

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 145439	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 09/05/2024
NAME OF PROVIDER OR SUPPLIER Accolade Healthcare of Savoy		STREET ADDRESS, CITY, STATE, ZIP CODE 302 West Burwash Savoy, IL 61874	

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>34058</p> <p>Based on interview and record review, the facility failed to maintain residents' dignity by failing to answer call lights and respond to requests for assistance in a timely manner. This failure affects eight residents (R1, R2, R6, R8, R9, R20, R21, and R23) out of 17 reviewed for call light response times on the sample of 35.</p> <p>Findings include:</p> <p>On 9/4/24 at 10:25 AM, R6 stated, The call lights can take up to 30 minutes for someone to answer.</p> <p>On 9/4/24 at 10:45 AM, R8 stated, At times the call lights take longer to answer than I would like. The staff do come clean me up when I get wet or soiled. There are times when someone will answer my call light and say 'I'll be right back,' but they don't come right back.</p> <p>On 9/4/24 at 11:05 AM, R2 stated, The call lights do take a long time especially during meal times. It does happen sometimes that someone answers the light and says they will come back but then they don't unless I push the light again.</p> <p>On 9/4/24 at 12:20 PM, R9 stated, The call lights can take up to 45 minutes for someone to come. Once in a great while someone will come real quickly and that is a shock. It happens all the time someone will come in and turn off the light and say they will come back, or say they will go get a CNA (Certified Nursing Assistant), but then no one shows up unless I push my light again. R9 further stated, I use (incontinence undergarments) and I only have one leg so I can't really get on and off the toilet by myself, then they do help me get cleaned up because I don't have much control over my bowels or bladder.</p> <p>On 9/4/24 at 1:11 PM, R1 stated, I would push my call light and because of my medications I fall asleep before someone would come wake me up and ask what I need. There were times when someone would turn off the call light and leave and not return.</p> <p>The facility's Resident Council Meeting Minutes dated 8/27/24 documents, Concern raised over call light response times on overnight shift - grievance written.</p> <p>The facility's Resident Council Meeting Minutes dated 7/30/24 documents, Call light times over night a concern (grievance written).</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>The facility's Resident Council Meeting Minutes dated 6/25/24 documents, Questions on who can answer call lights: ANYONE can but limited to CNAs/ nurses on specific responses (ie. transfers, medications, oxygen).</p> <p>On 9/5/24 at 9:40 AM, R20 stated, My main complaint is the call lights taking 45 minutes for someone to answer. That is about the longest that it takes but it is always more than 15 minutes. There may be 4 or 5 CNAs working but there are 4 halls so that is really only one per hall for about 20 residents each hall.</p> <p>On 9/5/24 at 9:50 AM, R21 (R20's roommate), unsolicited, stated, I agree with everything she (R20) said.</p> <p>On 9/5/24 at 10:00 AM, R23 stated, The night shift doesn't answer my call light, well they really do but it takes 30 to 35 minutes. I sometimes have accidents (involuntary bowel or bladder releases) and I need an extra cleaning. I think there just isn't enough staff on night shift.</p> <p>On 9/5/24 at 3:00 PM, V1, Administrator, provided a print-out containing approximately 217 pages, printed on both sides of each page, and handwritten across the top of the first page was 18,694 call lights - 30 days. V1 stated, I had the IT (Information Technology) print these for the last 30 days and arrange them from the longest response time to the shortest, indicating that the printout had some level of user input for selection criteria to generate this report. This form solely documents the date, time, and location any given call light in the facility was activated, and the time the call light was turned off. This document does not refute the statements by R1, R2, R8, and R9 that someone would turn off their call light and not return. At 3:30 PM, V1 stated, At around 20 minutes response time I might consider writing someone up (disciplinary warning). This printout documents over 650 call light response times over 20 minutes, including 9 call lights activated from resident bathrooms, and one from the second floor dining room.</p>

