

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  145689	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  06/07/2024
NAME OF PROVIDER OR SUPPLIER  Pearl of Elk Grove, The		STREET ADDRESS, CITY, STATE, ZIP CODE  1920 Nerge Road Elk Grove Village, IL 60007	

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 0585</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Honor the resident's right to voice grievances without discrimination or reprisal and the facility must establish a grievance policy and make prompt efforts to resolve grievances.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> 35267</p> <p>Based on interview and record review, the facility failed to ensure resident grievances were documented and timely resolutions were provided.</p> <p>This applies to all 151 residents residing in the facility.</p> <p>The findings include:</p> <p>Daily Census, dated 6/2/24, shows the facility census was 151 residents.</p> <p>1. On 6/3/24 at 2:00 PM, R2 stated he was the Resident Council President and he canceled the resident council meeting last week because he did not want to participate in another meeting listening to the same complaints from residents, the facility promising to address the problems and then doing nothing. R2 stated the issues of poor quality of food, residents not receiving what they ordered, palatability, the food service not serving the planned menus, the hot food being served cold came up frequently at resident council meetings. R2 stated the complaints of food service were so numerous the facility decided to have a separate food council to discuss the concerns. R2 stated he was tired of discussing the concerns with administration including poor quality food services, lack of activities, lack of patio availability, laundry services, and none of the issues were being resolved by administration. R2 stated, They cut and cut and cut. They don't maintain the gardens on the patio, the food is terrible. Same s*** all of the time! We are on the fourth dietary manager! R2 stated when residents open up their meal trays, the food was not appetizing. R2 stated the toaster was broken for months and residents have complained for months with no resolution. R2 stated residents have also consistently complained about waiting too long for help at the facility - especially PM and evening shifts.</p> <p>On 6/5/24 at 9:10 AM, R2 stated he complained about the food quality and menus for two years since the new food service company took over at the facility. R2 stated, It makes me feel bad. It makes me feel horrible inside. We feel like second class citizens since the new food service took over!</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 0585</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>On 6/4/24 at 9:20 AM, R2 stated Things don't get done for us! We are treated like second class citizens. They take away and don't give nothin back to us. They took away the patio with the canopy because it's in the dementia unit! R2 stated they have complained since the dementia unit opened in February 2024 that they were restricted from the only patio they could use because there was a tent/canopy to shade the residents from the sun. R2 stated the now available patio had a small umbrella that would only shade two residents at a time and the residents could not stay out in the sun. R2 stated the residents used to be able to eat in the main dining room for meals and receive hotter food because their food were served from the kitchen adjacent to the dining room, but the facility now uses that room for area-wide corporate meetings due to the aesthetics and size of the room R2 wheeled past the main dining room and a corporate meeting was being held with several staff in the room. R2 wheeled to the patio they were to use since the dementia unit closed and pointed out there were dead trees, no landscaping upkeep, and weeds throughout the garden. R2 then wheeled to the dementia unit and stated the facility was spending money on the new unit and taking away from the other residents. R2 pointed to a large sign in the dementia dining room showing, STOP in front of the door to the patio the residents used prior to the dementia unit opening. R2 pointed to a large canopy tent covering most of the concrete of the outdoor patio no longer accessible to residents. R2 stated the week prior as he canceled the meeting due to his frustration, V1 (Administrator) came in and stated she would look into the patio concern that was brought up for months by the residents. R2 stated he has not heard any follow up information since the conversation. R2 stated, They just don't pay attention. We can talk until we are blue in the face and they don't listen. R2 stated they have consistently brought up complaints about the food quality and temperatures, wanting to eat in the main dining room, staff not following menus, the elimination of night activities, having no shade on the accessible patio, and lack of assistance for residents especially on PM/night shifts and especially by agency staff, for months at resident meetings with no resolution. R2 stated, This is what the facility wants so they don't have to pay activities people.</p> <p>On 6/5/24 in the former resident main dining room, a large staff meeting was being held.</p> <p>On 6/4/24 at 10:00 AM with R2, V12 (Maintenance) stated administration told him to order a large tent for the patio near the activities room the prior week. V12 stated was shopping for the tent and hoping to purchase a tent soon.</p> <p>Resident council meeting minutes, dated 5/29/24, show the meeting was canceled by R2.</p> <p>Resident council meeting minutes, dated 2/28/24, show residents had concerns regarding agency staff CNAs and facility staff CNAs did not work as a team or share assignments and residents felt the staff were short.</p> <p>Resident council meeting minutes, dated 3/27/24, show residents complained of long wait times when asking staff to respond to their call lights, residents were concerned they were losing activities do to the opening of the dementia unit.</p> <p>Resident council meeting minutes, dated 4/24/224, show residents complained regarding the agency CNAs not responding to call lights or taking a long time to respond especially on the second shift, the dietitian was not responding to phone call of voice mails, and an activity aid was hired for the dementia unit.</p> <p>(continued on next page)</p>		

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<p>F 0585</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Food Focus Group minutes, dated 2/21/24, show residents reported there was not enough coffee and juice available with meals.</p> <p>Food Focus Group minutes, dated 3/20/24, show residents asked for fresh fruits at meals, residents complained snacks were not available at night, there was still not enough juices available with meals, the food often did not match the daily menu tickets, hot foods were served cold to residents, and the presentation of the meals should be improved.</p> <p>Food Focus Group minutes, dated 4/3/24, show residents again asked for fresh fruits at meals, snacks were inconsistently not available at night, there was not enough juice served with meals, some residents asked for double portions, hot food was served cold to residents, and food service would order English muffins to be available the next week.</p> <p>Food Focus Group minutes, dated 5/8/24, shows residents again asked for fresh fruits at all three meals, fruit juices served were watery and weak, food presentation was poor, an alternative menu was promised but was not available, food portions were served small, too many hot dogs were served on the menu, the pizza was served cold, English muffins were not available, and cucumbers were requested in salad but residents were told cucumbers were very perishable and did not last long.</p> <p>Review of facility grievances, dated 1/1/24 to 6/2/24, show no grievances written on behalf of R2 or as a result of concerns introduced at resident council or food focus group meetings. The grievances fail to show any resident/family concerns regarding lack of night activities, lack of access to the resident shaded patio, or food quality/quantity/menu concerns. Review of grievances show only three grievance (3/11/24, 3/16/24, and 3/25/24) regarding concerns with dining services, and only one grievance regarding staff not responding quickly enough to requests for assistance. The grievance dated 3/11/24 shows diet information was provided to food service, the grievance dated 3/16/24, shows the dietary manager spoke to the family, and grievance dated 3/25/24 shows V2 (Director of Nursing) spoke with the dietary manager to call the family and V2 would address call light response and resident assistance with ADLs.</p> <p>(continued on next page)</p>		

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<p>F 0585</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>2. On 6/4/24 at 8:48 AM with R13, R4 (Resident Council [NAME] President) expressed multiple, ongoing concerns regarding the facility food including the hot food served at the facility was ice cold by the time she received it, no working toaster, poor food quality, not serving the planned menu, and not providing food items residents select on menus. R4 stated she lived at the facility [AGE] years and the food has never been as bad as it was currently. R4 stated she complained in a resident meeting they were not receiving butter and the food service manager responded, If I give it to you, I can't give you something else. R4 stated concerns about the food service were expressed for months but no resolutions were offered. R4 stated last week the resident council meeting was canceled. R4 stated R2 came to the meeting a stated, 'I'm going to cancel the meeting because it does no good! Every month we write it down on the paper and nothing is done!' I agreed with him and told the staff I wouldn't do the meeting either! R4 stated she fully supported R2's frustration regarding the facility not responding to any of the ongoing resident concerns such as poor food quality, menus not served, care concerns, long wait times for care, and the reduction in activity spaces and activities scheduled. R4 stated the facility cut down on activities because they opened the dementia unit in February. R4 stated they no longer have night activities and all activities are scheduled in the activities room because there is less room now that the dementia unit is open. R4 stated the residents used to be offered pizza nights, movie nights, game nights, hors d'oeuvres nights and now activities end at 5:30 PM. R4 stated residents have been complaining about the canceling of activities and lack of activity space since the dementia unit opened in resident council meetings with no resolutions. R4 stated, We have complained but no one is listening.</p> <p>Review of Grievance forms, dated 1/1/24 to 6/2/24, show no concern forms submitted on behalf of R4.</p> <p>3. On 6/3/24 during initial tour of the facility, R1 expressed concerns the facility lost his eye drops missing over the last week when he requested administration, expressed ongoing concerns regarding waiting for staff for hours to have his brief changed, and ongoing concerns about the quality/quantity of food served have all gone unaddressed and unresolved by the facility. R1 stated he requested additional salads at resident meetings but no resolutions were every provided. R1 stated he has asked over and over again. They don't own the problem.</p> <p>On 6/5/24, R1 stated his sister brings in submarine sandwiches for a standby when he is unable to eat the food the facility serves. R1 stated he has been extremely disappointed because he and the residents complain at food meetings and resident council meetings and there is nothing done about their concerns. R1 stated he attended the food meetings and the facility tells you what they want you to hear and you feel let down! When the staff in the kitchen don't pick up the phone when you try to ask for a substitution, it doesn't make you feel good! My sister pays for the sandwiches because she wants me to have something to eat. I eat one of the sandwiches three to four times a week. I would like to have a decent meal! I don't expect a five star restaurant food but would like something I enjoy eating! It doesn't make me feel good at all and it has been going on for months!</p> <p>On 6/3/24 at 2:00 PM, V8 (Registered Nurse Supervisor) stated on 5/31/24 R1 expressed concern that he provided eye drops to a nurse previously but had not received his eye medications since he delivered the drops to nursing. V8 stated she checked the medication carts for R1's medications on 5/31/24 but did not see any eye drops for R1. V8 stated she endorsed R1's concerns to the next shift but did not hear anything further.</p> <p>(continued on next page)</p>		

