

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 145717	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 05/24/2024
NAME OF PROVIDER OR SUPPLIER Bria of Columbia		STREET ADDRESS, CITY, STATE, ZIP CODE 253 Bradington Drive Columbia, IL 62236	

For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)
<p>F 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Honor the resident's right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 35156</p> <p>Based on observation, interview, and record review, the Facility failed to ensure resident clothes were being maintained, cleaned, and returned in a timely manner for 6 out of 13 residents (R1, R2, R6, R7,R8, R9 and R13) reviewed for laundry in the sample of 13.</p> <p>1-R9's MDS (Minimum Data Set), dated 5/8/2024, documents R9 was cognitively intact for decision making of activities of daily living.</p> <p>On 5/24/2024 at 7:55 AM, R9 stated, Laundry is a mess here and I mean a mess. You never get your clothes back and they want you to wear someone else's clothes. Your clothes are not treated as important. They always have an excuse of why your clothes are missing or why they can't seem to find them, or worse they find them but then they have white spots all over them. I don't want to talk about it because it upsets me so much.</p> <p>2-R6's MDS, dated [DATE], documents R6 was cognitively intact for decision making of activities of daily living.</p> <p>On 5/24/2024 at 12:20 PM, R6 stated she has been missing clothes and at times it takes months to get it back. R6 stated her clothes are labeled, and this has been going on for a while. They tell me they have big stacks of laundry waiting to be folded in the laundry room. I have offered to go down and help fold them, but they have never followed through with that.</p> <p>3-R13's MDS, dated [DATE], documents R13 was cognitively intact for decision making of activities of daily living.</p> <p>On 5/24/204 at 8:13 AM, R13 was wearing some pink camouflage pants and a shirt that did not match. R13's label did not have her name on it.</p> <p>On 5/24/20924 at 8:14 AM, R13 stated, Laundry varies, clothes here are always going missing and my name is on them. Do you see these pants that I am wearing? They went to get some clothes today for me, but I did not have anything in my closet to wear. Staff ran downstairs to laundry to try and find something, and this is what they gave me. These pants are not something I would ever choose to wear, and these are not my pants. I don't like wearing anyone's clothes. Maybe someone else pooped in these pants. Would you want to wear pants that did not belong to you?</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 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>On 5/24/2024 at 11:04 PM, V1, Administrator, stated, It was brought to my attention at the resident council and a grievance was filed because we were having issues laundry and missing clothing. The biggest issues are that clothes are not being labeled so they are going missing. To fix the problem we have activities helping out now to ensure residents are getting their clothes.</p> <p>4-R1's MDS, dated [DATE], documents R1 was cognitively intact for decision making of activities of daily living.</p> <p>On 5/24/2024 at 1:23 PM, R1 stated, The Laundry here sucks. I used to be a plumber and I wear the plumber supply shirts that has pockets. When I first got here, I did not have a lot of clothes. I only had a week's worth of clothes; then after a month I only have two days' worth of clothes. Within a month, they lost all of my clothes. I would see other residents wearing my clothes. I have seen a female resident wearing my shirt with pockets, and I know it's mine because she was never a plumber. I used to be a plumber. Everything I had was labeled. They are saying the markers wash out. This has been a problem for seven months since I have been here. You will run out of clothes here if you are here long enough. You will not always get your clothes, and they will give you someone else's clothes. You never know when you are going to get your stuff back. I would jot down when my stuff went out, and it would be three weeks before we would get everything back after it went to wash. I have always used a sharpie marker and</p> <p>have labeled everything I own. It has been an issue with underwear and socks missing too. I never got reimbursed for anything. I have my family go out and replace my underwear and socks. I refuse to wear someone's else's underwear and socks. This is a dignity thing, clothes are clothes, but they are your clothes, your taste and for the facility just to put clothes on you without taking in your preferences and choices. The other day I saw a woman here that was wearing my plumber shirt. It is not killing me, but again, I think they could do better. My underwear are my underwear, I do not want to wear anyone else's underwear.</p> <p>5-R8's MDS, dated [DATE], documents R8 was cognitively intact for decision making of activities of daily living.</p> <p>On 5/24/2024 at 8:03 AM, R8 stated, You want to talk about Laundry? Don't get me started that is a mess. They are putting stuff in your closet this is not yours, stuff has white spots on them, so the clothes you have get ruined. You put your name on stuff; it still gets lost. It's a mess and it's unorganized and lots of clothes are missing.</p> <p>6-R2's MDS, dated [DATE], documents R2 was cognitively intact for decision making of activities of daily living.</p> <p>On 5/24/24 at 12:15 PM, R2 stated he does not have an issue with laundry because he has a good CNA (Certified Nursing Assistant) who takes the laundry down daily and brings it back to him the next time. The CNA does that for me and my roommate, but not for everybody here. I have been here for about 6 months and they bring it up at every meeting. Some people say their clothes are labeled and they still don't get them back. One time they bought us laundry labels and they ran out of them after about 3 days.</p> <p>7. On 5/24/2024 at 2:33 PM, R7 was in the activity office asking for assistance in labeling her clothes.</p> <p>(continued on next page)</p>		

