

Department of Health & Human Services
Centers for Medicare & Medicaid Services

Printed: 08/27/2026
Form Approved OMB
No. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 145275	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 06/20/2026
NAME OF PROVIDER OR SUPPLIER Timbercreek Rehab and Health Care Center		STREET ADDRESS, CITY, STATE, ZIP CODE 2220 State Street Pekin, IL 61554	
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)		
F 0557 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	Honor the resident's right to be treated with respect and dignity and to retain and use personal possessions. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on observation, interview and record review the facility failed to maintain adequate laundry services due to department staffing shortages, resulting in delayed clothing returns and a lack of available personal clothing for residents. This failure has the potential to affect all 89 residents residing within the facility. Findings include: The facility's Environmental Services Account Manager Job Description, undated, documents Position Summary: Manages and supervises the environmental services staff at a single site according to policies and procedures, and federal/state requirements. Provides leadership, support, coordination, and guidance to ensure that quality standards, inventory levels, safety guidelines, and customer services expectations are met. This same Job Description documents The manager is also responsible for coordinating and insuring the satisfactory and timely completion of project and program work done in the building on various shifts. The facility's Laundry Worker Job Description, undated, documents Position Summary: Laundry Workers perform a variety of tasks on varying shifts, including collecting and sorting soiled linen, loading, and unloading machines, and folding clean linen. Operates computer-operated washers and dryers. Responsibilities include counting and recording the linen processed each day, making proper deliveries to units, and cleaning and sanitizing the work area including machines, worktables, and sorting area. Performs laundry activities within well established guidelines to ensure that quality standards, safety guidelines and customer service expectations are met. Delivers personal clothing to the appropriate resident. The facility's Laundry Handling and Processing Policy, dated 2/1/2025, documents, Delivery: Delivery times should meet the needs of residents (before showers, before bed changes, or during meal service). The facility's Personal Laundry Handling and Processing Policy, dated 2/1/25, Policy: Providing clean personal clothing is critical for resident care and dignity. The Illinois Long-Term Care Ombudsman Program Booklet, dated 11/2018, documents Your personal property rights: You have the right to keep and wear your own clothing. The facility's Housekeeping/Laundry Schedules dated 5/3/26 through 6/20/26 document one laundry aide working each day. Resident Council Minutes, dated 3/25/26, documents, Old business: Laundry not being delivered back in timely manner or putting clothes in the wrong closets. New Business-Housekeeping/Laundry: Laundry not getting back on a timely manner or delivered to wrong resident. R4's Grievance Form, dated 3/12/26, documents, Issue: Missing Clothing/Item. Description: not getting clothes back from laundry. Resident Council Minutes, dated 4/23/26, Housekeeping/Laundry: Lost Clothing/Clothes in wrong closet, taking too long to deliver clothes back. R5's Grievance Form, dated 5/19/26, documents, Issue: Laundry Issue. Description: (R5's) clothes didn't come back from laundry. Wearing same socks for week/same clothes on in two days. Family will now do her laundry. R6's Grievance Form, dated 5/27/26, documents, Description: (R6) not getting her dresses back/underwear/pants. R7's Grievance Form, dated 5/27/26, documents, Issue: Laundry Issue: Description: Not getting (R7's) socks back from laundry and (R7's) clothes. R9's Grievance Form, dated 5/27/26, documents, Description: Not getting his socks/clothes/boxers back from laundry. Resident Council Minutes, dated 5/27/26, Housekeeping/Laundry: Clothes/Socks etcetera, not coming back from laundry. On 6/18/26 at 10:36 (continued on next page)		