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<p>F 0585</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Review of facility grievances, dated 2/1/24 to 6/2/24, show no grievances were written on behalf of R1.</p> <p>On 6/3/24, V2 (Director of Nursing) stated she was not aware of any residents not receiving their medications or any medication complaints.</p> <p>4. On 6/4/24 at 8:35 AM, R3 stated I write on my menu, turn it in, and they give me what they want! This has gone on two years! It makes me feel like they don't care! Pepper hurts my tongue and it makes me made I take the time to fill out the menu and they ignore me! Then they send foods that hurt my tongue! R3 stated she orders food from outside when she can afford to do so approximately twice a month. R3 stated It's a financial hardship because I can't buy shoes or clothes or mouthwash! I get the smaller sizes because I can't afford the economy sizes when I spend money on ordering food! I also buy snacks with my money. I use my social security - that's all I get! So I order twice a month and get stuck with what they give me other meals. I lost weight because I can't stand it! It's nasty! We would rather have something else. And when they send sandwiches, it is no meat and all bread! Your are eating a bread sandwich! R3 stated she has expressed her concerns to the facility staff and no resolutions have been offered.</p> <p>Review of Grievances, dated 1/1/24 to 6/2/24, show no concern forms written on behalf of R3 regarding food services.</p> <p>5. On 6/3/24 at 1:05 PM, R8 stated the facility fails to serve the planned menu more than you would like. R9 stated the food served at the facility was terrible on a normal day. R9 stated she complains and nothing is resolved by the facility regarding the food quality, menus not followed, and the hot food is served cold. R9 stated, We don't get a choice. We just have to accept the regular menu. We have no choices on what we eat here at all.</p> <p>Review of grievances, dated 1/1/24 to 6/2/24, show no grievances written on behalf of R8.</p> <p>6 On 6/3/24 during initial tour of the facility R6 stated the facility failed to be able to answer residents' requests for assistance in a timely manner for months. R6 stated she waits the longest for care on PM and night shifts. R6 stated she has reported her concerns to facility staff but no resolutions have been provided and the issues were ongoing. R6 also stated she and other residents have expressed concerns to staff for months regarding poor food quality, menu items not being served at meals, and hot food being served cold. R6 stated the food quality and service was consistently getting worse with no resolutions.</p> <p>Review of facility grievances, dated 2/1/24 to 6/2/24, show no grievances were written on behalf of R6.</p> <p>7. On 6/4/24 at 8:48 AM, R13 stated The quality of the food sucks! They are serving very cheap, poor quality foods! R13 stated residents complained to staff and administration for months and no resolutions are offered.</p> <p>Review of facility grievances, dated 1/1/24 to 6/2/24, show no concerns were written on behalf of R13</p> <p>(continued on next page)</p>		

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<p>F 0585</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>On 6/4/24 at 10:14 AM, V11 (Activities) stated when the dementia unit opened the activities department had to split the activities staff between the all the units and the night activities were canceled. V11 stated the night activities used to include cocktails, movie nights, Pokeno, Pizza nights, hors d'oeuvres. V11 stated all of those activities were historically held in the current dementia dining room. V11 stated the residents expressed they feel like the opening of the dementia unit took away their activities and their use of the patio. V11 stated residents cannot spend long out in the patio near the activities room because there is no shade.</p> <p>On 6/3/24 at 3:24 PM, V2 (Director of Nursing) stated the residents at the facility that participate in activities were upset since the opening of the dementia unit (mid February 2024) because they lost access to the dining room and patio the residents utilized for activities/recreation. V2 stated night activities were canceled for the residents because the activities staff were reassigned to also provide activities to the new unit and the facility needed to hire additional staff to provide night activities.</p> <p>On 6/4/24 at 12:-9 PM, V5 (Social Services) stated he thought the grievance official at the facility was technically the administrator. V5 stated grievances should be filled out if a concern is brought by a resident that is not readily addressed. V5 stated resident dissatisfaction with the facility food was an ongoing issue and stated he presumed he had filled out a grievance for the concern. V5 stated he was not aware of any concerns regarding the residents not being able to access the patio with shade and was not aware of residents concerns about not having activities at night.</p> <p>(continued on next page)</p>		

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F 0585  Level of Harm - Minimal harm or potential for actual harm  Residents Affected - Many	<p>Facility Policy Grievance Program, reviewed 5/15/24, shows, To promote an environment and culture open to feedback positive and or negative from residents, family members, employees, physicians, and any other visitors. Definition: A grievance is a concern that cannot be resolved to the satisfaction of the person making the objection at the bedside and or immediately. Immediately: For the sake of this document, 'immediately' is defined as within four or less hours. Policy: 1. It is the policy of the facility to ensure that individuals are encouraged to discuss comments and concerns which may be positive or negative and when indicated to bring such to a formal grievance status. 2. Process: a. Grievances - grievances are formal written or verbal complaints made to the facility when prompt or bedside resolution to the satisfaction of the person making the objection was not possible. Grievances can also be made anonymously. When there is a grievance it will be: i. Documented on the facility Grievance Report. ii. Routed to the Grievance Officer. iii. Listed on the facility Grievance Tracking Log. iv. Discussed with the appropriate individuals . v. Investigated accordingly. vi. Reported as required by State and Federal Laws, as warranted. vii. The grievance decisions will include the following: dates, summary statement of resident's grievance and summary of findings, statement confirming or not confirming grievance, correction actions as indicated, and the date that the written decision was issued to the person filing the grievance. viii. Discussed through meetings which may be in person and/or telephone conferences 2. The Director of Social Services is the key contact in the facility responsible to implement the Grievance Procedure 5. When a grievance is received by a staff member they will notify their supervisor and forward the completed report to the Grievance Official. 6. When a grievance is received orally and the resident does not choose to complete a written report; then the staff member receiving the grievance will complete the report and forward it to the Grievance Official. 7. If, at any time, a resident/family member or visitor can not complete the grievance form, the Social Service Director or facility staff member will assist the resident/family member in doing such 7.c. At the time of the grievance, the employee's supervisor will attempt to intervene in a appropriate manner in the effort to resolve the stated grievance as they related to their department and services. If this is accomplished to the satisfaction of the filing party, the interventions will be documented and the completed grievance form will be returned to the Social Services Director or designee. d. If the person filing the grievance is not satisfied with the department manager's interventions, The Grievance Officer will contact them to assist in resolution and ask if the person would like to receive the decision in writing h. All facility grievance investigations will be initiated as soon a as possible after the grievance is filed. Completed and timely follow up will be initiated as soon as possible after the grievance is filed. Completed and timely follow up will be conducted by the department supervisor, the Grievance Officer and/or the Administrator The policy fails to identify a time frame for follow up or resolution to resident grievances.</p>		

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<p>F 0677</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Provide care and assistance to perform activities of daily living for any resident who is unable.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 35267</b></p> <p>Based on observation, interview and record review, the facility failed to provide timely ADL (Activities of Daily Living) care to residents who required staff assistance with toileting hygiene.</p> <p>This applies to 6 of 6 residents (R1, R2, R4, R5, R6, and R13) reviewed for ADLs (Activities of Daily Living) in a sample of 22.</p> <p>The findings include:</p> <p>1. MDS (Minimum Data Set), dated 3/8/24, shows R1 was dependent on staff for toileting hygiene and was always incontinent of bowel and bladder.</p> <p>On 6/3/24 at 2:32 PM with V9 (LPN - Licensed Practical Nurse), and V2 (Director of Nursing) in the library, R1 was sitting in his wheelchair smelled of very strong urine and his red shorts were soaked in urine. V2 and V9 observed R1's urine-soaked shorts and stated R1 should be checked and changed every 2 hours. R1 stated his incontinence brief had not been checked/changed since approximately 9:30 AM that morning. R1 stated he can not feel that he urinates in his brief unless he has a very large rush of urine. R1 stated he never refuses being checked or changed, but has concerns regarding staff placing him in bed for an incontinence brief change and not allowing him to get back into his wheelchair. R1 stated he requires a mechanical lift to be transferred from his wheelchair to the bed for his brief to be changed. R1 stated sometimes staff were not willing to replace him in his wheelchair because it required two staff and another transfer by a mechanical lift. R1 stated staff never check him every two hours and he often soaks through his brief to his clothes.</p> <p>On 6/3/24 during initial tour, R1 stated he waits up to hours when he puts his call light on to request his brief be changed. R1 stated on 5/31/24 he waited from 3:00 AM to 4:45 AM for staff to assist him with changing his brief and finally called the main facility telephone number to talk to a staff member. R1 stated he spoke to a staff and told them he was waiting but no one came to assist. R1 stated at 5:15 AM he called the facility again but received no assistance. R1 stated he called again at 5:45 AM and began yelling at the staff. R1 stated at 6:00 AM a staff came in his room to assist R1. R1 stated he later spoke with other residents who had the same experience that night.</p> <p>Facility Policy/Procedure, revised 8/1/23, shows, 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.</p> <p>2. MDS, dated [DATE], shows R6 required substantial/maximal assistance for toileting hygiene and required partial/moderate assistance from staff for transferring to the toilet.</p> <p>(continued on next page)</p>		

