STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	145338	A. Building B. Wing	06/10/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
Oakwood Rehab and Nursing Center	512 East Ogden Avenue Westmont, IL 60559

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 0584 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	Honor the resident's right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely. Based on observation, interview, and record review, the facility failed to ensure a comfortable homelike environment due to a lack of supplies needed for basic daily living.This failure affects all 99 residents in the facility.Findings include:1. On 06/06/2026 at 10:01 AM, R2 was in her room watching TV and stated that the facility was short on paper towels, hand soap, and other items, including Kleenex and wipes. R2's sink was located in the bedroom, and the bathroom doesn't have a sink. No paper towels or hand soap were available at the sink.R2's 5/27/2026 MDS (Minimum Data Set) showed R2's cognition was intact and her face sheet showed R3 had hemiplegia, kidney failure, and anemia.2. On 06/06/2026 at 10:36 AM, R3 was in his room and stated he had not been at the facility long, but since he was admitted , the facility has not had enough supplies, including paper towels and soap. R3 stated he gets his own soap, adding nobody seems to care. The paper towel dispenser in R3's bathroom was empty, and the soap dispenser was also empty. There was a small stack of paper towels on the sink and they were half-wet.R3's MDS indicated that R3's cognition was intact, and his face sheet showed his diagnoses include low back pain, and major depression.3. On 06/06/2026 at 11:48 AM, R4 was in her room. R4's bathroom sink did not have any soap in the soap dispenser or other gel/wash to use when cleansing.R4's face sheet showed her diagnoses include sepsis, urinary tract infection, bacteremia, toxic encephalopathy, and respiratory failure. 4.On 06/07/2026 at 12:00 PM, R5 was in her room watching TV. R5 said that this place never has any supplies and that she buys most of her own. R5 showed her personal paper towel and soap supply to the Surveyor.R5's 3/15/2026 MDS showed R5's cognition was intact. 5. On 06/07/2026 at 10:30 AM, R6 was in her room and said the facility doesn't keep towels and soap for the sink. R6's room sink had no paper towels, and the soap dispenser was empty, with no other hand soap available.R6's face sheet showed R6 had diagnoses including end-stage renal failure dependent on dialysis, anemia, type 2 diabetes, and gastrostomy status. 6. On 06/07/2026 at 11:49 AM, R7 was in his room and said the facility doesn't have towels and soap most of the time. R7 had no paper towel dispenser in the room and there were no paper towels available.7.On 06/07/2026 at 12:00 PM, R8 was by the door to his room in his wheelchair. R8 said he does not have soap in his room and he had asked someone for it. R8's room sink did not have a paper towel dispenser or any towels. R8 stated nothing new.R8's 4/10/2026 MDS showed R8's cognition was intact. 8. On 06/07/2026 at 12:30 PM, R9 was in bed. There were no paper towels available in the paper towel dispenser.On 06/07/2026 at 1: 02 PM, R10 said that since the new management took over, the facility has had chronic issues with supplies, including paper towels and hand sanitizer.On 06/07/2026 at 1: 08 PM, V14 (R11's family member) said they have to beg for any supplies, and she personally bought extra-large incontinence products, wipes, paper towels, and soap. V14 stated it's not fun being here and she is not trying to be a complainer.On 06/07/2026 at 11:55 AM, V9, V11 (Certified Nursing Assistants), and V10 (Restorative Aide) said they frequently don't have adequate supplies in the unit and that they buy their own supplies to care for residents. V9-V11 showed their own supply bins and said they keep some in their cars to use when needed so that residents get the care they need.On 06/07/2026 at 3:05 PM, V15 (Housekeeping Aide) stated she has been working at the facility for a month. V15 stated she doesn't have a key to the dispensers and she (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

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
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F 0584 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	tries to fill the paper towel rolls as much as she can from the dispenser's push-bar area. V15 said every housekeeping aide should be able to have the keys to open the dispensers.On 6/07/2026 at 3:25 PM, V5 (Maintenance Assistant) said they are not keeping the paper towel dispensers full because residents remove so much paper that it clogs in the bathrooms. When V5 was asked why then that paper towels would be kept by some of the sinks instead of the dispenser, V5 was unable to answer.On 6/07/2026 at 3:25 and between 3:32 PM and 4:00 PM, the facility's storage area was checked and toured with V5, V15, and V16 (Laundry Aides). There were no cases of paper towels or hand soap bottles. On 06/06/2026 at 12:10 PM, V2 (Director of Nursing) said residents have the right to a home-like environment, that she is new, and that the facility needs to do a better job for residents.On 06/07/2026 at 3:30 PM. V1 (Administrator) said he was not aware of concerns with a paper towel and soap shortage. V1 said he is new to the facility and that these are necessities that should be available to residents. V1 said the facility will have to assess the quantities needed of any supplies and then order accordingly. V1 said every room and resident should have access to paper towels and soap. V1 looked for a supply binder and stated the facility didn't have one.06/09/2026 at 11:50 AM, V1 said they estimate that each resident room uses about 20 paper towels per day. V1 stated they have 67 resident rooms, so this is about 1,340 per day, according to the calculation done with the V17 (Environmental Service Director). V1 said that for hand soap, they estimate a room uses less than 1 bottle every 2 weeks. V1 said they were expecting an order on 06/05/2026 last Friday, but it did not arrive until today on 06/09/2026.The review of the facility-provided document on products received over the past 90 days showed the facility received 17 cases of paper towels, with 4,000 towels per case, totaling 68,000 towels. Per the facility calculations, they required 120,600 paper towels, which amounts to approximately a 13 case shortage. The facility received four cases of hand soap over 90 days, with each case containing 12 bottles, for a total of 48 bottles. Per the facility-provided calculation, they would need to have 400-plus bottles to cover 90 days, making a shortage of 29 cases (352 bottles) of soap.On 06/09/2026 at 1:03 PM, V17 (Maintenance Director) stated he has been at the facility for a month and is responsible for supplies, audits, and bookkeeping. V17 said he is trying to take care of it and acknowledged that residents should have enough supplies.The policy on home-like environment dated 01/2025 stated, in part, that the facility will provide a safe, clean, and comfortable home-like environment, ensure the facility remains a pleasant place to live, and make frequently used items accessible.