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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION   | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:<br><br>145663   | (X2) MULTIPLE CONSTRUCTION<br>A. Building<br>B. Wing  | (X3) DATE SURVEY COMPLETED<br><br>04/26/2026 |
| NAME OF PROVIDER OR SUPPLIER<br><br>LA Bella of Aurora   |  | STREET ADDRESS, CITY, STATE, ZIP CODE<br><br>1017 West Galena Boulevard<br>Aurora, IL 60506 |  |
| 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<br>(Each deficiency must be preceded by full regulatory or LSC identifying information)  |   |  |
| F 0803<br><br>Level of Harm - Minimal harm or potential for actual harm<br><br>Residents Affected - Many                           | <p>Ensure menus must meet the nutritional needs of residents, be prepared in advance, be followed, be updated, be reviewed by dietician, and meet the needs of the resident.</p> <p>Based on observation, interview, and record review, the facility failed to serve the correct protein entrees as planned per the facility approved menu. This applies to all 50 residents receiving regular, mechanical soft, low concentrated sweets, and no added salt diets in the facility. The findings include: Facility Daily Census, dated 4/24/26, shows the facility census was 58 residents. Facility Diet Type Report, dated 4/25/26, shows 7 residents received pureed diets, 1 resident had physician orders for NPO (Nothing By Mouth) and the rest of the residents received either regular, mechanical soft, low concentrated sweets or no added salt diets. On 4/25/26 at 10:29 AM, R1 (Resident Council President) stated residents were served very small entree portions such as small squares of fried fish at meals. On 4/25/26 at 11:45 AM, during lunch service, R2, R4, and R5 were served a bowl with mostly rice and few pieces of cut sausage and a few beans. There were no salt or pepper packets on the meal trays or table. On 4/25/26 at 12:20 PM, V8 (Cook) was serving 4 fluid ounces of jambalaya into bowls and serving them to residents. A test tray was obtained, and the sausage/chicken/beans were removed from the jambalaya mixture. The sausage/chicken/beans were weighed in the presence of V1 (Administrator) and the proteins weighed less than 1 ounce. V4 (Food Service Manger) stated the protein in the dish should weigh 2 ounces, and V8 should have served two - 4 fluid ounce scoops of jambalaya to each resident. On 4/25/26 at 1:05 PM, V4 stated she expected the cook to review the meal item recipes at meals to determine what serving sizes and serving utensils were to be used to serve menu items. Facility Recipe Card - Jambalaya, shows the entree served at lunch was to be served with an 8-ounce spoodle (one cup) and was to provide 2 ounces of protein. Diet spread sheet Week 4 Day 28 Saturday showed all residents receiving oral diets other than pureed diets received the regular portion of Chicken Sausage Jambalaya which was to be served with an 8-ounce spoodle (1 cup total). Facility Menu Planning Requirements document, dated 2020, shows, Menus are planned to provide nourishing, palatable, attractive meals that meet the nutritional needs of residents served. Menus are planned in advance and are varied for the same day of consecutive weeks. Cycle menus are to be planned for a minimum of one week or based upon specific state regulations. Cycle menus are reviewed semi-annually and consideration is given to resident input. Planned menus take into consideration cultural backgrounds and food habits of residents. Regular and therapeutic menus are planned by a nutrition professional in accordance to the community's approved diet manual. The planned menus are reviewed and approved by a registered dietitian (RD). Facility Standardized Recipes document, dated 2020, shows, Standardized recipes will be used for all menu items. Each standardized recipe will include the following: Serving Sizes. Menu Diet Spreadsheets/Portion Serving Communication Tool document, dated 2020, shows, Diet spreadsheets are based on the planned menu and reflect serving portions for regular and therapeutic diet orders offered in the community. 2. On 4/25/26 at 10:29 AM, R1 (Resident Council President) stated the facility did not serve the menus as planned and often ran out of foods such as apple juice, butter, cereal, cheese, ham, and other items. R1 stated the residents complained and discussed the concerns at resident council meetings and no resolutions were provided. On 4/25/26 at 12:10 PM, R7 (Resident Council [NAME] President) stated the facility was often out of food items, the food was served in small (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.

