

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 145625	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 03/01/2026
NAME OF PROVIDER OR SUPPLIER California Terrace		STREET ADDRESS, CITY, STATE, ZIP CODE 2829 South California Blvd Chicago, IL 60608	

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 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** Based on observation, interview and record review, the facility failed to provide a homelike environment for two residents (R2, R10) in a sample of 10. This failure has the potential to affect 117 residents residing on the 3rd and 4th floor. Facility's (2/2726) roster documents 117 residents residing on the 3rd and 4th floor. 1. R10's is a [AGE] year-old with diagnosis not limited to: hemiplegia and Hemiparesis, Cerebrovascular Disease Affecting Left Dominant Side, Aphasia, Cerebral Infarction, Type 2 Diabetes Mellitus with Moderate Non-proliferative Diabetic Retinopathy Without macular Edema, Bilateral, Constipation, Essential (Primary) Hypertension, Gastro-Esophageal Reflux Disease Without Esophagitis, Hyperlipidemia, Unspecified, Unspecified Dementia, Unspecified Severity, Without Behavioral Disturbance, Psychotic Disturbance, Mood Disturbance, and Anxiety R10 resides on the 3rd floor. R10's (12/19/2025) Brief Interview for Mental Status Assessment documents score of 6 severe cognitive impairment R10's care plan documents in part: Focus: R10 is at risk for skin breakdown R/T incontinence, impaired mobility and comorbidities Revision on: 09/25/2024 Goal: -Keep clean and dry -Keep linen clean, dry and wrinkle free Focus: The resident has incontinence of bladder and/or bowel Date Initiated: 09/11/2024 Revision on: 12/18/2024 The resident will be clean, dry & odor free through the next review .Date Initiated: 09/11/2024 Revision on: 09/19/2025 Target Date: 06/21/2026 Interventions Administer appropriate cleansing & peri-care after each incontinent episode. Date Initiated: 09/11/2024. R2 is a [AGE] year-old with diagnosis not limited to: Bipolar Disorder, Schizoaffective Disorder, Asthma, Cocaine Dependence with Cocaine-Induced Mood Disorder, Hypertension R2 resides on the 4th floor R2's (8/8/25) Brief Interview for Mental Status Assessment documents score of 15 cognitively Intact On 2/27/26 at 11:00 am R2 stated, sometimes when he wants to take a shower in the morning, there are no towels available on the floor. On 2/27/26 at 11:04 am V4, Certified Nursing Assistant (CNA) showed surveyor 4th floors clean linen room. There were no fresh linen available including towels. V4 stated, right now there are no towels available on the 4th floor. V4 stated, her shift is from 7:00 am to 3:00 pm and she got here this morning, and linen had not been delivered yet. V4 stated, residents will complain if they want to shower and there are no towels. V4 stated, usually laundry will deliver the linens by 10:00 am. There were no fresh linens observed on the 4th floor. On 2/27/26 at 11:54 am V8 (Housekeeping/Laundry) was observed folding clothes. V8 stated, it's just her working in the laundry room. V8 stated, she works from 6:00 am to 2:00 pm. V8 stated, there is always someone doing laundry on the second and 3rd shift. V8 stated, 4th floor has not yet had their linen delivery yet. V8 observed folding linen. V8 stated, for her shift, 1st floor got their linens at 8:35 am, 2nd floor at 9:30 am and 3rd floor at 11:00 am. V8 stated, she should be delivering 4th floor linens within 30 minutes, but usually they get it around 10 am. On 2/27/2026 at 1:54pm V16, Housekeeping and Laundry Supervisor stated, linen is distributed in the morning to the 1st, 2nd, 3rd, and 4th floor. Each shift gets a round of linen. Start distributing about 7:00am. If more linen is needed, staff will call down and we will get linen up as soon as possible. We have not run out of linen. Linen is done in house. On 2/27/2026 at 1:26pm V12, Certified Nursing Assistant (CNA) stated, we usually have some linen, if we run out, we call to laundry to get more. If there are no (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 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>towels or not enough towels, we will cut up towels, if we don't have enough. On 2/27/2026 at 2:12pm facility linen room toured with V16, Housekeeping and Laundry Supervisor. Observed one pack (12) gowns, wash clothes 2 packs (24), sheets 1 pack (24) and towels 2 packs (24). V16 stated, it is the end of the month, and I am waiting for a new order. We have to get linen back from the floor so we can wash and put back on the