

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  145820	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  04/05/2025
NAME OF PROVIDER OR SUPPLIER  Mount Sterling Health and Rehab Center		STREET ADDRESS, CITY, STATE, ZIP CODE  435 Camden Rd Mount Sterling, IL 62353	

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 0550</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 dignified existence, self-determination, communication, and to exercise his or her rights.</p> <p>33975</p> <p>Based on interview and record review the facility failed to respond to resident call lights in a timely manner for nine of 11 Residents (R2, R3, R4, R5, R7, R8, R9, R10 and R11) reviewed for call light response in a sample of 11.</p> <p>Findings include:</p> <p>Facility Call Light Guidance Policy, dated 7/1/23, documents: to provide guidance to all Facility staff on the use, response and placement of call lights; Resident call lights shall be responded to within a reasonable amount of time; it is the responsibility of all staff to respond to call lights; and if responding staff is unable to meet the request/need of the Resident, staff shall leave the light on and elicit the assistance of appropriate staff.</p> <p>Facility Certified Nursing Assistant/CNA Job Description, undated, documents: the CNA provides each assigned resident with routine daily nursing care and services in accordance with the Resident's assessment and care plan; and will be accountable for carrying out the assigned duties and responsibilities in accordance with current existing federal and state regulations and established company policies and procedures; and follow assigned tasks in accordance with the facilities established policies and procedures and as instructed by supervisors.</p> <p>The Facility Grievance Log, dated 1/1/25 through 4/4/25, documents a complaint on 1/29/25 for R3's concern for call bell response time.</p> <p>Facility Resident Council Minutes, dated 1/2/25, document Resident nursing concerns about beds not being made at all and about having to wait too long when they turn their call light on, which Resident's stated happens mainly between 6:00 pm and 9:00 pm.</p> <p>Facility Resident Council Minutes, dated 2/6/25, document Resident nursing concerns with water not being refilled. Concerns about not being able to reach call lights.</p> <p>On 4/2/25 at 12:57 pm, R3 stated, They easily most of the time take about an hour to answer my call light, and sometimes it has been up to an hour and a half. They also are good about coming in and shutting off the call light and saying that they will be back, and never come back.</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 0550</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>On 4/2/25 at 12:59 pm, R5 stated, They do not mean to hurt me intentionally, but they take a really long time to answer my call light and a lot of time they just come in, shut off my call light, and say they will be back with help. They usually need two people because I use a (mechanical lift) to help me transfer, and it always takes them forever to get two people, so I sit here for a long, long time waiting.</p> <p>On 4/3/25 at 2:30 pm, R2 stated, They could be better with answering call lights.</p> <p>On 4/4/25 at 1:00 pm, R8 stated, I go to Resident Council meetings, and we always have complaints about our call lights.</p> <p>On 4/4/25 at 1:05 pm, R9 stated, We always have complaints about the call lights not getting answered. Sometimes it takes a long time for them to get answered.</p> <p>On 4/3/25 at 1:20 pm, R10 stated, We get complaints every month in Resident Council that the call light response is an issue.</p> <p>On 4/3/25 at 1:41 pm, R11 stated, We get complaints with call lights not getting answered almost every month. They say they will look into it.</p> <p>On 4/4/25 at 12:45 pm, R7 (Resident Council President) stated, We turn our problems with the call lights in to them and tell us that they follow-up on it every month, but we continually have problems with the call lights not getting answered.</p> <p>On 4/5/25 at 12:46 pm, V1 (Administrator) stated, I know Resident Council does have complaints about the call lights, I am going to try and figure out the best way to resolve these issues.</p>