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| LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE | TITLE | (X6) DATE |
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| <p>F 0803</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>                    | <p>portions, and the facility was often out of condiments at meals. R7 stated the residents complained during meals, and the residents voiced concerns at resident council meetings, but R7 stopped speaking up because there were no resolutions to the concerns from the facility. On 4/25/26 at 11:03 AM, R2 stated the facility often did not serve the planned menu or ran out of foods while serving the meal items. R2 stated the facility was also often out condiments such as sugar, salt, pepper, ketchup, mustard, and mayonnaise. R2 stated the facility was out of cheese once or twice a week. R2 also stated the facility ran out of juice for meals. On 4/25/26, R4 and R5 both stated the facility food service often runs out of condiments including salt and butter and also ran out of substitution menu items such as ham and cheese. On 4/25/26 at 11:45 AM during lunch, R6 had coffee on his tray and stated he always puts sugar in his coffee. R6 stated was not served sugar for his coffee and had to borrow sugar packets from R2, who saves the packets he does not use at meals, because the facility often runs out of sugar packets. R6 stated the facility often did not have ketchup or mustard at meals. On 4/25/26 at 12:00 PM, V10 (Certified Nursing Assistant/CNA) stated the residents complain the facility runs out of condiments. On 4/25/26 at 12:28 AM, V12 (CNA) stated the facility often ran out of condiments at meals. On 4/25/26 at 2:34 PM, V11 (CNA) stated the facility did not always follow the planned menus and sometimes the facility was out of juice at meals when it was to be served per the planned menu. On 4/25/26 at 11:58 AM in the kitchen during meal service, V8 (Cook), V7 (Food Service Worker), and V9 (Cook Aide) all stated the facility was out of butter packets for residents for at least a week and out of salt and pepper packets for a few days. V9 stated the facility was out of cucumbers, tomatoes, and onions at that time. On 4/25/26 at 1:43 PM with V1 (Administrator) present, V4 stated the chef salad on the substitution list was served with lettuce, American cheese, and deli meat (ham or turkey). V4 stated the chef salad only included tomato or cucumber if those items were being served on the menu that week and were in stock in the kitchen, but V4 did not order those items to have them available for substitution salads. On 4/25/26 at 11:27 AM with V1 (Administrator), V4 (Food Service Director) stated the facility was out of packets of sugar, salt, pepper, and butter for residents. At 12:20 PM, V4 stated the facility had no brown sugar available. At 1:05 PM, V4 stated condiments are not specified on the written menu but should automatically be served as part of the facility menu.</p> |   |  |

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| <p>F 0806</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>                    | <p>Ensure each resident receives and the facility provides food that accommodates resident allergies, intolerances, and preferences, as well as appealing options.</p> <p>Based on interviews and record reviews, the facility failed to offer residents a variety of appealing meal substitutions based on resident preferences per facility policy. This applies to all 57 residents receiving oral diets at the facility. The findings include: Facility Daily Census, dated 4/24/26, shows the facility census was 58 residents. Facility Diet Type Report, dated 4/25/26, shows one resident had physician orders for NPO (Nothing By Mouth). Facility Alternate Menu, undated, showed residents were offered the following substitutions if they were unsatisfied with their menu items served at meals: 1. Deli Sandwich; 2. Grilled Cheese; 3. Chef's Choice Salad with Italian or Catalina dressing; 4. White/Wheat/Rye Bread. On 4/25/26 at 10:29 AM, R1 (Resident Council President) stated residents were frustrated with the lack of meal substitution variety and were complaining at meals and during resident council meetings with no resolutions. R1 stated many residents do not like the food served at the facility and the meal substitution offered at the facility was limited to grilled cheese or sometimes grilled ham sandwiches. R1 stated if they receive a ham sandwich, they are told they cannot have cheese on the sandwich. R1 stated the facility stopped offering hamburgers and pizza as meal substitutions and the residents were still upset their choices were so limited. R1 stated she reported her concerns to V4 (Food Service Manager) but no improvements were made. On 4/25/26 at 12:10 PM, R7 (Resident Council [NAME] President) stated the residents