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<p>F 0677</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>On 6/3/24 during initial tour of the facility, R6 stated there were not enough CNAs (Certified Nursing Assistants) to provide timely ADL care which was ongoing for months. R6 stated the agency CNAs were usually on the phone or on break and took at least 40 minutes for her to be assisted with toileting. R6 stated she waits the longest on PM and Night shifts. R6 stated she pressed the call light at 8:00 AM and at 8:40 AM staff came in to assist. R6 stated by that time she began throwing up because she waited so long to urinate and her body reacts to delays in urinating by throwing up. R6 stated on 5/31/24, R6 stated she waited from 8:30 PM to 10:30 PM for assistance to get into bed. R6 stated she wheeled out to look for a nurse and told her nurse she already waited 50 minutes. R6 stated the nurse stated she would look for R6's CNA. R6 stated later her CNA came in the room and acted frustrated with R6 and asked if R6 could wait until she retrieved linens for R6's roommate. R6 stated she told the CNA she had already been waiting since 8:30 PM. R6 stated at the time the CNA appeared her roommate's daughter had her call light on for 40 minutes waiting for linens after changing her roommate's soiled briefs and soiling the bed linen. R6 stated after the CNA brought the linens, the CNA began assisting her with her soiled incontinence brief at approximately 10:30 PM. R6 stated the CNA asked R6 why R6 did not put her call light on earlier if R6 knew she needed assistance.</p> <p>3. MDS, dated [DATE], shows R5 was dependent on staff for toileting hygiene and R5 was always incontinent of bowel and bladder.</p> <p>On 6/3/24 during initial tour of the facility, R5 stated one day she soiled her brief with bowel movement and put her call light on to ask for assistance in changing her brief. R5 stated an agency CNA walked in, looked at her watch, and told R5 that it was her break time and walked out. R5 also stated she had difficulty getting assistance for toileting on both the PM and Night shifts at the facility. R5 stated she usually waited approximately 20 minutes, a CNA will walk in and turn off the call light, tell R5 she will be back to change her brief, and then leave the room. R5 stated after 15 minutes of waiting for the CNA to return to her room, R5 put her call light on again and waits again. R5 stated if she has a facility CNA assigned to care for her, she usually waits approximately 20-30 minutes for toileting assistance, but if there is an agency CNA assigned to R5, she stated she waits much longer for care.</p> <p>4. MDS, dated [DATE], shows R13 required substantial/maximal assistance for toileting hygiene and R13 was frequently incontinent of bowel and always incontinent of bladder.</p> <p>On 6/4/24 at 8:48 AM, R13 stated she needed staff assistance with her toileting and has sat for 2.5 hours waiting for staff to assist her.</p> <p>5. MDS, dated [DATE], shows R2 was dependent on staff for toileting hygiene and R2 was occasionally incontinent of bowel and bladder.</p> <p>On 6/3/24 at 2:00 PM, R2 stated after he waits 20 minutes with his call light on to have his incontinence brief changed, he begins yelling for staff for assistance. R2 stated he was the Resident Council President and he canceled the resident council meeting last week because he did not want to participate in another meeting listening to the same complaints from residents and the facility promising to address the problems and then doing nothing. R2 stated residents had complained for months at resident council regarding not receiving timely assistance from staff which was worse during the PM and Night shifts.</p> <p>(continued on next page)</p>		

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NAME OF PROVIDER OR SUPPLIER  Pearl of Elk Grove, The		STREET ADDRESS, CITY, STATE, ZIP CODE  1920 Nerge Road Elk Grove Village, IL 60007	

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<p>F 0677</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>On 6/4/24 at 8:18 AM, R4 stated last week the resident council meeting was canceled. R4 stated R2 came to the meeting a stated, 'I'm going to cancel the meeting because it does no good! Every month we write it down on the paper and nothing is done!' I agreed with him and told the staff I wouldn't do the meeting either! R4 stated she fully supported R2's frustration with the facility not responding to any of the ongoing resident concerns including long wait times for care.</p> <p>Resident council meeting minutes, dated 5/29/24, show the meeting was canceled by R2.</p> <p>Resident council meeting minutes, dated 2/28/24, show residents had concerns regarding agency staff CNAs and facility staff CNAs did not work as a team or share assignments and residents felt the staff were short.</p> <p>Resident council meeting minutes, dated 3/27/24, show residents complained of long wait times when asking staff to respond to their call lights</p> <p>Resident council meeting minutes, dated 4/24/224, show residents complained regarding the agency CNAs not responding to call lights or taking a long time to respond especially on the second shift.</p> <p>6. Facility grievance, dated 3/25/24, shows a family complained R22 waited a long time for his call light to be answered and R22 took himself to the bathroom due to the long wait. The grievance resolution shows the facility will address call light response and resident assistance with ADLs as of 3/25/24.</p> <p>On 6/5/24 at 2:36 PM, V2 (Director of Nursing) stated the staff should check incontinence residents's incontinence briefs every two hours or as needed for soiling. V2 stated the facility had no policy regarding how often incontinence briefs should be changed and that it was a standard of practice to do so every two hours.</p>

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<p>F 0755</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Provide pharmaceutical services to meet the needs of each resident and employ or obtain the services of a licensed pharmacist.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> 35267</p> <p>Based on observation, interview and record review, the facility failed to ensure medications were reordered in a timely fashion to be available for medication administration.</p> <p>This applies to 2 of 3 residents (R1 and R4) reviewed for medications in the sample of 22.</p> <p>The findings include:</p> <p>1. The EMR (Electronic Medical Record) shows R1 was admitted to the facility on [DATE]. The MDS(Minimum Data Set) Assessment, dated 3/8/24, shows R1 was cognitively intact.</p> <p>MAR (Medication Administration Record), dated 6/2024, shows R1 had physician orders for the following eye medications:</p> <p>1. Refresh Lacri-Lube Ophthalmic Ointment instill 1 application in both eyes every 8 hours as needed for dry eyes (3/2/24)</p> <p>2. Refresh Tears Solution instill 1 drop in both eyes every 4 hours as needed for dry eyes (3/13/24)</p> <p>3. Systane Balance Ophthalmic Solution 0.6% instill 2 drops in both eyes two times a day for dry eyes. (3/29/24)</p> <p>On 6/3/24 during initial tour of the facility, R1 stated he brought eye drops from his eye physician office and gave the bottle to a nurse telling the nurse he was supposed to get eye drops at night before he went to bed. R1 stated the facility lost the drops and he had not been receiving his eye drops. R1 stated his vision gets blurry without the eye drops.</p> <p>Review of R4's MARs (Medication Administration Records), dated 5/2024 and 6/2024, shows no record that R4 received her Refresh Plus ophthalmic solution 0.5% 1 drop in both eyes two times a day for dry eyes on 6/1/24 at 6:00 AM and 5/13/24 at 6:00 AM.</p> <p>On 6/3/24 at 2:00 PM, V8 (Registered Nurse Supervisor) stated on 5/31/24 R1 told her he brought eye drops back from an eye appointment and gave them to a nurse on duty but he had not received the eye drops since he gave them to the nurse. V8 stated she checked the medication cart on 5/31/24 but did not see any eye drops for R1. V8 stated she endorsed R1's concerns to the next shift but did not hear anything further. V8 checked R1's medical record and stated R1 had physician orders for two eye medications to be given as needed/requested by R1 and one eye medication that was to be given to R1 twice a day. V8 stated she was not sure why no staff ordered any of the medications for R1 if he had orders for the medications.</p> <p>(continued on next page)</p>		

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<p>F 0755</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>On 6/3/24 at 2:32 PM with R1, V9 (LPN - Licensed Practical Nurse) stated R1 gave V9 eye drops from his drawer that were provided by his physician. V9 stated she did receive the eye drops from R1 and put them in the medication cart but were unsure where the eye drops went after she placed them on the cart. V9 stated she reordered the eye medications but they never came. V9 stated she used the last drop of the Systane when she administered R1's medication 6/3/24 in the AM. V9 stated she did not reorder the Systane prior to leaving or shift or endorse to the next shift for reordering.</p> <p>On 6/5/24 at 3:30 PM, V2 (Director of Nursing) stated it was her expectation that nurses refill/reorder any medications necessary as they go through the electronic medical record.</p> <p>MAR, dated 5/2024 and 6/1/24-6/3/24, shows R1 received no doses of his two as needed eye medications.</p> <p>2. MDS, dated [DATE], shows R4's cognition was intact. On 6/4/24 at 8:48 AM, R4 stated she has a physician order for eye drops but she inconsistently received the drops. R4 stated she will ask the nurse where her eye drops are, when she does not receive them and the nurse states she will go look at the med cart to check the computer. R4 stated the nurse sometimes comes back with the drops and sometimes states she is out of the drops and they need to be reordered. R4 stated the staff frequently forgot to reorder her medications when she required refills.</p> <p>The 5/13/24 MAR also shows no record R4 received her lidocaine patch, pantoprazole sodium 40 mg tablet, or spironolactone 25 mg tablet at 6:00 AM.</p> <p>Policy ordering and Receiving Non-Controlled Medications from the Dispensing Pharmacy, effective 10/25/24, shows, Reorder medication four (4) days in advance of need, as directed by the pharmacy order and delivery schedule, to assure an adequate supply is on hand</p>