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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F 0557 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	AM, R2 was observed up in her wheelchair in her room. R2 had on a clean shirt but was wearing no pants. R2 stated, It always takes laundry so long to get my clothes back to me. I have no pants to wear today because laundry hasn't got them back to me. On 6/18/26 at 10:41 AM, R2's closet was observed with very little clothing and no pants. On 6/18/26 at 11:30 AM, a tour was conducted with V1/Administrator in Training of the facility's laundry room. The laundry room was observed with a large four wheeled bin full of clean clothing in one room, and several barrels of dirty linen in another room. V1/Administrator in Training stated, We have had issues with laundry getting distributed timely. We (the facility) switched to an outsourced laundry agency on 4/20/26, to try and help the situation. Laundry typically only works with one laundry aide throughout the day, and they can't keep up. The department heads and I sometimes go back to help get caught up. We (facility) would like another laundry aide on second shift, but we have had a hard time getting someone. We are trying to hire one now. On 6/18/26 at 9:37 AM V3/Ombudsman stated, I was at the facility on 6/11/26. Residents were complaining about missing clothing or not getting their clothing back from laundry. I went and checked with (V15/Laundry Supervisor). The laundry room was beyond backed up with clean clothing and dirty clothing. (V15) told me they are short staffed, and a lot of clean clothing just needed folded and delivered to the resident's rooms. On 6/18/26 at 10:45 AM R3 stated sometimes laundry does not get R3's clothes back to R3's room timely, so R3 does not have clean clothes to wear sometimes. R3 stated, It happens quite often that laundry does not deliver our clothes back to us for weeks sometimes. On 6/18/26 at 10:57 AM V11/CNA (Certified Nursing Assistant) stated, They (residents) don't get clean clothes back in a timely matter. Some missing clothes for about a month. On 6/18/26 at 11:55 AM V5/LPN (Licensed Practical Nurse) stated, There has been an issue that residents don't get their clothing back timely or they go to the wrong resident. On 6/18/26 at 12:11 PM V16/CNA stated, Residents are hoarding their dirty clothes because they don't get them back from laundry. We (staff) go back and forth to the laundry room daily to try to find clothes. It is not getting any better. Been going on for a couple of months. On 6/18/26 at 1:02 PM V15/Housekeeping Supervisor stated, I just started working for the company around one month ago. When I first started at this facility, we (staff) were having issues getting the staff linen out timely and the residents' clothing out timely. Just last week some of the facility employees came back to help us. I think we need more staffing with laundry. We only have one laundry aide doing laundry today on day shift. We should have two, one for first shift and one for second shift. They just added a position for second shift. In the mornings, laundry is completely overwhelming due to only having one laundry aide. We have never had a second shift laundry aide since I started. We can't get all the laundry done in one shift washed and put away. On 6/20/26 at 11:05 AM, V14/R5's POA (Power of Attorney) stated that when R5 was admitted to the facility on [DATE] the family purchased several new clothes for R5. More clothes had to be bought for R5 because R5's clothes were not returned from the laundry. About a month ago the family started doing R5's laundry so R5 would not lose anymore clothes. On 6/20/26 at 11:26 AM R9 stated, The laundry still s**ks. It still takes laundry one to two weeks to get me back my things. I still have missing items. They will look for the missing items and bring them back slowly one by one. The laundry is horrible here. On 6/20/26 at 11:32 AM R7 stated, A lot of time laundry doesn't get us back our socks timely, so we must go without socks. They just went through and got us a lot of our socks back around a week ago, but I noticed we are starting to not get them back once again. On 6/20/26 at 11:37 AM R4 stated, The laundry is terrible here. I am constantly missing my underwear and socks, and laundry won't get it back to me for sometimes weeks. I have gone several times natural because I have had no underwear or socks.		

