

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  145651	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  05/08/2024
NAME OF PROVIDER OR SUPPLIER  LA Bella of Alton		STREET ADDRESS, CITY, STATE, ZIP CODE  3490 Humbert Road Alton, IL 62002	

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 0725</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Provide enough nursing staff every day to meet the needs of every resident; and have a licensed nurse in charge on each shift.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 44967</b></p> <p>Based on interview, observation, and record review, the facility failed to sufficiently staff the facility to care for the resident needs, including Activities of Daily Living (ADLs), and answering call lights for 5 of 5 residents (R1, R2, R3, R4, R5) reviewed for sufficient staffing in the sample of 7. This deficiency has the potential to affect all 131 residents living in the facility.</p> <p>Findings include:</p> <p>1. R1's Face Sheet, undated, documents, R1 was admitted to the facility on [DATE].</p> <p>R1's Minimum Data Set, (MDS), dated [DATE], documents, R1 is cognitively intact.</p> <p>On 5/6/24 at 11:35 AM, R1 stated, They could use more help on the evenings and nights because, they always seem to be busier. I had an incontinent episode one night, and I put my call light on, and it took three hours to get someone to come clean me up.</p> <p>2. R2's Face Sheet, undated, documents, R2 was admitted to the facility on [DATE] and was discharged on [DATE].</p> <p>R2's MDS, dated [DATE], documents, R2 had a moderate cognitive impairment.</p> <p>On 5/6/24 at 10:10 AM, V5, R2's Daughter, stated, (R2) was in the facility for about a week and half for rehab after a car accident where she broke her leg. I visited (R2) the evening of 4/24/24 and decided that I was taking (R2) out of the facility, and when I showed up the next morning to take (R2) out, I had to wait because there was only one nurse and one CNA, (Certified Nursing Assistant), on the 200-hall, and I feel like there should be more help than that.</p> <p>3. R3's Face Sheet, undated, documents, R3 was admitted to the facility on [DATE].</p> <p>R3's MDS, dated [DATE], documents, R3 is cognitively intact.</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 0725</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>On 5/6/24 at 11:55 AM, R3 stated, I have been here around three weeks. I came from the hospital after the amputation of my foot. They have a problem here with staffing. I feel the staffing is good for days and sometimes evenings but could use more help at night because the call light takes quite a while to get answered. I will sit in the hallway, or at the nurse's desk almost every evening, and I will see the call lights on, and it takes a while to get the lights answered because they only have one CNA working, and she can't be everywhere at once.</p> <p>4. R4's Face Sheet, undated, documents, R4 was originally admitted to the facility on [DATE], but most recently on 4/10/24.</p> <p>R4's MDS, dated [DATE], documents, R4 is cognitively intact.</p> <p>On 5/6/24 at 11:07 AM, R4 stated, I feel that the staffing is good for days, but they are thin on nights. On days, there is always a nurse on duty, and if I push my call light, someone is there within a few minutes, but for nights, you must have patience, and someone will eventually come and help me.</p> <p>5. R5's Face Sheet, undated, documents R5 was admitted to the facility on [DATE].</p> <p>R5's MDS, dated [DATE], documents, R5 is cognitively intact.</p> <p>On 5/6/24 at 10:53 AM, R5 stated, There is always a nurse and CNA available to help me with my AM and PM procedures, like getting cleaned up, changing clothes, and things like that (ADLs). I use my call light and the staff will answer it, but it may take a while. They need more help here, sometimes you have to wait a long time to get help, on all the shifts.</p> <p>On 5/6/24 at 9:45 AM, V4, Staffing Coordinator, stated, I use the State's Staffing Calculator to determine how many staff the facility needs each day. I may add one or two to the staffing if I feel there is a need for extra help. The Day shift for Nurses and CNAs is 6:00 AM to 6:00 PM, the Evening shift for Nurses is 2:00 PM to 10:30 PM and the CNAs is from 2:30 PM to 11:00 PM, and the Night shift for Nurses is from 10:00 PM to 6:30 AM and the CNAs is from 11:00 PM to 7:30 AM. I input the resident census, the number of Medicare and Medicaid residents, and the calculator formulates how many Registered Nurses, (RNs), Licensed Practical Nurses, (LPNs), and CNAs that are needed for each shift, and that is what I staff for.</p> <p>On 5/6/24 at 8:00 AM, there was only one Nurse and one CNA on duty for each resident hall (100, 200, 300, 400, 600, 700, and 900-halls). Each CNA had to use the CNA from another hall when assistance was needed, leaving that hall without a CNA. While observing, managers were seen coming out of their offices to assist with call lights going off due to CNA not available.</p> <p>On 5/6/24 at 10:50 AM, V7, Licensed Practical Nurse, (LPN), stated, There is always a nurse and one to two CNAs on each hall. This facility could use more staff. There are usually three CNAs who share the 100-200 halls, but we had a call off today (5/6/24), so we only have one CNA for each hall.</p> <p>On 5/6/24 at 11:15 AM, V8, CNA, stated, I usually work on the 400-hall, but they moved me to the 200-hall today (5/6/24) due to call offs, so we can have one on each hall.</p> <p>(continued on next page)</p>		

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<p>F 0725</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>The Facility's Resident Council Meeting Minutes, dated 2/16/24, documents, New Business: Nursing - CNAs are responding to call lights and telling the residents they will be right back and then forgetting to come back. Can we have more CNAs assigned to the dining room during mealtimes to help pass trays?</p> <p>The Facility's Resident Council Meeting Minutes, dated 4/1/24, documents, New Business: Nursing - Can we hire more CNAs? Can midnight CNAs be given extra things to do when they are not providing care?</p> <p>The Facility's Staffing, Sufficient and Competent Nursing Policy, dated 8/2023, documents, Our facility provides sufficient numbers of nursing staff with the appropriate skills and competency necessary to provide nursing and related care and services for all residents in accordance with resident care plans and the facility assessment. 1. Licenses nurses and certified nursing assistants are available 24 hours a day, seven (7) days a week to provide competent resident care services including: d. responding to resident needs. 6. Staffing numbers and the skill requirements of direct care staff are determined by the needs of the residents based on each resident's plan of care, the resident assessments, and the facility assessment. 7. Factors considered in determining appropriate staffing ratios and skills include an evaluation of the diseases, conditions, physical or cognitive limitations of the resident population, and acuity. 8. Minimal staffing requirements imposed by the state, if applicable, are adhered to when determining staff ratios but are not necessarily considered a determination of sufficient and competent staffing.</p> <p>The Facility's Call System, Resident Policy, dated 9/2022, documents, 6. Calls for assistance are answered as soon as possible, but no later than 5 minutes. Urgent requests for assistance are addressed immediately.</p> <p>The Facility Resident Census dated 5/6/24, documents, that the facility has 131 residents residing in the facility.</p>		