

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 145350	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 10/28/2024
NAME OF PROVIDER OR SUPPLIER Pearl of Rolling Meadows,the		STREET ADDRESS, CITY, STATE, ZIP CODE 4225 Kirchoff Road Rolling Meadows, IL 60008	

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 0558</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Reasonably accommodate the needs and preferences of each resident.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 41692</p> <p>Based on observation, interview, and record review, the facility failed to ensure residents were provided with enough bath towels. This failure affected two of two (R1, R2) residents reviewed for supplies.</p> <p>Findings include:</p> <p>1. R1 is a [AGE] year-old female originally admitted on [DATE], with medical diagnoses that include and are not limited to: chronic obstructive pulmonary disease, radiculopathy sacral, and sacrococcygeal region and anemia.</p> <p>On 10-26-2024 at 11:00am, R1 said, The big problem that I have encountered here since I came in December 2023 is the lack of supplies. I need to wait for the staff to give me the shower supplies such as towels, soap, and a gown. Many times I need to ask many times before I get the supplies because we do not have available towels; they only bring a few towels that the staff take for the patients that are in the bed. I saw you going into the linen room; as you can see it is empty. That makes me feel very unhappy and sad. I do not like to have a bad body odor. I cannot take a daily shower because I do not have towels to dry myself with.</p> <p>2. R2 is a [AGE] year-old female originally admitted on [DATE], with medical diagnoses that include and are not limited to: chronic obstructive pulmonary disease, Atrial Fibrillation, seizures, and liver disease.</p> <p>On 10-26-2024 at 11:45am, R2 said, I need to talk to you about the issue with the towels. I take a shower independently. The only thing I need to ask the staff is for the towels, but all the time, the staff does not have any towels available for me to use. The linen room is empty all the time, and if I need any supplies after 5:30pm, the laundry room is closed. The staff leaves at 5:30pm until the following day at 6:00am. I do not like to feel unwashed, unkempt, dirty, or having a body odor because I cannot get a towel to take a shower.</p> <p>On 10-26-2024 at 8:55am ,V3 (Activity Director) said the census is currently 127 residents.</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 0558</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>On 10-26-2024 at 9:45am, V4 (Laundry Aide) said, I wash the dirty linen; towels, gowns, and bed linen, and before the end my shift at 5:30pm, I make sure to take it to the clean linen rooms. I have not taken any linen today because the person (V5, Laundry Aide/Housekeeping) that was supposed to start in the laundry today at 7am was assigned to clean the resident rooms and she did not wash any linen.</p> <p>On 10-26 at 9:50am, observation of the first-floor linen room completed: V4 said, I can see four pillows, a few fitted sheets, and many slings for the mechanical transfer machines. I do not see any available towels.</p> <p>On 10-26-2024 at 9:57am, observation of second floor room [ROOM NUMBER]: V4 said, I can see the room have some bed linen: fitted sheets and pillowcases, but we do not have any towels.</p> <p>On 10-26-2024 at 10:01am, observation of second floor room [ROOM NUMBER]: V4 said, I can see they have incontinent supplies, disposable diapers, but we do not have any linen. I do not see any available towels.</p> <p>On 10-26-2024 at 10:15am, V5 (Laundry Aide/Housekeeping) said, We do not have any extra towels in the laundry room; the only towels we have are the ones we received from the floor. We wash and return them to the clean linen rooms. Many times staff and patients go to the laundry room asking for linen/towels. If we have available linen, we give it to them, otherwise, they will have to wait until we wash and dry them. The laundry room is open until 5:30pm; we do not have anyone working after that time.</p> <p>On 10-26-2024 at 10:55am, V9 (Registered Nurse) said, In regard to the linen, we have a big problem. We do not have enough towels and bed linen in the clean linen room. The residents complain about having to wait for the towels because we do not have enough on the floors or in the linen room.</p> <p>On 10-26-2024 at 12:20pm, V2(Assistant Director of Nursing) said, We have the linen that is in circulation on both floors; in the laundry room observed only a few gowns, no towels are available. I can only say we can use more linen in circulation to supply the floors.</p> <p>On 10-26-2024 at 1:40pm, V6 (Housekeeping), said, I have a key to open the locked supply rooms. V6 opened a locked area in the first floor by the laundry room, and presented some housekeeping supplies such as bags, mops, paper towel. Housekeeping supplies, we have some new towels here: 45 face towels, now we can go to the second floor storage area. Observation of the other room: V6 said, We have fitted sheets: 4 bags each one has a dozen of fitted sheets, 12 shower towels; these are the big towels and we also have 45 face towels. I am not aware of how many dozens we need to have as backup. I know we need more because we are low in supply. I will need to ask the person that helps putting the order.</p> <p>On 10-27-2024 at 11:40am, V1 (Director of Nursing) said, We do not have any laundry/housekeeping supervisor. (V6) is acting as one until we hire a new person.</p> <p>(continued on next page)</p>		

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<p>F 0558</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>On 10-27-2024 at 4:05pm, V6 (Housekeeping/Laundry Aide-Acting Supervisor) said, I am in housekeeping, but we do not have a supervisor. I am the acting supervisor since April 2024. I do not do any order for supplies. I have (V17, Floor Tech/Housekeeping); he writes the list of the supplies that we need and gives it to the Administrator to place the order. I am not aware that we need to have any extra towels/linen supplies. The laundry is open from 5:30am to 5:30pm; we do not have anyone working after 5:30pm. We only have two shifts in the laundry. The first person that comes from 5:30am to 11:00am, and the second one comes at 8:30am and closes the laundry at 5:30pm. We put 15 to 20 towels per linen room; total 45-60 towels in the three linen rooms. I do not have any number of linens that I need to put in circulation; we take out new supplies if the people on the floor complain that they need more. The residents the census is 127.</p> <p>On 10-28-2024 at 7:30am, V17 (Floor Tech/Housekeeping) said, I write the list of the supplies we need in the building and give it to the Administrator to place the order. The administrator is the housekeeping/laundry supervisor.</p> <p>On 10-28-2024 at 1:30pm V1, Director of Nursing, stated, My expectation is for the staff to go to the laundry and obtain more linen if we do not have any in the linen rooms. The laundry closes 6:00pm, but they leave all supplies for the second and third shifts. Having 15 to 20 towels per linen room are not enough. We have a current census of 127 residents in house.</p> <p>V1 (Director of Nursing) presented policy title: Safe Environment, dated: 02/25/2024, reads: The facility will provide a safe, clean, comfortable, and homelike environment, clean bed and bath linens that are in good condition.</p>		