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F 0925 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	Make sure there is a pest control program to prevent/deal with mice, insects, or other pests. Based on observation, interview, and record review the facility failed to ensure the facility maintained an effective pest control program. This has the potential to affect all 89 residents. Findings include: The facility's Pest Control Policy, dated 2019, documents Policy: The facility maintains an effective pest control program to remain free of pests and rodents. Facility-wide pest-control strategies are developed emphasizing kitchens, cafeterias, laundry, central sterile supply areas, loading docks, construction activities, and other regions prone to pest infestation. 1. On-going measures are taken to prevent, contain, and eradicate common household pests such as roaches, ants, mosquitoes, flies, mice, and rats. 2. General measures to decrease pests include the elimination of cracks and crevices, proper lighting and ventilation, use of screens on windows and doors, and use of self-closing doors. 4. All food stored in the dietary area is kept in a designated area in securely covered containers, is off the floor, and away from the walls. The Illinois Long-Term Care Ombudsman Program Booklet, dated 11/2018, documents Your rights to safety: Your facility must be safe, clean, comfortable and homelike. The facility's Pest Control Service Report, dated 3/27/26 and signed by V24/Pest Solutions Technician, documents, Inspected and treated the interior for German cockroaches. In the kitchen I did an inspection only. Checked the activity on the glue boards. The most activity seems to be around the sinks and heated cabinets. Please encourage the kitchen staff to keep things as tidy as possible. The facility's Pest Control Service Report, dated 6/1/26 and signed by V23/Pest Service Technician, documents, Visit Notes: Jiggers completed in the kitchen. Do not allow access until every service for food prep is thoroughly cleaned. Allow full night for fogging to work. Pest Summary: Location: Kitchen- German cockroach. The facility's Pest Control Service Report, dated 6/12/26 and signed by V23/ Pest Service Technician, documents, Today (V23/Pest Service Technician) treated the kitchen and several indoor areas for roaches and ants. I also placed insect monitors inside the kitchen to gauge the activity level. Staff stated they hadn't seen any activity for 48 hours when (V23) arrived today. I treated the exterior of the building for ants, checked rodent stations, and replaced bait as needed. Pest Summary: Location- Interior. Activity: German Cockroach. R6's Grievance Form, dated 5/27/26, documents, Issue: Cleanliness of Community: Description- Bugs in the dining room and other areas. On 6/18/26 at 9:55 AM a tour was conducted in the kitchen with V12/Dietary Manager. Several insect monitors were observed around the base boards of the kitchen area- full of dead roaches. V12 verified at this time that roaches have been a problem in the kitchen for a long time and that pest control has been trying to treat the issue. The kitchen floor was dirty, grimy, and had loose food debris scattered. Beneath the three-compartment sink in the kitchen had a large area of thick, black, grimy debris. V12 stated at this time they were unable to pull out the compartment sink to get back there and clean. A large visible sticky liquid was observed under the kitchen stand up refrigerator with dirty cups observed. V12 opened the stove, and a large cockroach was observed scattering off. V12 verified it was a roach. The other double oven was observed. The outside of the double oven was dirty, grimy, with thick food debris covering the oven. The double stove had thick black debris underneath. Baseboard coving was observed either off the wall or peeling off the wall in several spots around the kitchen. V12 stated they do not have a cleaning schedule and can't clean everything because at times there just isn't enough staff to do everything. V12 stated, There typically should be three dietary staff on days each day, and today it's only me and one other dietary staff. On 6/18/26 at 10:33 AM V9/CNA (Certified Nursing Assistant) stated she witnessed roaches in the doorway of the kitchen and dining room. On 6/18/26 at 10:57 AM V11/CNA stated, I have seen roaches. I saw one crawling on the wall this morning. I have seen them all over the building. On 6/18/26 at 11:14 AM V13/CNA stated, Roaches have been a problem for a long time. I see them everywhere, including the kitchen and in the ice chest. On 6/18/26 at 11:55 AM V5/LPN (Licensed Practical Nurse) stated she witnessed roaches mainly in the kitchen area. On 6/18/26 at 1:42 PM V4/CNA stated she had witnessed roaches in the halls and coming out of the (continued on next page)		

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F 0925 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	dining room doors. On 6/18/26 at 1:09 PM V1/Administrator in Training stated, We (the facility) have had issues with roaches since I have started, and it's been ongoing. I started at this facility in October 2025. We have upped our Pest Control to come in weekly as of now. The facility's Midnight Census Report, dated 6/17/26, documents 89 residents reside within the facility.		