp;P indicated, It is the policy of this facility to provide protections for the health, welfare and rights of each resident by developing and implementing written policies and procedures that prohibit and prevent abuse, neglect, exploitation and misappropriation of resident property. The P&amp;P indicated, abuse, means the willful infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain or mental anguish, which can include staff to resident abuse and certain resident to resident altercations. Abuse also includes the deprivation by an individual, including a caretaker, of goods or services that are necessary to attain or maintain physical, mental, and psychosocial well-being. Instances of abuse of all residents, irrespective of any mental or physical condition, cause physical harm, pain, or mental anguish. It includes verbal abuse, sexual abuse, physical abuse, and mental abuse including abuse facilitated or enabled through the use of technology.</p>		