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<p>F 0584</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 safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 34058</p> <p>Based on observation and interview, the facility failed to maintain flooring in resident bathrooms in a clean, safe, and homelike manner. This failure affects 15 residents (R7, R8, R12, R22, and R25 through R35) out of 23 reviewed for environmental concerns on the sample of 35.</p> <p>Findings include:</p> <p>On 9/4/24 during an environmental tour beginning at 10:25 AM, the bathroom vinyl floor in room [ROOM NUMBER] had ground in dirt and stains which would rub off with a dry piece of bathroom tissue. R7 stated, They just cleaned in here about 45 minutes ago.</p> <p>The bathroom vinyl floor connecting rooms [ROOM NUMBERS] had age-related ground in dirt and stains. The dirt portions could be rubbed off with a dry piece of bathroom tissue. The stained portion was imbedded in the vinyl.</p> <p>The bathroom vinyl floor connecting rooms [ROOM NUMBERS] had dark ground in dirt which could be rubbed off with a dry piece of bathroom tissue, rusty colored stains around the toilet imbedded in the vinyl, cracks approximately 14 inches long and half-inch wide at the floor to wall junctions on both sides of the toilet, and the edges of the vinyl at the bathroom threshold was loose and raised, presenting a trip hazard.</p> <p>On 9/5/24 at 11:00 AM, V18, Maintenance Director, stated, What I would really like to do is get rid of all the vinyl floors in all the bathrooms and put in poured epoxy floors. V18 stated, No you can't clean into those cracks at all.</p> <p>The bathroom vinyl floor connecting rooms [ROOM NUMBERS] had imbedded rusty colored stains around the toilet. room [ROOM NUMBER] had a missing threshold at the room entry door. V18 stated, There are a lot of those missing.</p> <p>The bathroom vinyl floor of room [ROOM NUMBER] had rusty colored stains imbedded around the toilet.</p> <p>On 9/5/24 at 11:35 AM, V1, Administrator, confirmed the floors in the bathrooms are stained and dirty.</p> <p>The facility's Resident Roster dated 9/4/24 documents R7, R8, R12, R22, and R25 through R35 reside in the aforementioned rooms.</p>

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<p>F 0609</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Timely report suspected abuse, neglect, or theft and report the results of the investigation to proper authorities.</p> <p>34058</p> <p>Based on interview and record review, the facility failed to report an allegation of mental abuse to the state agency in the 2 hour required timeframe. This failure affects one resident (R1) out of twelve reviewed for abuse on the sample of 35.</p> <p>Findings include:</p> <p>On 9/4/24 at 8:55 AM, V1 stated, (V7, Family Member of R1) called me to complain that a staff member had woken (R1) in the middle of the night and (R1) wasn't happy about it. V1 further stated, I will have to go check my 'soft file' to see if the employee was suspended.</p> <p>On 9/5/24 at 9:02 AM, V1 stated, What happened was I received a phone call from (V7) that a staff member was rude to (R1) during the night (allegation). V1 continued, I was at the facility so I went down to talk with (R1) (investigation). V1 then stated, (R1) told me a CNA (Certified Nursing Assistant) had startled her awake during the night (early 8/22/24). Then I called (V5) and informed her I had a potential allegation and had to suspend her for now. V1 further stated, I had (V4, Assistant Administrator) go and speak with other residents to find out how the night went for them.</p> <p>On 9/4/24 at 10:25 AM, V1 presented a copy of an initial report to IDPH (Illinois Department of Public Health) of an allegation of abuse documenting this report was sent 9/4/24 at 10:20 AM. V1 stated, I only reported this because you (surveyor) presented this as an allegation of abuse. I did not think (V7's) statements amounted to an allegation, especially after I went and talked to (R1).</p> <p>On 9/4/24 at 1:11 PM, R1 stated, There was an instance where a CNA (V5) came into my room and took the bed pan out from under me and left without cleaning me. R1 then stated, I had to put my call light back on for the CNA to come back in and place pillows under my leg and when the CNA came in, she was rude to me and asked if I wanted another CNA to take care of me. R1 continued, When the other CNA (V9) came in to take care of me, I let her know the first CNA (V5) had not cleaned me after taking me off of the bed pan, then I heard the first CNA from the hallway yelling at me back into the room 'I did clean you.'</p> <p>The facility policy Abuse Prevention Program dated 10/20/22 documents the facility affirms the right of our residents to be free from abuse, and prohibit abuse including verbal abuse, and mistreatment. This same policy documents (in bold typing) any allegation of abuse will be reported to the Illinois Department of Public Health immediately but not more than 2 hours of the allegation.</p>		