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<p>F 0761</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Ensure drugs and biologicals used in the facility are labeled in accordance with currently accepted professional principles; and all drugs and biologicals must be stored in locked compartments, separately locked, compartments for controlled drugs.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> 35267</p> <p>Based on interview and record review, the facility failed to properly store resident diabetic medication resulting in a delay of the medication administration.</p> <p>This applies to 1 of 3 residents (R5) reviewed for medications in a sample of 22.</p> <p>The findings include:</p> <p>Face sheet, dated 6/4/24, shows R5's was admitted to the facility on [DATE] and her diagnoses included type 2 diabetes, hypertension, chronic kidney disease, chronic obstructive pulmonary disease, and humerus fracture.</p> <p>MAR (Medication Administration Record) report, dated 4/2024, shows R5 had a physician order (dated 4/9/24) for Ozempic (2mg (milligrams)/dose) once a day every Tuesday for diabetes. The MAR report shows R5 received her scheduled Ozempic dose on 4/30/24.</p> <p>On 6/3/24 during initial tour of the facility, R5 stated the facility lost the Ozempic pen she personally bought and provided to a nurse at the facility. R5 stated she received one of the four doses from the pen at the facility and when the next dose was due the pen was missing. R5 stated she had to pay out of her pocket to replace the missing pen and R5 missed her scheduled dose by a day because the pen was lost.</p> <p>On 6/4/24 at 10:35 AM, V4 (Family) stated R5 missed her scheduled dose of Ozempic by a day because the facility lost her Ozempic pen after receiving the first of four doses from the pen. V4 stated she had to pay privately to replace the lost Ozempic and was waiting for the facility to reimburse her for the cost.</p> <p>On 6/4/24 at 12:13 PM, V6 (Registered Nurse) stated on 5/1/24 she looked for R5's Ozempic pen but could not find it. V6 stated she talked to R5's physician and V4 (Family) and V4 told V6 she was going to bring more Ozempic for R5 later that day.</p> <p>On 6/4/24 at 12:46 PM, V2 (Director of Nursing) confirmed R5 received her weekly dose of Ozempic a day late on 5/1/24 and not on 4/30/24 as scheduled per the physician and as shows on the MAR report.</p> <p>Nursing progress note, dated 5/1/2024 at 10:29 AM, shows the facility called R5's endocrinologist who was managing R5's diabetes and Ozempic medication. The progress note shows the facility notified the physician of the non availability of Ozempic.</p> <p>Nursing progress note, dated 5/1/2024 at 10:38 AM, shows R5's pharmacy was able to provide another Ozempic pen and R5's daughter would bring it to the facility after work.</p> <p>(continued on next page)</p>		

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<p>F 0761</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Medication Administration Audit Report, printed 6/4/24, shows R5 had a scheduled dose of Ozempic on 4/30/24 but was administered the dose on 5/1/24 at 17:35 in spite of R5's MAR report showing R5 received her scheduled Ozempic dose on time on 4/30/24.</p> <p>On 6/4/24 at 1:30 PM, V2 (Director of Nursing) stated R5's dose of Ozempic was administered a day late and was unsure how the MAR showed R5's dose was administered as scheduled on 4/30/24. V2 stated she asked corporate IT (Information Technology) investigating why the MAR incorrectly showed R5 receiving her Ozempic dose on 4/30/24.</p> <p>Grievance, dated 5/3/24 shows V4 (Family) reported R5's Ozempic medication was missing after the family provided the medication to the facility, The grievance shows R5's family was forced to pay out of pocket to replace the medication. The grievance shows the facility management searched medication carts and rooms and were unable to locate the medication. The grievance shows the family replaced the missing medication. The grievance included a pharmacy receipt, dated 5/1/24 at 4:03 PM, shows R5's family replaced R5's missing Ozempic by paying privately and the family was requesting reimbursement.</p> <p>Facility policy Medications Brought To the Facility By A Resident Or Responsible Party, dated 10/25/14, shows, B. A licensed nurse: 1) Receives medications delivered to the facility and documents delivery of the medication on the appropriate form, chart, or electronic system 3) Assures medications are incorporated into the resident's specific allocation/storage area.</p>		

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<p>F 0803</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Some</p> <p>Note: The nursing home is disputing this citation.</p>	<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><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> 35267</p> <p>Based on observation, interview and record review, the facility consistently failed to serve food items on their facility planned and approved menu to ensure adequate nutritional intake.</p> <p>This failure resulted in weight loss for R3 and R20 due to insufficient calories, prolonged feelings of sadness, anger, frustration, and low self-worth for R1, R2, R4, R13, and R18, and financial hardship to the residents and families of R1, R3, R13, and R21 who brought in food to supplement their food intake.</p> <p>This applies to 19 of 19 residents (R1-R4, R6-R14, R16-R21) reviewed for menus served as planned in a sample of 22.</p> <p>The findings include:</p> <p>Facility Week At A Glance menu, dated 6/2/24 to 6/8/24 and distributed to facility residents, shows the following menu items were planned to be served at the facility:</p> <p>Sunday, 6/2/24</p> <p>Breakfast: Juice of choice, milk of choice, coffee/tea, hot/cold cereal, pancakes with margarine/syrup, scrambled eggs</p> <p>Lunch: Hot dog on a bun, onion rings, potato salad, lemon cake, milk, beverage</p> <p>Dinner: Tomato Basil Soup, Grilled Cheese and tomato, coleslaw, brownie, milk, beverage</p> <p>Monday 6/3/24</p> <p>Lunch: Savory ribs, baked sweet potato, scalloped corn, fruit ambrosia, wheat bread, beverage of choice, milk of choice</p> <p>Tuesday 6/4/24</p> <p>Breakfast: Juice of choice, milk of choice, coffee/tea, hot/cold cereal, waffles, bacon.</p> <p>1. Face sheet, dated 6/5/24, shows R3's diagnoses included end stage renal disease, dependence on renal dialysis, type 1 diabetes, deficiency of Vitamin K, and depression.</p> <p>POS (Physician Order Sheet), dated 6/5/24, shows R3's diet order included carbohydrate controlled, renal, low concentrated sweets, low potassium.</p> <p>(continued on next page)</p>		

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<p>F 0803</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Some</p> <p>Note: The nursing home is disputing this citation.</p>	<p>Nutrition progress note, dated 1/22/24, shows R3's weight after dialysis was 174 pounds and R3's appetite varies but is usually good. The note shows R3's weight appeared to be stabilizing after previous weight loss due to fluid being removed in the hospital. Nutrition progress note, dated 4/27/24 shows R3 experienced a significant weight loss of 19.3 pounds in three months. The note shows R3's appetite varies but is usually good. Nutrition progress note, dated 5/29/24, shows R3's post dialysis weight was 153 pounds. The progress note shows R3 had a weight decrease of 9.1 pounds in three months. The note shows R3's appetite varies but is usually good. MDS(Minimum Data Set) Assessment, dated 3/25/24, shows R3 was cognitively intact.</p> <p>On 6/4/24 at 8:35 AM, R3's breakfast ticket showed she was to be served cold cereal, 2 eggs over easy, fresh fruit as available, apple juice, 2 hard boiled eggs, 1 slice of toast, 2 slices of bacon, and milk of choice. R3's tray ticket notes showed, No scrambled eggs. On R3's breakfast tray she received scrambled eggs, 1 sausage link, cereal, 4 ounces of apple juice and 8 ounces of milk. R3 received no eggs over easy or hard boiled eggs and no fresh fruit.</p> <p>On 6/5/24 at 10:33 AM, R3 stated I write on my menu, turn it in, and they give me what they want! This has gone on two years! It makes me feel like they don't care! Pepper hurts my tongue and it makes me made I take the time to fill out the menu and they ignore me! Then they send foods that hurt my tongue! R3 stated she orders food from outside when she can afford to do so approximately twice a month. R3 stated It's a financial hardship because I can't buy shoes or clothes or mouthwash! I get the smaller sizes because I can't afford the economy sizes when I spend money on ordering food! I also buy snacks with my money. I use my social security - that's all I get! So I order twice a month and get stuck with what they give me other meals. I lost weight because I can't stand it! It's nasty! We would rather have something else. And when they send sandwiches, it is no meat and all bread! You're eating a bread sandwich!</p> <p>On 6/3/24 at 12:55 PM during lunch service, R3 received a deli sandwich with 2 slices of thin deli meat and no cheese on 2 slices of bread for lunch. R3 also received tomato, 2 pickles, ice cream, bag of potato chips, and an unsweetened lemon beverage. R3's tray ticket, dated 6/3/24, shows R3 was to be served scalloped corn, and a choice of milk which she did not receive.</p> <p>Grievance, dated 5/29/24, shows R3 complained a nurse refused to bring R3 a snack requested by R3 around 3:00 AM on 5/28/24 The form shows R3 stated she was hungry and could not sleep.</p> <p>(continued on next page)</p>		

