

Department of Health & Human Services
Centers for Medicare & Medicaid Services

Printed: 08/27/2026
Form Approved OMB
No. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 145497	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 06/10/2026
NAME OF PROVIDER OR SUPPLIER Three Springs Sr Living & Rhab		STREET ADDRESS, CITY, STATE, ZIP CODE 161 Three Springs Road Chester, IL 62233	
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 - Some	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 that residents had a clean and sanitary shower/restroom and paper towels in residents' rooms and shower/restrooms for 51 (R1-R5, R8-R12, R15-R37, R39-R55) of 55 residents reviewed for clean showers/restrooms and supplies in a sample of 55. The Findings Include: On 6/7/26 at 8:32 AM, V3 (Licensed Practical Nurse/LPN) stated that when supplies run low typically a staff member just runs up to the local grocery store to get what is needed to get by until the next delivery date. On 6/7/26 at 9:41 AM, V4 (Housekeeper) stated that they have been out of paper towels in the shower room on C Hall for the past couple days. V4 stated that they do occasionally have an issue of running out of items and someone will run up the local store to grab what they need. On 6/7/26 at 10:04 AM, V5 (Certified Nursing Assistant/CNA) stated that in the past when supplies are low/out the staff go on their own to the local stores to get what they need and do not always get paid back. V5 went on to state that no one had went to get more paper towels at this time. Instead, they have been just ripping off paper towels from resident bathrooms located in rooms to get by until they can refill the dispensers. On 6/7/26 at 10:30 AM, the women's and men's shower rooms on C Hall had no paper towels in the dispenser. Also, at this time the men's shower room had loose toilet paper thrown on the floor behind the toilet, the toilet bowl was dirty from a bowel movement, the shower stall had feces on the floor. In this same shower room, a rusted shampoo holder in the first shower stall was empty but had an orange/red dried trail under it going down the shower walls and floor leading to the drain. On 6/7/26 at 10:32 AM, R2 who is alert and oriented to person, place and time stated she doesn't have paper towels in her bathroom and has been out for a while, so she has been letting her hands air dry. R2 went on to state that the shower room is typically not cleaned up and sanitary when she goes in there. R2 stated that she is independent in showering herself and going to the bathroom and would like to see it nice and clean when she goes in for a shower. On 6/7/26 at 11:15 AM, V14 (CNA) stated that the hand towels have been out for a couple of days. This is not a common occurrence, but they have been trying to borrow paper towels from other dispensers to place in the areas that are out. V14 stated that there are times when supplies get low and they run to local stores to get the items and then provide receipts to get reimbursed. On 6/7/26 at 2:31 PM, V7 (CNA) stated they don't always have enough supplies so they buy them, and the facility says they will sometimes reimburse them. V7 went on to state that when asked why they run out, they say we don't tell them in time for them to order them. V7 stated that the residents who live on A, B and C Hall use the shower rooms/restrooms on C Hall. On 6/7/26 at 11:45 AM, V13 (Laundry/Housekeeping Manager) stated that they get their supplies ordered the first of the month. V13 stated that they are currently out of paper towels, and they hopefully will be delivered this week or next. V13 stated that this new company they order from takes a little bit longer on receiving the items. V13 stated that they do not have a policy on cleaning but 4 rooms a day are deep cleaned. This averages out to that each room is deep cleaned once a month. The bathroom/shower rooms should be cleaned daily including sweeping and mopping the floors, wiping down the walls, cleaning the toilets and fixtures like the sink. The shower rooms should be deep cleaned once a month. V13 stated that she prints a floor plan out at the beginning of the (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
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F 0584 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	month and the staff circle the rooms that get deep cleaned and that is how they track what has been properly cleaned. V13 stated that she is working on a daily checklist of what should be done on each shift and the timeline it should happen. V13 stated that they have day and evening shifts but not overnight. On 6/7/26 at 2:20 PM, V1 (Administrator) stated that she orders food and nursing supplies weekly, and then monthly at the first of the month she orders chemicals, housekeeping/dietary cleaning products, paper products, and office supplies. V1 went on to state that the CNAs should clean and tidy the shower rooms when they are finished with residents or see it is needing attention, so it is always ready for the next resident who enters and appears clean. There is no par level they keep for products they base ordering on what they used the prior month, she is unsure what happened with the paper towels other than they were being used to clean up spills instead of cloth towels for that. The rooms are labeled men and women, but that is mainly for residents to not walk in on staff showering residents for privacy. V1 stated that A, B and C Halls use the shower/restrooms on C Hall. V1 stated that there is a stock of paper towels in the kitchen that she has used to fill the shower/bathrooms today, and she plans on running to the local store to get a roll of paper towels for R2's bathroom in her room. V1 stated that she does not have policies on ordering supplies or cleaning the shower/restrooms and those restrooms are the closest to the dining room. A resident census list was provided on 6/7/26 by V1 and documents that R1-R5, R8-R12, R15-R37, and R39-R55 all reside on A, B and C Hall.		