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<p>F 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>On 5/24/2024 at 2:35 PM, R7 stated she could not find any of her clothes this morning and asked her family to bring her some underwear and socks.</p> <p>On 5/24/2024 at 12:47 PM, V10, Ombudsman, stated, I was at the May and March Resident Council Meeting. The residents' complaints in March were some of the same complaints in May. It is very frustrating because (V1) will write stuff down and act like she is concerned, but then nothing happens, and everything continues with no resolutions. Laundry has been a major concern and I think it is again, it has been shared with (V1) and she writes things down but again it does not change anything. The laundry issues have been going on since March. Residents are complaining that their clothes go missing, they are not returned and or they had someone else's clothes and none of their clothes. They were complaining about missing underwear and socks. The strangest part about this is that the facility outsources the laundry. They were initially trying to say that things were missing because things were not being dated and labeled. But now we are in May, and if that was the case, this should have already been fixed and it is still going on, so apparently the facility needs to do something else. No resident should have their clothes go missing and be forced to wear someone else's clothes.</p> <p>On 5/24/2024 at 1:40 PM, V12, EVS Area Manager Laundry, stated, The Laundry here is outsourced, and we provide the laundry services to the facility. We recently took over about three months ago. I am in the process of training (V9, Director of Housekeeping). I am aware of a lot of complaints related to laundry. Those complaints started before we even took over managing the facility. Since we have taken over the complaints have decreased, and the residents are happy. (V9) will be in charge of the facility once she is done training. We have addressed and corrected how the clothes are processed. Clothes are being delivered daily, and laundry issues have been resolved. If a resident does not label their clothes, then we have staff that check before laundering and label it. If they do not know who the items belong to them after the item is cleaned it is put into a bin. Twice a week Activities will go through the bin and try and find the owner. We are also looking into labels that I have offered some samples to see how they hold up in laundry.</p> <p>Grievance form 4/4/2024 documents, Residents are finding bleach stains on clothes being returned to them.</p> <p>Grievance form, dated 2/29/2024 by R7, documents, Resident is missing five bed pads recently purchased by POA (Power of Attorney), [NAME] and blue pads that had her name on each one. Recommendation/Action taken: Clean (3) bed pads were returned back to residents. POA was notified.</p> <p>Resident Council Grievance Form, dated 3/13/2024, documents, Laundry is a nightmare. Clothes are missing and have no socks. Steps of investigations, Hiring of staff currently running 8 hours of laundry instead of budgeted 14 hours. Steps of Investigation, Personals of 100 plus residents with unclear names are not getting back. Recommendations taken: Activities to assist twice a month in returning backed up laundry. Special project to be assigned on opposite weeks.</p> <p>The Resident Right Policy, dated 8/1/2022, documents, The objective of the accommodation of resident needs and preferences is to create an individualized homelike environment to maintain and/or achieve independent functioning, dignity, and well-being to the extent possible in accordance with the resident's own needs and preference. The objective of the accommodation of resident needs and preferences is to create an individualized, home-like environment to maintain and/or achieve independent functioning, dignity, and well-being to the extent possible.</p> <p>(continued on next page)</p>		