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<p>F 0803</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Some</p> <p>Note: The nursing home is disputing this citation.</p>	<p>On 6/5/24 at 12:37 PM, V14 (Dietitian) stated R3 weighed 172 pounds in January 2024 and R3 lost 18 pounds in 5 months. V14 stated R3 received dialysis and some weight fluctuation could be fluid but not eating enough at meals could contribute to R3's weight loss. V14 stated R3 was not on a planned weight loss program and R3's weights were trending down since December 2023. V14 stated R3 orders food from outside the facility because she does not like the food the facility served. V14 stated R3 did not want to remain on a renal diet because R3 was requesting more food choices. V14 stated R3's appetite may be good, but did not mean she was eating what was served from the facility. V14 stated it was her expectation that the facility followed the planned menu and should not be making changes to the menu unless products did not come in or there was a diet holiday. V14 stated if the facility was not consistently serving 100% fruit juice she was concerned residents may not be meeting their daily Vitamin C and calorie requirements as the fruit juice at breakfast of the planned menu met the requirement for a high quality Vitamin C product. V14 also stated daily 100% fruit juice provided approximately 90 calories each day. V14 stated if the facility was not consistently serving milk as planned, V14 was concerned residents were not meeting their daily protein, calories, Vitamin D, and calcium requirements as the milk helped meet resident daily requirements for the nutrients and provided approximately 240 calories each day as planned.</p> <p>2. Face sheet, dated 6/5/24, shows R20's diagnoses included low back pain, hypertension, personality disorder, mild cognitive impairment, delusional disorders, and nonspecific abnormal finding of lung field. MDS, dated [DATE], shows R20's cognitive status was moderately impaired.</p> <p>Dietitian note, dated 1/30/24, shows R20 weighed 129 pounds and experienced unintended weight loss R/T (related to) inadequate energy intake AEB (as evidenced by) weight loss and documented intake of 26-100%. The note shows R20 had a significant weight lost of 16.2 pounds in six months, her appetite varied and R20 was being provided a high calorie drink, yogurt at breakfast, and ice cream at lunch and dinner to supplement her intake.</p> <p>Monthly weight report, dated 1/2024 to 6/2024, shows R20's weight was 123.6 May 2024 representing further weight loss of 5.4 pounds.</p> <p>POS, dated 6/5/24, shows R20 received a no added salt diet and received a high calorie drink 120 milliliters twice a day since 9/14/23.</p> <p>On 6/5/24 at 1:40 PM, R20 stated I was surprised I lost so much weight! I'm not eating! R20 stated she loved milk but never receives it on her meal trays. R20 stated once in a while she gets fruit juice, but mainly only receives the unsweetened lemon drink. R20 stated she is provided yogurt at breakfast and ice cream lunch/dinner for calories but is not fond of yogurt and can only eat ice cream once in a while. R20 stated she is able to eat the breakfast most days at the facility but often can not eat the lunches or dinner because the food has no seasoning or taste. R20 stated the facility used to provide seasoning packets that she loved and would put on the food to be able to eat the food but they stopped providing them on her meal trays. R20 stated she did not eat lunch that day because it had no flavor.</p> <p>(continued on next page)</p>		

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<p>F 0803</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Some</p> <p>Note: The nursing home is disputing this citation.</p>	<p>On 6/5/24 at 12:37 PM, V14 (Dietitian) stated R20's weight loss was due to a lack of calories and was not on a planned weight loss program. V14 stated she had not spoken to R20 about her weight loss and was unsure if she was eating the meals at the facility or taking the supplemental nutritional items she was given. V14 stated she added the high calorie supplement, yogurt at breakfast, and ice cream at lunch and dinner to provide more calories because R20 was losing weight. V14 stated she writes that R20's appetite varied, but meant her intake varied. V14 stated R20 was not mentioned in weight meetings for not eating. V14 stated she was told by the facility diet tech that milk was not being served on trays at dinner approximately a month prior. V14 stated she spoke with a corporate food service representative and V14 stated she was told milk was always available. V14 could not confirm that milk was being consistently served at the facility at meals by food service.</p> <p>3. On 6/4/24 at 7:48 AM with R13, R4 (Resident Council [NAME] President) stated she lived at the facility [AGE] years and the food has never been as bad as it was currently. R4 stated the dinners were the worst meal at the facility. R4 and R13 provided a copy of the facility menu of the week, dated 6/2/24 to 6/8/24, and R4 stated, If you look at the menu you get you would say, 'WOW! They are eating well!' But it doesn't come that way! R4 stated the menu is rarely served as it is written and the foods that are served are very small portions. R4 stated most dinners served are only a sandwich and chips and are served at approximately 5:15 PM. R4 stated the sandwich she received a couple nights prior only had one paper thin slice of turkey, no cheese, and no mayonnaise or mustard. R4 stated the sandwich may only come with potato chips and an unsweetened lemon beverage. R4 stated, That's not a real meal! R4 stated she begged for a different sandwich to be served as a night snack but only gets a few cookies or a peanut butter and jelly sandwich. R4 stated she was diabetic and becomes concerned about her blood sugars. R4 stated recently for dinner they were served a grilled cheese and tomato sandwich but residents did not receive the coleslaw that was planned on the menu. R4 stated her son comes to visit and brings food for R4 to supplement the facility food served.</p> <p>At 8:18 AM, R4's breakfast tray was served and R4 agreed to allow her tray to be used as a test tray. R4's tray ticket showed she was to be served orange juice, cold cereal, low-fat milk, 2 fried eggs over easy, a juice of choice, hot or cold cereal, toast, 2 slices of bacon, milk of choice and coffee/tea. R4 was served scrambled eggs, one sausage link, one slice of bacon, toast in a baggie, unsweetened lemon beverage, and skim milk. R4 stated she does not like skim milk and prefers 2% milk. No waffle was served as planned on the menus distributed to residents. R4 failed to receive her orange juice, cold cereal, and 2 fried eggs. R4 stated this was the first time they received toast in a long time. R4 received no butter for her toast. R4 stated the residents had not been served butter in a long time. R4 stated she complained in a resident meeting they were not receiving butter and the food service manager responded, If I give it to you, I can't give you something else. R4 stated the residents are served juice only once in a great while. R4 stated the residents are consistently served the unsweetened lemon beverages and not real fruit juice. R4 stated last week the resident council meeting was canceled because R2 (Resident Council President) came to the meeting a stated, 'I'm going to cancel the meeting because it does no good! Every month the write it down on the paper and nothing is done!' I agreed with him and told the staff I wouldn't do the meeting either! R4 stated she fully supported R2's frustration with the facility not responding to any of the ongoing resident concerns such as menus not served. R4 stated the residents complained but none of the staff were listening.</p> <p>On 6/5/24 at 8:59 AM, R4 received a replacement tray and this time received 2 eggs over easy, 2 sausage, orange juice, cereal and toast.</p> <p>(continued on next page)</p>		

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NAME OF PROVIDER OR SUPPLIER  Pearl of Elk Grove, The		STREET ADDRESS, CITY, STATE, ZIP CODE  1920 Nerge Road Elk Grove Village, IL 60007	
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<p>F 0803</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Some</p> <p>Note: The nursing home is disputing this citation.</p>	<p>On 6/5/24 at 9:33 AM, R4 stated she lives on food brought from outside by her sons and friends because of the poor food quality and the menus not served properly. R4 stated she has food brought in at least 4 times a week which she pays for. R4 stated she also pays for friends to bring in snacks to eat so she had food when she could not eat the facility food. R4 stated she spends no less than \$40 to \$50 a week on food to supplement the facility meals. R4 stated she was very upset the facility food quality declined drastically in the last year and stated, What am I, chopped liver!? Everything they have taken away like the food and not resolved! I feel like they don't care about us as human beings. We are just a number. It's not human! R4 stated at resident council some residents say the food is all they have to look forward to every day. R4 stated, It makes me worry about how people in the facility are struggling. That's all they have! That's scary! And we don't ever get a choice about the food! Take it or leave it! If you don't eat your meal, they just pick it up because the staff know there are no options! R4 stated since IDPH (Illinois Department of Public Health) has been in the building watching food service on 6/3/24 and 6/4/24, she began receiving juice and milk as instructed on her tray tickets. R4 stated, In the last 2 months I have received juice only 4 to 5 times! How do you think it makes us feel that they can serve us juice all of a sudden when the state is here!?</p> <p>4. On 6/5/24 at 9:32 AM, R18 stated she has complained about the food quality and menus for two years. R18 stated It's hard and I am sick and tired of not being able to eat! My sister brings food once a week. There is nothing to eat and it makes me sick! I cry once a day because it's so bad and not enough food! R18 stated she was angry, sad, frustrated daily for months regarding the food served at the facility.</p> <p>5. On 6/4/24 at 7:48 AM, R13 stated the residents receive scrambled eggs almost every day in spite of what is listed on the breakfast menu. R13 reviewed the weekly menu which showed a version of scrambled egg being served Sunday, Monday, Wednesday, Thursday and Saturday. R13 stated even the days scrambled eggs are not listed the residents are often served scrambled eggs and not the menued item. R13 stated waffles and bacon were planned for 6/4/24 breakfast, but stated there was a great chance they would receive scrambled eggs. R13 stated she gave up trying to select items on her menus or write in substitutions as it did no good because the kitchen served whatever they wished. R13 stated residents are told to call food service prior to 10:00 AM if they want a substitution for the lunch menu, but no staff answer the phone when residents call.</p> <p>On 6/5/24 at 8:20 AM during breakfast service, R13's tray ticket showed she was to be served juice of choice, hot or cold cereal, 2 hard boiled eggs, a donut, 2 slices of bacon, milk of choice and coffee or hot tea. R13 received only unsweetened lemonade beverage, hot cereal, 2 hard boiled eggs, and 1 slice of bacon on her breakfast tray. R13 stated her eggs felt and tasted cold. R13 stated I love milk! But they don't give it to me often. No waffles were served. R13 stated, They give this watered-down sugar free lemon crap! If I get real juice I am thrilled to death!</p> <p>(continued on next page)</p>		