floors. On 2/28/2026 at 11:25am 3rd floor V9, Registered Nurse (RN) stated we had a little linen that came up, not a lot but more is supposed to come up. CNAs had linen and towels but not all of them had enough linen or towels for residents. We are getting more linen; it has not come up yet. Observed 3rd floor linen room with V9, there were no towels, wash cloths, or linens to make bed. Other linen carts were empty. On 2/28/2026 at 11:27 V15, Certified Nursing Assistant (CNA) stated, We have not received linen/towels yet. I used a little from previous shift. We are waiting for the linen cart for 7:00am to 3:00pm shift delivery. Normally, linen is delivered between 8:30am to 9:00am. We were able to clean some residents; others have to wait until linen comes up. We work together to make it work. On 2/28/2026 at 11:36am V16 stated, 3rd floor linen cart should have been delivered a long time ago between 8:30am and 9:00am. I just got a call about the linen and there are not any washcloths or towels. I am on my way downstairs. On 2/28/2026 at 11:38am V12 stated, right now we do not have linen. Surveyor observed V12 with parts of a cut up sheet in her hand. V12 stated, I will have to use this to clean up residents because there are no towels or washcloths. There were not any when I came in this morning. (R10) needs incontinence care, and he had a BM (bowel movement), and I do not have a towel or wash cloth to clean him up. I was doing rounds and his roommate told me he needed to be changed. We run out of linen a lot (towels, washcloths, sheets). This is not a secret not to have linen and towels. I have not been able to change residents all day. R10 observed lying in bed waiting to be changed. V12 apologized to R10 and said, He is in bed waiting to be changed. I have not had linen/towels to change him. I have a piece of a sheet to clean him up. On 2/28/2026 at 11:47am V16 stated, When (V8) was taking linen cart to 3rd floor this morning, she had to take it to the 4th floor. Right now, she is folding linen and making a linen cart for the 3rd floor. Linen (sheets, towels, washcloths, gowns) are in the dryer. On 2/28/2026 at 11:50am V8 stated, I had to take linen for the 3rd floor up to the 4th floor. I am folding linen for them now. I just got linen out of the dryer. Surveyor observed a few washcloths, towels, and sheets on the table and linen in dryer. On 2/28/2026 at 11:52am V16 stated, I put some washcloths into circulation yesterday. The washcloths come 12 in a pack. I only have 1 pack left. They have to drop linen down so we can wash and get back into circulation. I put extras in circulation yesterday. Surveyor observed extra linen room with 1 pack (12) of washcloths. This is all I have until my order comes. I do get complaints all the time that they need linen, towels and washcloths. If they do not drop towels, washcloths, bed linens, or gowns down, we cannot get laundry back to the floors. Surveyor asked V16 how residents get the care they need if towels, wash clothes, bed linens or gowns are not available. V16 stated, They have to send laundry down so we can wash and get back to the floors. On 2/28/2026 at 12:06pm no linen had been delivered to 3rd floor. V8 continued to prepare linen cart. On 2/28/2026 at 12:30pm V1, Administrator stated, Linen is dropped down, washed, then dried back up to units. My expectation when linen comes down, wash dry separate and take up, I believe there is an order how laundry is taken up. We have enough linen for our census. We have to do linen sweeps. We sweep usually Monday and Wednesday. Comes in front door then have to find. We put linen into circulation then wonder where the linen went. We have hoarders that hoard the linen. At one point it was staff, now it is residents. Expectation, if there is no linen the assistant administrative gets call and a sweep is done. I have not had it that there is no linen. Staff should reach out to supervisor, and we will go to the floor to find the linen. (V16) has some linen he puts into circulation. We order at the end of the month, but if needed sooner I reach out to corporate for corporate to order extra linen. Review of facility laundry log documents in part of linen delivered to 3rd and 4th floors: Date: 2/27/2026 V8 documented delivery Time: 12:43 am (per V16, that should be 12:43pm) Floor: 4th Washcloths - 10 Towels - 0 Fitted Sheets - 6 Flat Sheets - 16 Pillowcases - 2 Pads - 1 Blankets - 8 Date: 2/28/2026 V8 documented delivery Time: 12:00pm 3rd (continued on next page)</p>		

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