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<p>F 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>The Personal Clothing Policy, with a revision date of 9/5/2017, documents, In long term care no area of laundry management is more critical to patient care and dignity issues than the area of resident clothing.</p>		

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<p>F 0804</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Ensure food and drink is palatable, attractive, and at a safe and appetizing temperature.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 45947</p> <p>Based on observation and interview, the Facility failed to provide food that is appetizing and at palatable temperatures for 7 of 8 residents (R1, R2, R3, R4, R6, R8, R9) reviewed for food palatability in the sample of 11.</p> <p>Findings include:</p> <p>1. R9's Minimum Data Set (MDS), dated [DATE], documents R9 was cognitively intact for decision making for activities of daily living.</p> <p>On 5/24/2024 at 7:55 AM, R9 stated, The food has really gone downhill. I eat in the dining room, and the food is cold when it is served to us most of the time. This morning breakfast was okay, but here lately it has been cold. Staff don't want to take the time to warm it for you.</p> <p>2. R8's MDS, dated [DATE], documents R8 was cognitively intact for decision making of activities of daily living.</p> <p>On 5/24/2024 at 8:03 AM, R8 stated the food is cold a lot.</p> <p>3. R2's MDS, dated [DATE], documents R2 was cognitively intact for decision making of activities of daily living.</p> <p>On 5/24/24 at 9:58 AM, R2 stated he eats in both the dining room and his room, and the food is never hot.</p> <p>3. R3's MDS, dated [DATE], documents she is moderately impaired for decision making of activities of daily living.</p> <p>On 5/24/24 at 10:05 AM, R3 stated the food is never hot, and it takes forever to pass hall trays.</p> <p>4. R6's MDS, dated [DATE], documents R6 was cognitively intact for decision making of activities of daily living.</p> <p>On 5/24/24 at 11:00 AM, R6 stated, I am not sure why, but the food has been cold. It has not always been like this.</p> <p>On 5/24/2024 at 12:47 PM, V10, Ombudsman, stated, I was at the May and March Resident Council Meetings. The residents' complaints in March were some of the same complaints in May. It is very frustrating because (V1) will write stuff down and act like she is concerned but then nothing happens, and everything continues with no resolutions. The residents have been complaining about cold food both in the dining room and on hall trays.</p> <p>5. R4's MDS, dated [DATE], documents R4 was cognitively intact for decision making of activities of daily living.</p> <p>(continued on next page)</p>		

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<p>F 0804</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>On 5/24/24 at 1:05 PM, R4 stated, The food is ice cold. Staff will warm it up for you, but then it gets soggy.</p> <p>6. R1's MDS, dated [DATE], documents R1 was cognitively intact for decision making of activities of daily living.</p> <p>On 5/24/24 at 1:20 PM, R1 stated, The food is not refrigerator cold, but not warm.</p> <p>On 5/24/2024 at 8:19 AM, a cart with hall trays was placed beside the nurse's station. There were no staff designated to the area, and no staff were handing out the trays to all of the residents.</p> <p>At 8:22 AM, V7, R12's Family, took R12's hall tray and carried it to R12's room. V7 stated the Facility leaves trays out at the nurse's station, and he wants R12's food to be warm, so if he is here he will take it off the cart and take it to her room.</p> <p>On 5/24/24 at 8:50 AM, test tray temperatures were obtained using a metal calibrated thermometer after the last resident hall tray was served. The fried egg measured 84 F, the oatmeal measured 126 F, and the waffle measured 84 F. The fried egg and waffle were cool to the touch.</p> <p>On 5/24/24 at 2:59 PM, V1, Administrator, stated she expects staff to follow the Facility's food service policies.</p> <p>The Facility's Food: Quality and Palatability Policy, revised 9/2017, documents, Food will be prepared by methods that conserve nutritive value, flavor and appearance. Food will be palatable, attractive and served at a safe and appetizing temperature. Food and liquids are prepared and served in manner, form, and texture to meet resident's needs. Proper (safe and appetizing) temperature Food should be at the appropriate temperature as determined by the type of food to ensure resident's satisfaction and minimizes the risk for scalding and burns.</p>		