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<p>F 0803</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Some</p> <p>Note: The nursing home is disputing this citation.</p>	<p>On 6/5/24 at 9:33 AM, R13 stated I have to fight to get a proper meal and it makes me sad all day! Breakfast is important to me. Emotionally it just brings me down the whole day if breakfast is bad or not right. It happens here at least three days a week since December when I came! I get pissed off! Food is important to me! I am Italian! I get angry about the food. When it comes to the food, I don't feel taken care of since I have been here. R13 stated her day was ruined at least 3-4 times a week because her breakfast is bad or not served correctly. R13 stated, If you have a decent breakfast, you can go on with your day - you have the energy and mindset and you feel satisfied and you can do well with your day! R13 stated she has friends/family bring in food from outside to supplement the meals at the facility. R13 pulled a chicken and tuna salad meal packages out of her dresser drawer. R13 stated she has to eat them 2-3 times a week because she can not eat the food served. R13 stated the only time in the last three months she received milk was if she received cold cereal for breakfast. Otherwise she was never served milk at breakfast, lunch or dinner. R13 stated, I know it's on the menu three times a day! But I never get it!</p> <p>6. On 6/5/24 at 10:16 AM R21 stated, I used to indicate what I didn't like to eat on the menus and turn them in but I would still get the foods. It makes me mad they don't listen! This has gone on for 6-8 months! It causes me to be frustrated they keep giving me foods I don't eat! I don't like to cause trouble but I gotta eat! I only get \$60 each month and it doesn't go very far. If I want to be happy and have something to eat, I have to use all of the \$60! I don't feel I should have to pay for food when I give every cent to this place to stay here and already pay for the food served! I should be able to do something else with my \$60 other than pay for food I am already paying for! I get anxiety about what they are going to send every day at every meal. I wait to see if they are going to give something I hate! Then they will serve the same thing every day for a week! They make out a menu and don't stick to it! I circle what I want, send it back, and then they send whatever they want! They run out of food on the weekends. I ask CNAs for something and they tell me food service is out of it when they call. It makes me angry and upset! This has gone on every day for at least 6-7 months but probably longer. They only give us a lemon drink at meals - I can't remember the last time I had real juice at breakfast! I like orange juice! But what is on the menu is not what is served! They just serve bug-juice! Koolaid!</p> <p>7. On 6/3/24 during initial tour of the facility, R1 stated when he asks for a deli sandwich, he receives two pieces of bread and one thin slice of deli meat and one slice of cheese. R1 stated sometimes he is served only potato chips and a dessert with the deli sandwich as his meal. R1 stated there is not enough food at dinner to not be very hungry by breakfast. R1 stated he asked for salad at lunch and dinner several times during resident meetings. R1 stated he still does not get salads and stated he asked over and over again. They don't own the problem. R1 stated the staff only respond to residents with what they think residents want to hear and do not solve the problem.</p> <p>On 6/3/24 at 1:12 PM, R1 was eating one of his two hamburgers served at lunch. On his lunch plate, R1 had cooked corn, canned fruit and an unsweetened lemon beverage. R1's tray ticket showed he was to be served, Daily items: Tossed salad with cucumber if available . Savory ribs, baked sweet potato, scalloped corn, chilled fruit ambrosia, wheat bread, beverage of choice, and choice of milk which he did not receive.</p> <p>(continued on next page)</p>		

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<p>F 0803</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Some</p> <p>Note: The nursing home is disputing this citation.</p>	<p>On 6/5/24 at 9:20 AM, R1 stated his sister brings in submarine sandwiches for a standby meal when he is unable to eat the food the facility serves. R1 stated he has been extremely disappointed because he and the residents complain at food and resident meetings and there is nothing done about their concerns. R1 stated he attended the food meetings and the facility tells you what they want you to hear and you feel let down! R1 stated, When the staff in the kitchen don't pick up the phone when you try to ask for a substitution, it doesn't make you feel good! My sister pays for the sandwiches because she wants me to have something to eat. I eat one of the sandwiches three to four times a week. I would like to have a decent meal! I don't expect a five star restaurant food but would like something I enjoy eating! It doesn't make me feel good at all and it has been going on for months!</p> <p>8. On 6/3/24 at 2:00 PM, R2 stated he was the Resident Council President and he canceled the resident council meeting the week prior because he did not want to participate in another meeting listening to the same complaints from residents and the facility promising to address the problems and then doing nothing. R2 stated issues regarding residents not receiving what they ordered, the food service not serving the planned menus, and other food concerns came up frequently at resident council meetings and the facility decided to have a separate food council to discuss the concerns. R2 stated he was tired of discussing the concerns and describing the problems to administration and none of the issues being resolved by administration. R2 stated, They cut and cut and cut. They don't maintain the gardens on the patio, the food is terrible. Same s*** all of the time! We are on the fourth dietary manager! R2 stated he was tired of hearing ongoing concerns about the food with no resolutions from the facility. R2 stated he gave up arguing with the facility about the kitchen because he was tired of the B.S.</p> <p>On 6/4/24 at 8:52 AM, R2's breakfast tray ticket showed he was to be served cranberry juice, hard fried egg, fresh apple, extra toasted English muffin, juice of choice, donut, and coffee or tea. Review of R2's tray showed R2 failed to be served cranberry juice, hard fried egg, fresh apple, English muffin, juice of choice, donut and coffee/tea. R2 stated he never receives eggs any way but scrambled and never receives English muffins at the facility.</p> <p>On 6/5/24 at 9:10 AM, R2 stated he complained to the facility about the food service for two years since the new company took over at the facility. R2 stated, It makes me feel bad. It makes me feel horrible inside. We feel like second class citizens since the new food service took over!</p> <p>Resident council meeting minutes, dated 5/29/24, show the meeting was canceled by R2.</p> <p>Food Focus Group minutes, dated 2/21/24, show residents reported there was not enough coffee and juice available for meals.</p> <p>Food Focus Group minutes, dated 3/20/24, show residents asked for fresh fruits at meals, residents complained snacks were not available at night, that there was still not enough juices available at meals, and the food often did not match the daily menu tickets.</p> <p>Food Focus Group minutes, dated 4/3/24, show residents again asked for fresh fruits at meals, snacks were inconsistently available at night, there was still not enough juice served with meals, some residents asked for double portions, and food service would order English muffins to be available the next week.</p> <p>(continued on next page)</p>		

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<p>F 0803</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Some</p> <p>Note: The nursing home is disputing this citation.</p>	<p>Food Focus Group minutes, dated 5/8/24, shows residents again asked for fresh fruits at all three meals, fruit juices served were watery and weak, an alternative menu was promised but was not available, food portions were served small, too many hot dogs were served on the menu, English muffins were not available, and cucumbers were requested in salad but residents were told cucumbers were very perishable and did not last long.</p> <p>9. On 6/3/24 during initial tour of the facility, R6 stated she is usually served food items completely different from the facility weekly menu and different from her tray ticket for the meal. R6 stated the residents rarely receive the menu items listed on the facility menu passed to residents weekly. R6 stated she once received a breakfast sausage patty served on two slices of bread when she was supposed to receive a hamburger. R6 stated when she does receive a hamburger there is usually no onion, lettuce, tomato or other condiments. R6 showed a picture of a meal from her phone which showed a hamburger on a bun with a scoop of mashed potatoes on the plate. The picture showed a mustard packet, a yellow beverage and a piece of unfrosted cake in a plastic baggie. R6 showed a picture of her tray ticket for that meal which showed, No substitute found for deli sandwich with cheese on a bun, lettuce, tomato, onion, macaroni salad, no substitute for carrot cake, choice of milk, unsweetened beverage of choice. R6's tray failed to include macaroni salad, lettuce, tomato, onion, ketchup and milk. R6 also stated the residents received scrambled eggs almost every day in spite of what is listed on the weekly menu they are provided. R6 stated they often did not receive waffles if they were planned on the menu. R6 stated the last milk she was served was a while ago. R6 stated, They don't give a decent meal. R6 stated the residents complained at resident council and food council with no resolutions. R6 stated, We just want a decent meal.</p> <p>10. On 6/4/24, observations during the breakfast service included:</p> <ul style="list-style-type: none"> <li>- At 8:22 AM, the beverage cart in the 100 hall had coffee, hot water, and unsweetened lemon beverage on the cart. No 100% fruit juices were present on the cart.</li> <li>- At 8:25 AM, R7's tray ticket showed she was to be served a donut, juice of choice. R7's tray had no donut but was served a small croissant. R7 stated she often did not receive juice and the last time she received 100% fruit juice was a week ago.</li> <li>- At 8:30 AM, R14 had her breakfast tray in her room and was waiting for the nurse to bring milk which she was not served on her meal tray. R14's tray ticket showed she was to be served orange juice, low-fat milk, donut, and fresh fruit as available. R14's received a small croissant in a baggie that was very hard on the bottom but no orange juice, donut, milk or fresh fruit were served.</li> <li>- At 8:40 AM, R10 stated she only received a little amount of food for breakfast. R10's tray card showed she was to receive orange juice, hot coffee, and milk of choice. Review of R10's tray showed R10 did not receive any juice, milk, or coffee which R10 stated she enjoyed if she receives them.</li> <li>- At 8:43 AM, R11's breakfast tray ticket showed she was to receive orange juice, donut, milk, and coffee. Review of R11's tray showed R11 did not receive juice, coffee, milk or the donut. R11 stated she preferred to receive all of the items.</li> <li>- At 8:45 AM, R16's breakfast tray ticket showed he was to receive juice and a donut. Review of R16's tray showed R16 failed to receive either.</li> </ul> <p>(continued on next page)</p>		

