

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  145222	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  03/04/2025
NAME OF PROVIDER OR SUPPLIER  Highlight Hlthcr of Woodstock		STREET ADDRESS, CITY, STATE, ZIP CODE  309 McHenry Avenue Woodstock, IL 60098	

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 0550</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Honor the resident's right to a dignified existence, self-determination, communication, and to exercise his or her rights.</p> <p>34891</p> <p>Based on interview and record review the facility failed to ensure residents were treated with respect and dignity for 7 of 9 residents (R1, R3, R4, R6, R7, R8, R9) reviewed for resident rights in the sample of 9.</p> <p>The findings include:</p> <p>On 3/4/25 at 10:13 AM, R1 stated she told staff that she did not want a specific agency CNA (Certified Nurse Aide) caring for her anymore. R1 said the CNA had a bad attitude, spoke in a loud tone, and did not change her wet briefs quick enough. R1 said she told V3 (CNA Scheduler) about the request. R1 said the same aide was in her room about two weeks later and helping her roommate. R1 said the overnight aides are lazy and ignore her call light.</p> <p>On 3/4/25 at 10:50 AM, R3 stated she only trusts facility staff to care for her. R3 said the agency CNAs tell her to mind her own business if she complains. R3 said they speak rudely, don't know how to listen, and call her bossy. R3 said she has seen agency CNAs get reported and then they are still allowed to come back to the facility.</p> <p>On 3/4/25 at 12:48 PM, R4 said a CNA yelled at him when he asked where his socks were at.</p> <p>On 3/4/25 at 12:58 PM, R6 said the agency CNAs have a bad attitude and it is obvious they don't want to be there. R6 stated it is usually the overnight aides. They complain about the building and say bad things about the management.</p> <p>On 3/4/25 at 1:00 PM, R7 and R8 were interviewed together. R7 and R8 said staff aides are great, but agency staff is a different story. They act like they do not want to be there. They talk very fast and rude. They use a mad tone in the middle of the night and act like they don't want to help. Agency nurses can be the same way. R7 and R8 said the nurses answer in a rude tone whenever they ask questions about medications.</p> <p>On 3/4/25 at 1:22 PM, R9 (resident council president) stated there are complaints about agency staff at almost every monthly meeting. R9 said residents are reporting they use rude and inappropriate tones. R9 said the agency staff get mad when a resident goes to find them to get help. R9 said it did improve for a while but is still going on now.</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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<p>F 0550</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>On 3/4/25 at 10:38 AM, V7 (CNA) stated agency staff get put on a DNR (do not return) list if there are complaints or concerns with their job performance. V7 said she has seen an agency CNA be put on the list, yet still work in the facility.</p> <p>On 3/4/25 at 11:02 AM, V3 (CNA scheduler) said she has had complaints from R1 related to agency staff. V3 said the complaints are about long call light wait times and lack of attention.</p> <p>On 3/4/25 at 1:33 PM, V1 (Administrator) stated there was an issue a few weeks ago with an agency CNA being put on the DNR list for attendance issues. V1 said the same aide mistakenly got scheduled to work after that. V1 said it is important underperforming aides do not return or the same problems could continue.</p> <p>The facility's resident council minutes were reviewed for the last six months. Complaints related to staff treatment were noted in four of the six months. Complaints included: would like nurses and CNAs to be more attentive, some nurses have bad attitudes and talk down to residents, nursing staff is too loud overnight, overnight CNAs not helping, being on phones, long wait times and sleeping, CNA concerns of lack of helpfulness, one CNA lazy and meanspirited, agency not doing anything and always on their phone.</p> <p>The facility supplied Nursing Home Residents' Rights policy (undated) states: Residents of nursing homes have rights that are guaranteed to them under Federal and State laws. The laws require nursing homes to treat each resident with dignity and respect and care for each resident in an environment that promotes and protects their rights.</p>