STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	145796	A. Building B. Wing	11/26/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
Balmoral Home	2055 West Balmoral Avenue Chicago, IL 60625

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)
F 0558 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few Note: The nursing home is disputing this citation.	Reasonably accommodate the needs and preferences of each resident. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on observations, interviews and record reviews, the facility failed to provide wheelchairs to residents that were in safe and working condition to 3 (R12, R13 and R14) of 3 residents reviewed for concerns on properly functioning wheelchairs. This failure had the potential to result in accidents and safety hazards. Findings Include:R12's Face Sheet documents that R12 was admitted to the facility on [DATE] with a diagnosis of nontraumatic intracerebral hemorrhage, traumatic subdural hemorrhage epileptic seizures related to external causes, chronic kidney disease, and hypertensive heart disease without heart failure aneurysm of the descending thoracic aorta.R12's last quarterly Minimum Data Sheet (MDS) documents a Brief Interview for Mental Status (BIMS) score of 14 indicating cognitively intact with little to no impairment. R12's MDS dated [DATE] shows impairments to both R12's upper and lower extremities and requires substantial to maximum assistance in all activities of daily living (ADL) categories except eating and oral hygiene in which R12 requires supervision.R13's Face Sheet documents that R13 was admitted to the facility on [DATE] with a diagnosis of unspecified injury at unspecified level of cervical spinal cord, subsequent encounter, hemiplegia, unspecified affecting left nondominant side, and may use wheelchair for mobility.R13's last quarterly Minimum Data Sheet (MDS) documents a Brief Interview for Mental Status (BIMS) score of 15 indicating cognitively intact with little to no impairment. R13's MDS dated [DATE] shows impairments to both R13's upper and lower extremities and requires substantial to maximum assistance in all activities of daily living (ADL) categories except eating and oral hygiene in which R13 requires supervision.R14's Face Sheet documents that R14 was admitted to the facility on [DATE] with a diagnosis of weakness, cerebral infarction affecting right dominant side, hemiplegia and hemiparesis, and chronic respiratory failure with hypoxia.R14's last quarterly Minimum Data Sheet (MDS) documents a Brief Interview for Mental Status (BIMS) score of 15 indicating cognitively intact with little to no impairment. R14's MDS dated [DATE] indicates R14 needing moderate assistance to supervision.On 11/24/2025 at 11:49AM, R12 was dressed and sitting in R12's room in R12's wheelchair. R12 stated that R12's wheelchair is not working because it is hard for the wheels to move.On 11/24/2025 at 11:56 AM, V33 (Licensed Practical Nurse) stated that R12 had complained to V33 that R12's wheelchair was hard and when V33 asked, What do you mean by hard, R12 responds that it is just f-ing hard. V33 stated that V33 reported the wheelchair issue to maintenance for repair and that it was fixed. V33 added that R12 still complained that the wheelchair's wheels were hard to move.On 11/24/2025 at 12:35 PM, R13 was sitting near the nurse's station outside of R13's door. R13 said that the strap/seat belt of R13's wheelchair was broken due to R13's fall. R13 pointed to the right side of the chair near R13's lower back. R13's buckle strap was broken.On 11/24/2025 at 12:40 PM, R14 wheeled up to the nurse's station and when asked, R14 stated that R14's wheelchair was broken. R14 said that R14's brakes were not working and the rubber parts of R14's wheels kept coming off.On 11/24/2025 at 3:03PM, V28 (Restorative Aide) stated that a month ago R12 complained to V28 about R12's wheelchair and V28 notified maintenance. V28 said that after maintenance repaired it, R12 still complained that it was broken.On 11/25/2025 from 10:45 AM to 11:10 AM, V14 (Maintenance Supervisor) accompanied the surveyor to R13's and R14's rooms to inspect their wheelchairs. Upon observation, the right strap of (continued on next page)

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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F 0558 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few Note: The nursing home is disputing this citation.	the R13's seatbelt was tied to the elbow or cushion guard of the right armrest in a knot. After the nursing staff removed R13 from the chair, V14 explained that R13's seatbelt was not placed properly. V14 showed how the seatbelt strap was not fastened properly and how the material used to tie the knot was not secure. V14 added that screws should be added to firmly secure the seatbelt of the wheelchair.V14 stated that the rubber around R14's wheelchair wheels fall off as R14 enters the building. V14 stated that V14 witnessed the rubber falling off as R14 entered the facility and V14 repaired it. V14 said that it was a surprise to learn that R14's brakes were not working. There was blue tape tied around the breaks of R14 wheelchair. V14 explained that the smooth tape had no grip or traction which causes improper breaks. V14 said that R14's wheelchair may cause property damage, accidents and injury to R14.V14 added that R14's lack of breaks could cause R14 to run into a wall. V14 stated that this is an overall safety issue.On 11/25/2025 at 1:05 PM, V2 (Director of Nursing) stated that R12 was not pleased with R12 wheelchair and sought V2's assistance in receiving a new one. V2 said that V2 told R12 that R12 should wait to qualify for the wheelchair because R12 may later qualify for the walker and insurance may not pay for both.On 11/26/2025 at 1:40 PM, V1 (Administrator), V1 said the divider of R12's wheelchair was touching the wheel and the screw needed to be replaced and that was the reason why the wheels of R12's wheelchair was hard. V1 stated that it is important to make sure the wheelchairs are in good working condition for resident safety. V1 added that is important that wheelchairs of residents are kept functioning properly to receive the best quality of care.The facility undated policy titled Assistive Devices and Equipment reads Defective or worn devices are repaired or discarded, at resident's or family's discretion.