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<p>F 0803</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Some</p> <p>Note: The nursing home is disputing this citation.</p>	<p>- At 8:48 AM, R17's breakfast tray ticket showed she was to receive a toasted English muffin, donut, and juice. None of the items were served to R17 for breakfast on her tray.</p> <p>- At 8:50 AM, when asked if she ever received fruit juice at breakfast, R18 stated, Never! R18's breakfast tray ticket showed she was to be served 2% milk, juice, donut, and coffee or tea. None of the items were served to R18 for breakfast. R18 received skim milk and only one slice of bacon instead of two listed on the tray ticket. R18 stated she liked tea and preferred 2% milk and not skim but did not receive either.</p> <p>- At 8:56 AM, R19's ticket showed he was to receive eggs over easy, bacon, toasted English muffin when available and juice. Review of R19's tray showed R19 received scrambled eggs, no bacon, no juice, and no toast or English muffins. R19 received skim milk and stated he only liked whole milk.</p> <p>- At 9:29 AM, V11 (Activities) had a weekly menu on her activity cart and confirmed the waffles were on the weekly menu for 6/4/24 breakfast.</p> <p>11. On 6/3/24 all residents were distributed a piece of paper which stated, Date: 6/3/24 Instead of BBQ Ribs for lunch on 6/3/24, we will be serving Salmon Filets and Breaded Fish. Management Observations during the lunch meal included:</p> <p>- At 12:55 R7 stated, I don't want this s***! R7's lunch tray included salmon, a roll, and mashed sweet potato. R7's tray ticket showed R7 was to be served savory ribs (3 ounces), baked sweet potato (1 each), scalloped corn (4 ounces), chilled fruit ambrosia (4 ounces), and wheat bread (1 slice).</p> <p>- At 1:00 PM, R8 received salmon on her lunch tray. R8 stated she wanted the ribs on the planned menu distributed to residents. R8's tray ticket showed she was to be served savory ribs, baked sweet potato, scalloped corn, fruit ambrosia, wheat bread and choice of milk which she did not receive.</p> <p>- At 1:05 PM, R9 stated the facility fails to serve the planned menu more than you would like. R9 stated the food served at the facility was terrible on a normal day. R9 stated the residents were not served [NAME] slaw or macaroni salad when on the menu, and the facility rarely served milk. R9 stated, We don't get a choice. We just have to accept the regular menu. We have no choices on what we eat here at all. R9 was eating a lunch of salmon, cooked plain corn, mashed sweet potato, canned fruit cocktail, and two unsweetened lemon beverages. R9's tray ticket showed she was to receive savory ribs, baked sweet potato, scalloped corn, drained fruit, wheat bread which she did not receive.</p> <p>-At 1:09 PM, R10 and R11 were both eating their lunch which included a piece of breaded fish, corn, fruit cocktail, mashed sweet potato and unsweetened lemon beverage. R10's and R11's tray tickets both showed they were to be served the savory ribs, baked sweet potato, scalloped corn, chilled fruit ambrosia, wheat bread, unsweetened beverage, and choice of milk which they did not receive.</p> <p>- At 1:13 PM, R12's lunch tray ticket showed R12 was to be served ribs, baked sweet potato, diced carrots, fruit ambrosia, buttered wheat bread, unsweetened beverage, and milk. R12 did not receive any of the food items on his meal ticket.</p> <p>(continued on next page)</p>		

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<p>F 0803</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Some</p> <p>Note: The nursing home is disputing this citation.</p>	<p>On 6/5/24 at 11:56 AM, V15 (Food Service Manager) stated she worked at the facility for three weeks and she witnessed the food service staff were not cooking and/or serving items on the planned menu. V15 stated she was not aware ribs were not available for lunch until the morning they were to be served, was not aware the staff did not prepare the ambrosia salad, and was not sure why the whole baked sweet potatoes were not served. V15 stated she observed the food service staff serving unsweetened lemon beverages on breakfast trays instead of providing the 100% juice and milk as planned on the facility menu. V15 reviewed the menu passed out to the residents and stated the menu they were following in the kitchen was different than the menu which was circulated to the residents. V15 stated there were waffles in house, but the menu she was following the kitchen did not have waffles on the planned menu as written on the menus the residents received.</p> <p>On 6/3/24 at 4:04 PM, V13 (Corporate Food Service Manager) stated the facility orders frozen bread for the residents and the facility had no ribs on hand for lunch. V13 stated there was no cream corn to make the corn casserole and V13 was not sure why the ambrosia salad was not served. V13 also stated she was unsure why milk was not served during the lunch.</p> <p>Grievances, dated 1/1/24 to 6/2/24, show three grievances (3/11/24, 3/16/24, and 3/25/24) regarding residents not receiving correct menu items from dining services.</p> <p>Review of the menus show juice of choice, milk of choice, and coffee/tea were to be served every breakfast. The menus show choice of milk was to be served at every lunch and dinner except Friday. The menus show a variation of scrambled eggs was served on Sunday, Monday, Wednesday, Thursday, and Saturday.</p> <p>Menu extensions, dated 6/3/24 and 6/4/24, show all diets, other than those with physician orders for clear and full liquids, were to be served milk at all three meals. The extensions showed all diets were to be served a choice of juice at breakfast.</p> <p>Policy and Procedure Menu Portion Sizes, revised 3/17/23, shows, Follow 'Serving Instructions' on the Daily Production Sheet versus the Extensions Sheets for portion size and plating instructions for each diet</p> <p>Policy and Procedure Menu Planning, revised 4/1/23, shows Menus will be written to provide nourishing, well-balanced diets . 2. Menus are reviewed by menu committee meetings with input from dietary managers and regional/facility dietitians. 3. Menu planning will consider the cultural backgrounds and food habits of residents. 4. Menus are w [TRUNCATED]</p>		

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<p>F 0804</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Some</p> <p>Note: The nursing home is disputing this citation.</p>	<p>Ensure food and drink is palatable, attractive, and at a safe and appetizing temperature.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> 35267</p> <p>Based on observation, interview and record review, the facility consistently failed to provide palatable, appetizing meals to residents.</p> <p>This failure resulted in weight loss for R3 and R20 due to insufficient calories, prolonged feelings of sadness, anger, frustration, and low self-worth for R1, R2, R4, R13, and R18, and financial hardship to the residents and families of R1, R3, R13, and R21 who bought food to supplement their food intake.</p> <p>This applies to 12 of 12 residents (R1-R4, R6, R9, R13, R14-R15, R18, R20 and R21) reviewed for food palatability a sample of 22.</p> <p>The findings include:</p> <p>1. Face sheet, dated 6/5/24, shows R3's diagnoses included end stage renal disease, dependence on renal dialysis, type 1 diabetes, deficiency of Vitamin K, and depression. POS (Physician Order Sheet), dated 6/5/24, shows R3's diet order included carbohydrate controlled, renal, low concentrated sweets, low potassium. MDS (Minimum Data Set), dated 3/25/24, shows R3 was cognitively intact.</p> <p>Nutrition progress note, dated 1/22/24, shows R3's weight after dialysis was 174 pounds and R3's appetite varies but is usually good. The note shows R3's weight appeared to be stabilizing after previous weight loss due to fluid being removed in the hospital. Nutrition progress note, dated 4/27/24 shows R3 experienced a significant weight loss of 19.3 pounds in three months. The note shows R3's appetite varies but is usually good. Nutrition progress note, dated 5/29/24, shows R3's post dialysis weight was 153 pounds. The progress note shows R3 had a weight decrease of 9.1 pounds in three months. The note shows R3's appetite varies but is usually good.</p> <p>On 6/4/24 at 8:35 AM, R3's breakfast ticket showed she was to be served cold cereal, 2 eggs over easy, fresh fruit as available, apple juice, 2 hard boiled eggs, 1 slice of toast, 2 slices of bacon, and milk of choice. R3's tray ticket notes showed, No scrambled eggs and R3 received scrambled eggs, 1 sausage link, cereal, 4 ounces of apple juice and 8 ounces of milk. R4 stated her toast was burnt on both sides but soggy on one side. R3's toast was very dark brown. R3 took a bite and stated the toast was chewy.</p> <p>On 6/3/24 at 12:55 PM during lunch service, R3 complained she received a deli sandwich with 2 slices of thin deli meat and no cheese on 2 slices of bread for lunch.</p> <p>(continued on next page)</p>		

