

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 145319	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 07/09/2025
NAME OF PROVIDER OR SUPPLIER Arc at El Paso		STREET ADDRESS, CITY, STATE, ZIP CODE 555 East Clay El Paso, IL 61738	
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 0689</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Ensure that a nursing home area is free from accident hazards and provides adequate supervision to prevent accidents.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on interview and record review the facility failed to ensure a resident's haircut was done safely for 1 of 5 residents (R1) reviewed for safety in the sample of 5.</p> <p>The findings include:</p> <p>On 7/8/25 at 9:17 AM, R1 was seated in a wheelchair in his room. R1 had a full beard and partially bald head. R1 stated he received a hair and beard cut a couple of weeks ago and was all cut up during the process. R1 said a female staff member (name unknown) wheeled him into the beauty shop and just started in on me with hair clippers. R1 said the staff member took the guard piece off the clippers during the process and cut him under his chin. R1 said he hollered and yelled quit!. R1 said the staff member 'kept right on with what she was doing', and he felt like she didn't care. R1 said she moved to the back of his head with the clippers, and it was hurting him there too.</p> <p>On 7/8/25 at 9:39 AM, V1 (Administrator) stated R1 was given a haircut a few weeks ago by a CNA. V1 said when the facility beautician was out on medical leave, the aides cut R1's hair and beard. V1 said V9 (CNA) took it upon herself to wheel R1 into the beauty shop and use electric clippers to trim his beard and hair. V1 said V9 is not a trained beautician, and she should not have been giving haircuts to any resident. V1 said as far as he knew, none of the CNAs are licensed beauticians.</p> <p>On 7/8/25 at 10:09 AM, V10 (R1's daughter) stated R1 was complaining to her about a haircut he had received from a staff member (V9). V10 said the facility knows she does not want V9 caring for R1. V10 said she feels like V9 rushes R1 during cares and does not like him. V10 said R1 is very sensitive to who can cut his hair. V10 said several other aides told her R1 was cut up during the haircut by V9. V10 said only beauticians are allowed to cut his hair, but it was so bad this time another aide (V4) had to go back over it and fix it. V10 said she is okay with the aides cutting R1's hair if it is not V9.</p> <p>On 7/8/25 at 10:50 AM, V4 (CNA) stated she heard R1 yelling stop it from the beauty shop a few weeks ago. V4 said she did not go and see what was happening but could tell that R1 was upset and agitated. V4 said she spoke with R1 about 30 minutes later and was told V9 just cut his hair and beard. V4 said it was horrible and uneven. R1 had a large red area on the back of his neck that looked like razor rash. The skin was all red and patchy behind his ear and under his neck. R1 had razor nicks under his neck. V4 said the family has allowed her to cut R1's hair in the past so she did her best to recut his hair that same day.</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 0689</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>On 7/8/25 at 10:24 AM, V3 (CNA) said V9 was accused of cutting R1 during a haircut and 'yes that is exactly what happened'. V3 said she spoke with R1 the day after it happened, and R1 was grumpy. V3 stated R1 was asked what happened and R1 replied, She cut my g*# d*#m hair! R1 said (V9) just started in ripping off my skin. I was yelling for her to stop but she kept right on going. V3 said she took R1 down to the administration office and showed V1 his neck and head. V3 said R1 had red lines under his beard and his skin was cut behind his ear. R1 said the marks were from the clipper V9 used on him. V3 said the family only wants someone to cut R1's hair that is capable. V3 said the family does allow V4 to cut him because she knows what she is doing.</p> <p>On 7/8/25 at 11:16 AM, V5 (CNA) said she saw R1 the day V9 cut his hair. R1's neck was nicked up and he had a red rash going up the back of his neck, into his hair line. V5 said she asked what happened and R1 said V9 took the guard off the hair clippers and that is when he got cut.</p> <p>On 7/8/25 at 11:40 AM, V6 (CNA) said she was walking past the beauty shop and saw V9 giving R1 a hair and beard cut. V6 said everything looked normal at that time. V6 said she saw R1 later in the same day and he was in a down mood. R1 told her V9 cut him during the haircut. V6 said she saw a rash behind his ears and a razor nick on his neck.</p> <p>On 7/8/25 at 1:26 PM, V9 (CNA) stated she was talking with R1 after lunch a few weeks ago and something came up about his hair. V9 said R1 was fine if I cut it for him. V9 wheeled R1 into the beauty shop and got a set of clippers out. V9 said she asked R1 what size blade he wanted (R1 is cognitively impaired) and R1 asked for a big one. V9 said R1 picked the cover he wanted as well. V9 said she cut his beard and hair. V9 said she saw a rash on the back of his head after his hair had been cut off, so she left that area alone. V9 said she did not notice the rash until after she cut his hair. V9 said she did nick R1's neck while cutting under there and he said ouch. V9 denied R1 ever yelling out to stop.</p> <p>R1's face sheet printed on 7/8/25 showed diagnoses including but not limited to cerebral infarction, vascular dementia, aphasia (difficulty speaking), and cognitive communication deficit. R1's facility assessment dated [DATE] showed moderate cognitive impairment.</p> <p>The facility was unable to prove any policy related to hair or beard cuts provided to residents.</p> <p>The facility did provide a staff in-service sign in sheet dated 7/1/25 related to: No one is allowed to provide a resident with a haircut. Only licensed barber or hairstylists are allowed to do this.</p> <p>The facility's Resident Rights policy states under the safety section: Your rights to safety .Your facility must provide services to keep your physical and mental health, at their highest practical levels.</p>		