STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	145457	A. Building B. Wing	06/06/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
Quincy Healthcare & Sr Living	1440 North 10th Street Quincy, IL 62301

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 0550 Level of Harm - Actual harm Residents Affected - Few	Honor the resident's right to a dignified existence, self-determination, communication, and to exercise his or her rights. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on observation, interview, and record review the facility failed to ensure a resident's call light was answered promptly and the resident received timely incontinence care for one of three residents (R3) reviewed for dignity in the sample of five. These failures resulted in R3 sitting in urine for an extended period of time, experiencing feelings of disgust and anger, feeling insulted and uncomfortable, and experiencing pain and burning to her buttocks. Findings include:The facility's Resident Rights policy dated 2/21 documents, Employees shall treat all resident with kindness, respect, and dignity.The facility Dignity policy dated 2/21 documents, Each resident shall be cared for in a manner that promotes and enhances his or her sense of well-being, level of satisfaction with life, and feeling of self-worth and self-esteem. Residents are treated with dignity and respect at all times. Demeaning practices and standards of care that compromise dignity are prohibited. Staff are expected to promote dignity and assist residents for example: Promptly responding to a resident's request for toileting assistance.The facility's Residents' Call System policy dated 9/22 documents, Residents are provided with a means to call staff for assistance through a communication system that directly calls a staff member or a centralized workstation. Calls for assistance are answered as soon as possible, but no later than 20 minutes, Urgent requests for assistance are addressed immediately.The facility's Resident Council Minutes dated 4/7/26 document, Residents had concerns about call lights not getting answered in a timely manner. Issue was not resolved.The facility's Resident Council Minutes dated 5/5/26 document, Resident still have concerns about call lights in a timely manner.R3's Order Summary Report dated 6/5/26 documents R1 is a [AGE] year-old with the diagnoses of Multiple Sclerosis and Spinal Stenosis and uses a sit-to-stand mechanical lift for transfers.R3's MDS (Minimum Data Set) assessment dated [DATE] documents R3 is cognitively intact, dependent on staff for toileting hygiene and toileting transfers, and is always incontinent of urine.R3's Alarm Response Report dated 5/29/26 through 6/5/26 documents R3's call light was on for over 20 minutes before being answered on nine different occurrences.R3's Alarm Response Report dated 6/5/26 documents R3's call light was turned on at 10:15 AM and was not answered by staff until 11:07 AM (51 minutes later).On 6/7/26 at 10:30 AM R3's call light was on. R3 stated she has been waiting for staff to answer her call light for over 15 minutes. R3 stated she had wet herself and needed to be changed.On 6/7/26 at 11:50 AM R3 was sitting in the dining room. R3 stated, One thing that makes me so mad is my call light does not get answered for over 20 minutes a lot of times when I need changed. I have to have staff change me. I cannot do it myself. Today it was an hour before my call light got answered and I got changed. I just recently had a sore on my bottom that healed. Today I sat in a soaked (adult brief) for an hour. I felt disgusted, insulted, and uncomfortable. The urine was burning my butt so badly I could not stand it. It hurts terribly and makes me feel cold.On 6/7/26 at 2:10 PM V10 (CNA/Certified Nursing Assistant) stated, I answered (R3's) call light sometime after 11:00 AM. (R3) stated she had her call light on for an hour and was needing changed. (R3) seemed upset and disturbed. When I changed (R3's adult brief) the brief was very heavy and soaked in urine. There was so much urine that (R3) had soaked through her pants. I had to completely change (R3's) brief and (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
	145457	A. Building B. Wing	06/06/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
Quincy Healthcare & Sr Living	1440 North 10th Street Quincy, IL 62301

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 0550 Level of Harm - Actual harm Residents Affected - Few	pants.On 6/5/26 at 2:00 PM V1 (Administrator-In-Training) stated, A call light should be answered promptly within eight to ten minutes. (R3) should not have had to wait as long as she did to get changed. That is unacceptable. V1 confirmed that according to the facility's Alarm Response Report R3's call light was on for 51 minutes on 6/5/26 before staff responded.