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<p>F 0804</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Some</p> <p>Note: The nursing home is disputing this citation.</p>	<p>On 6/5/24 at 10:33 AM, R3 stated I write on my menu, turn it in, and they give me what they want! This has gone on two years! It makes me feel like they don't care! Pepper hurts my tongue and it makes me made I take the time to fill out the menu and they ignore me! Then they send foods that hurt my tongue! R3 stated she orders food from outside when she can afford to do so approximately twice a month. R3 stated It's a financial hardship because I can't buy shoes or clothes or mouthwash! I get the smaller sizes because I can't afford the economy sizes when I spend money on ordering food! I also buy snacks with my money. I use my social security - that's all I get! So I order twice a month and get stuck with what they give me other meals. I lost weight because I can't stand it! It's nasty! We would rather have something else. And when they send sandwiches, it is no meat and all bread! You're eating a bread sandwich!</p> <p>On 6/5/24 at 12:37 PM, V14 (Dietitian) stated R3 weighed 172 pounds in January 2024 and R3 lost 18 pounds in 5 months. V14 stated R3 received dialysis and some weight fluctuation could be fluid but not eating enough at meals could contribute to R3's weight loss. V14 stated R3 was not on a planned weight loss program and R3's weights were trending down since December 2023. V14 stated R3 orders food from outside the facility because she does not like the food the facility served. V14 stated R3 did not want to remain on a renal diet because R3 was requesting more food choices. V14 stated R3's appetite may be good, but did not mean she was eating what was served from the facility.</p> <p>2. Face sheet, dated 6/5/24, shows R20's diagnoses included low back pain, hypertension, personality disorder, mild cognitive impairment, delusional disorders, and nonspecific abnormal finding of lung field. The MDS Assessment, dated 3/27/24, shows R20's cognitive status was moderately impaired. Dietitian note, dated 1/30/24, shows R20 weighed 129 pounds and experienced unintended weight loss R/T (related to) inadequate energy intake AEB (as evidenced by) weight loss and documented intake of 26-100%. The note shows R20 had a significant weight lost of 16.2 pounds in six months, her appetite varied and R20 was being provided a high calorie drink, yogurt at breakfast, and ice cream at lunch and dinner to supplement her intake. Monthly weight report, dated 1/2024 to 6/2024, shows R20's weight was 123.6 May 2024 representing further weight loss of 5.4 pounds.</p> <p>POS, dated 6/5/24, shows R20 received a no added salt diet and received a high calorie drink 120 milliliters twice a day since 9/14/23.</p> <p>On 6/5/24 at 1:40 PM, R20 stated I was surprised I lost so much weight! I'm not eating! R20 stated she loved milk but never receives it on her meal trays. R20 stated once in a while she gets fruit juice, but mainly only receives the unsweetened lemon drink. R20 stated she is provided yogurt at breakfast and ice cream lunch/dinner for calories but is not fond of yogurt and can only eat ice cream once in a while. R20 stated she is able to eat the breakfast most days at the facility but often can not eat the lunches or dinner because the food has no seasoning or taste. R20 stated the facility used to provide seasoning packets that she loved and would put on the food to be able to eat the food but they stopped providing them on her meal trays. R20 stated she did not eat lunch that day because it had no flavor.</p> <p>(continued on next page)</p>		

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<p>F 0804</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Some</p> <p>Note: The nursing home is disputing this citation.</p>	<p>On 6/5/24 at 12:37 PM, V14 (Dietitian) R20's weight loss was due to a lack of calories and was not on a planned weight loss program. V14 stated she had not spoken to R20 about her weight loss and was unsure if she was eating the meals at the facility or taking the supplemental nutritional items she was given. V14 stated she added the high calorie supplement, yogurt at breakfast, and ice cream at lunch and dinner to provide more calories because R20 was losing weight. V14 stated she writes that R20's appetite varied, but meant her intake varied. V14 stated R20 was not mentioned in weight meetings for not eating.</p> <p>2. On 6/4/24 at 7:48 AM with R13, R4 (Resident Council [NAME] President) stated she lived at the facility [AGE] years and the food has never been as bad as it was currently. R4 stated the dinners were the worst meal at the facility. R4 and R13 provided a copy of the facility menu of the week, dated 6/2/24 to 6/8/24, and R4 stated, If you look at the menu you get you would say, 'WOW! They are eating well!' But it doesn't come that way! R4 stated the hot food served at the facility was ice cold by the time she received it. R4 stated the sandwich she received a couple nights prior only had one paper thin slice of turkey, no cheese, and no mayonnaise or mustard. R4 constantly has a cheeseburger or grilled cheese substitute for meals because of the poor food quality of food served. R4 stated the dinners were the worst meal at the facility. R4 stated the bread is served tasting stale and the staff respond that the bread is toasted when she complains. R4 stated the facility had not had a working toaster for months and was not sure what the facility was doing to the bread, but she typically had to take the crusts off because they were so hard. R4 stated the facility used to serve a nicer meal on Sundays lunch. R4 stated the prior Sunday, the facility served a hot dog and onion rings with no catchup or other condiments. They were served a small amount of potato salad and small piece of cake. R4 stated the residents preferred to eat in the main dining room because the food was served right from the kitchen to their tables and food is served hotter, but they are no longer able to eat in the dining room and they put the residents in the small dining room away from the kitchen R4 stated her son comes to visit and brings food for R4.</p> <p>On 6/4/24 at 8:18 AM, R4's breakfast tray was served and R4 agreed to allow her tray to be used as a test tray. The eggs tasted grainy and luke warm, the sausage tasted luke warm, and the bacon was dark reddish-brown and looked well cooked but was limp when picked up and left a puddle of grease on the plate. The toast was served in a plastic baggie, appeared brown, and tasted very chewy. R4's tray ticket showed she was to be served orange juice, cold cereal, low-fat milk, 2 fried eggs over easy, a juice of choice, hot or cold cereal, toast, 2 slices of bacon, milk of choice and coffee/tea. R4 was served scrambled eggs, one sausage link, one slice of bacon, toast in a baggie, unsweetened lemon beverage, and skim milk. R4 stated she does not like skim milk and prefers 2% milk. R4 received no butter for her toast and R4 stated the residents had not been served butter in a long time. R4 stated she complained in a resident meeting they were not receiving butter and the food service manager responded, If I give it to you, I can't give you something else. R4 stated the residents are consistently served the unsweetened lemon beverages and not real fruit juice. R4 stated, They give this watered-down sugar free lemon crap! If I get real juice I am thrilled to death! R4 stated last week the resident council meeting was canceled because R2 (Resident Council President) came to the meeting a stated, 'I'm going to cancel the meeting because it does no good! Every month the write it down on the paper and nothing is done!' I agreed with him and told the staff I wouldn't do the meeting either! R4 stated she fully supported R2's frustration with the facility not responding to any of the ongoing resident concerns such as food palatability. R4 stated the residents complained but none of the staff were listening.</p> <p>(continued on next page)</p>		

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<p>F 0804</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Some</p> <p>Note: The nursing home is disputing this citation.</p>	<p>7. On 6/3/24 at 2:00 PM, R2 stated he was the Resident Council President and he canceled the resident council meeting the week prior because he did not want to participate in another meeting listening to the same complaints from residents and the facility promising to address the problems and then doing nothing. R2 stated issues regarding the poor food quality, hot foods being served cold, food palatability, and other food issues came up frequently at resident council meetings and the facility decided to have a separate food council to discuss the concerns. R2 stated he was tired of discussing the concerns and describing the problems to administration and none of the issues being resolved by administration. R2 stated, They cut and cut. They don't maintain the gardens on the patio, the food is terrible. Same s*** all of the time! We are on the fourth dietary manager! R2 stated he was tired of hearing ongoing concerns about the food with no resolutions from the facility. R2 stated he gave up arguing with the facility about the kitchen because he was tired of the B.S. R2 stated when residents open up their meal trays, the food is not appetizing. R2 stated on 6/3/24 they received breaded fish and it looked horrible. R2 stated the toaster was broken for months and residents have complained with no resolution. R2 stated he was supposed to receive toast that morning for breakfast but received plain bread instead.</p> <p>On 6/5/24 at 9:10 AM, R2 stated he complained to the facility about the food quality for two years since the new company took over at the facility. R2 stated, It makes me feel bad. It makes me feel horrible inside. We feel like second class citizens since the new food service took over!</p> <p>Resident council meeting minutes, dated 5/29/24, show the meeting was canceled by R2.</p> <p>Food Focus Group minutes, dated 3/20/24, show residents complained hot foods were served cold to residents and the presentation of the meals should be improved.</p> <p>Food Focus Group minutes, dated 4/3/24, show residents complained hot food was served cold to residents.</p> <p>Food Focus Group minutes, dated 5/8/24, show residents complained fruit juices served were watery and weak, food presentation was poor, an alternative menu was promised but was not available,, too many hot dogs were served on the menu, and the pizza was served cold.</p> <p>7. On 6/3/24 during initial tour of the facility, R6 stated the toaster was broken for at least three months and it seemed like staff were putting bread in the microwave to toast it. R6 stated she once received a sausage patty served on two slices of bread when she was supposed to receive a hamburger. R6 stated when she does receive a hamburger there is usually no onion, lettuce, tomato or other condiments. R6 showed a picture of a meal from her phone which showed a hamburger on a bun with a scoop of mashed potatoes on the plate. The picture showed a mustard packet, a yellow beverage and a piece of unfrosted cake in a plastic baggie. R6 showed a picture of her tray ticket for that meal which showed, No substitute found for deli sandwich with cheese on a bun, lettuce, tomato, onion, macaroni salad, no substitute for carrot cake, choice of milk, unsweetened beverage of choice. R6's tray failed to include macaroni salad, lettuce, tomato, onion, ketchup and milk. R6 stated the waffles the facility serve were delivered cold and slimy as if they were just taken out of the freezer and left to thaw on the plate. R6 stated the pancakes were served the same way. R6 stated on 6/2/24 she was served onion rings that were so hard they could cut walls. R6 stated the residents complained at resident council and food council with no resolutions. R6 stated the last milk she was served was a while ago. R6 stated, They don't give a decent meal. R6 stated the residents complained at resident council and food council with no resolutions. R6 stated, We just want a decent meal.</p> <p>(continued on next page)</p>		

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