have complained during meals and at resident council regarding the lack of available substitution choices at meals. R7 stated the facility only provided grilled cheese sandwiches if the residents did not like what they were served. R7 stated the facility previously offered a variety of choices as substitutions including pizza or hamburgers and not just grilled cheese sandwiches. R7 stated she stopped speaking up because voicing her concerns resulted in no resolutions and she gave up trying. R7 stated the residents have complained about the food and lack of substitutions for some time and continued to only receive grilled cheese sandwiches as substitutions. On 4/25/26 at 11:03 AM, R2, R4, and R5 all stated they and many residents did not like the food served at the facility. The residents stated the available menu substitutions were very limited, and typically there were only grilled cheese sandwiches available for substitutes. The resident stated the facility sometimes had a ham sandwich available but would serve it without cheese. On 4/25/26 at 2:34 PM, V11 (Certified Nursing Assistant/CNA) stated the residents complain they don't like the facility food and have very limited meal substitutions available. V11 stated the residents previously had more substitution choices but residents were currently only offered grilled cheese sandwiches. On 4/25/26, V12 (CNA) stated the facility food did not look the best and residents only had grilled cheese sandwiches as substitutions that were offered. On 4/25/26 at 9:06 AM, V2 (Licensed Practical Nurse) stated the residents at the facility frequently complain they do not like their meals, ask for meal substitutions, and complain they do not have food choices when they do not like their meals. On 4/25/25 at 9:30 AM, V3 (Registered Nurse) stated residents complain they do not like the food served at the facility and complained they wanted more variety of meal substitutes at resident council meetings. On 4/25/26 at 12:00 PM, V10 (CNA) stated the residents complain they have a lack of variety of substitutions at the facility during meals. V10 stated the residents are only offered grilled cheese as substitutes when they request a substitute for meals. Facility Resident Council Meeting Minutes, dated 3/5/26 and 4/9/26, both show the residents complained the facility menus lacked variety. On 4/25/26 at 10:10 AM, V4 (Food Service Manager) stated she took hamburgers and pizza off the resident meal substitution menu because beef was too expensive and pizza was not affordable. V4 stated when she recently received her budget, she changed the alternate/substitution list to include only deli sandwiches or grilled cheese. V4 stated the residents were most likely upset because they were no longer offered hamburgers on the substitution menu. On 4/25/26 at 1:43 PM with V1 present, V4 stated the chef salad on the substitution list was served with lettuce, American cheese, and deli meat (ham or turkey). V4 stated the chef salad only included (continued on next page)</p> |   |  |

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| <p>F 0806</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>                    | <p>tomato or cucumber if those items were being served on the menu that week and were in stock in the kitchen, but V4 did not order those items to have them available for substitution salads. V1 stated American cheese was utilized to make all 3 of the entrees offered on the substitution list including the grilled cheese sandwich, deli sandwich, and chef salad. V4 stated the same deli meat was used to make the deli sandwiches and chef salads on the substitution list. V4 stated she changed the substitution menus after she reviewed her budget and removed hamburgers, hot dogs, and pizza. On 4/25/26 at 11:58 AM during lunch service, V8 (Cook), V7 (Food Service Worker), and V9 (Cook Assistant), stated the facility did not have cucumbers, tomato, or onions available in the kitchen. There were cooked grilled cheese sandwiches sitting in a steamtable pan on the serving line. V8 stated upon request, he will cook a grilled ham and cheese sandwich as a substitute. Facility document other Menu Selections, dated 2020, shows, Other Menu Selections may be available and offered, per facility standards, to offer additional choice and variety at meals. In the event the planned main meal is not accepted or refused, foods from other Menu Selections may be offered. Procedure: 1. A list of Other Menu Selections is created and available based on the community preferences, consisting of both hot and cold meal items for both the lunch and dinner meals. 2. The list of Other Menu Selections contains a variety of food options including entrees and sides. 3. At a minimum, the Other Menu Selections list is reviewed by a resident committee for proposed changes twice per year.</p> |   |  |