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F 0677 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few	Provide care and assistance to perform activities of daily living for any resident who is unable. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on interview and record review the facility failed to ensure incontinence care was provided timely for 2 of 3 (R6 and R8) reviewed for activities of daily living (ADL) in the sample of 24. Findings Include: 1. R6's admission Record with a print date of 6/7/26 documents R6 was admitted to the facility on [DATE] with diagnoses that include heart failure, chronic kidney disease, weakness, edema, history of urinary tract infections, pain, and unsteadiness on feet. R6's Minimum Data Set (MDS) dated [DATE] documents R6 has a Brief Interview for Mental Status score of 12, indicating a moderate cognitive deficit. This MDS documents R6 requires partial/moderate assistance with toilet hygiene and toilet transfer. R6's current Care Plan includes a Focus area, (R6) is at risk for Self care deficit. Date Initiated: 12/06/2024. This Focus area includes the intervention of, Assist with toileting and showers/bath. Date Initiated: 12/06/2024. This Care Plan includes a Focus area of, The resident has a chronic Urinary Tract Infection. Date Initiated: 06/06/2024. This focus area includes the intervention of, Check at least every 2 hours for incontinence. Wash, rinse, and dry soiled areas. Date Initiated: 06/06/2024. On 6/7/26 at 11:32 AM, R6 stated sometimes they don't have enough staff to meet her needs timely. R6 stated she had incontinence episodes when she had to wait longer for care. 2. R8's admission Record with a print date of 6/7/26 documents R8 was admitted to the facility on [DATE] with diagnoses that include acquired absence of right leg below the knee, peripheral vascular disease, obesity, pain, constipation, acute kidney failure, reduced mobility, muscle weakness, and need for assistance with personal care. R8's Minimum Data Set (MDS) dated [DATE] documents a Brief Interview Mental Status score of 15, indicating R8 is cognitively intact. This MDS documents R8 requires substantial/maximal assistance for toilet hygiene and is frequently incontinent of bowel and bladder. R8's current Care Plan includes the Focus area of Self care deficit R/t (related to) unsteady gait, poor vision, depression, arthritis pain. Date Initiated: 11/05/2025. This Focus area includes the intervention of, Assist with toileting and showers/bath. Date Initiated: 11/05/2025. R8's current Care Plan does not include a Focus area or intervention related to the assistance needed related to toileting. On 6/7/26 at 10:28 AM, R8 stated they don't have enough staff to meet his needs timely. R8 stated he uses a bed pan for toileting and he had to wait up to 30 minutes recently to get on/off the bed pan. R8 stated it happened the day before yesterday (6/5/26), in the afternoon around shift change. On 6/7/26 at 10:04 AM, V5 (Certified Nursing Assistant/CNA) stated they are short staffed at times. V5 stated if they only have 3-4 CNAs in the facility call lights are probably not going to get answered timely but they answer them as quick as they can. On 6/7/26 at 2:08 PM, V6 (CNA) stated days they don't have a shower aid are very difficult with the number of residents they have that are fall risk, have behaviors, or require assist of two staff for care. V6 stated on those days call lights are not answered timely and incontinence care is delayed. On 6/7/26 at 2:31 PM, V7 (CNA) stated yesterday (6/6/26) there was only her and one other CNA on A and B halls and two on C and D halls. V7 stated call lights take longer to answer and it may be 15 minutes before they can if they are providing care to another resident. On 6/7/26 at 3:16 PM, V8 (CNA) stated they don't have enough staff to provide the type of care she likes to give. V8 stated some residents require a lot of care and when they are in with that resident there is no one to answer the other call lights. On 6/7/26 at 4:08 PM, V9 (Director of Nurses) stated they would like to have 6 CNAs on day shift, 5 on evening shift and 3 and a half on night shift. V9 stated they have a couple of residents staff have to set boundaries with because they want a lot of care and she doesn't think some CNAs can set the boundaries. On 6/7/26 at 4:45 PM, V1 (Administrator) stated they normally have three nurses from 6 am to 6 pm and two from 6 pm to 6 am and five CNAs on day shift, four on evening shift and three on night shift. V1 stated that is the minimum staffing. V1 denied any complaints/concerns related to incontinence care being provided timely. The facility undated Activities of Daily Living (ADLs), Supporting policy documents, Residents will provided (sic) with care, treatment and services as (continued on next page)		

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F 0677 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few	appropriate to maintain or improve their ability to carry out activities of daily living (ADLs). Residents who are unable to carry out activities of daily living independently will receive the services necessary to maintain good nutrition, grooming and personal and oral hygiene.1.		