

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  145830	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  12/19/2025
NAME OF PROVIDER OR SUPPLIER  Aperion Care West Chicago		STREET ADDRESS, CITY, STATE, ZIP CODE  201 West North Avenue West Chicago, IL 60185	

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 0921  Level of Harm - Minimal harm or potential for actual harm  Residents Affected - Many	Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public.  (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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<p>F 0921</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> Based on observation, interview, and record review, the facility failed to maintain hot water temperatures at a comfortable range for residents in bathrooms and showers. This applies to all 206 residents residing in the facility. The findings include: On December 16, 2025 at 10:30 AM, R3 said the water at the facility had been freezing for the last three weeks. R3 said he had a doctor's appointment earlier in the day and he had to take a freezing cold shower. R3 said a lot of residents had been complaining about the temperature and it was making the residents angry. R3 said it was the water everywhere in the building including the bathrooms and the showers. R3 said administration was not doing anything about it, based on what he could see. On December 16, 2025, the water was tested in the facility. At 11:12 AM, V3 (Maintenance Director) tested the hot water in a resident's bathroom sink, which showed it was 68 degrees. V3 said the hot water temperature should be between 102 to 110 degrees. V3 said he found out on Friday, December 12, 2025 there was an issue with the hot water. At 11:22 AM, the water was tested in the men's shower rooms on the first floor, and the hot water was 72 degrees. At 11:28 AM, the water was tested in the women's shower rooms on the first floor, and the hot water was 72 degrees. At 12:59 PM, the water was tested in the men's shower room on the second floor and the hot water was 84 degrees. At 1:08 PM, the water was tested in the women's shower room on the second floor and the hot water was 67 degrees. At 1:22 PM, the water was tested in the men's shower room on the third floor and the hot water was 75.2 degrees. At 1:25 PM, the water was tested in the women's shower room on the third floor and the hot water was 65.2 degrees. On December 16, 2025 at 11:35 AM, R6 said she was the resident council president and there had not been hot water in the facility for over a week. R6 said taking a shower was brutal and inhumane. R6 said the water started being cold on December 8, 2025 in the shower room. R6 said the waters were not fluctuating, they remained cold. R6 said she wrote on the maintenance sheet three different times and highlighted it to let them know the water was cold. R6 said the sink went out a few days later. R6 said it was super frustrating since they were not allowed to go outside to smoke if it was less than 10 degrees, but they had to take freezing cold showers for over a week. R6 said she tried showering at different times of the day to see if it depended on the time and when she took a shower at 4 AM, the water was still cold. R6 said there were lots of residents complaining about the cold water and multiple residents wrote their concerns on the maintenance logs. On December 16, 2025 at 11 AM, R12 said they did not have hot water to take a shower since last Monday. R12 said the water temperature was tepid. R12 said she was told the regulator was broken but the issue had been going on for a week. R12 said the water in the sinks were ice cold and it hurt to wash her hands. At 2:17 PM, R12 said they were complaining and nothing was happening for about a week, and it was miserable. R12 said she hoped it got fixed soon as she used to shower at least once a week. On December 16, 2025 at 1:52 PM, R9 said the cold water issue had been going on for at least two weeks. R9 said the cold water was consistent, but for one day there was hot water. R9 said the residents were just avoiding taking showers altogether. On December 16, 2025 at 1:55 PM, R10 said he had to take a shower when it was freezing cold. R10 said he did not want to take any more showers since it was so uncomfortable. On December 16, 2025 at 2:35 PM, R5 said she used to shower every other day, but she has been avoiding it since it has been cold water for about a month. On December 16, 2025 at 11:10 AM, V3 said he found out yesterday (December 15, 2025) there was an issue with the mixing valve. V3 said he found out on Friday there was an issue altogether by V4 (Maintenance). At 1:05 PM, V3 said the maintenance logs were checked daily. V3 said there was water on Monday, but the temperatures kept changing. V3 said he did not do anything about it because with a facility of this size, you had to wait and see how the mixing valve was working. V3 said he should have tested the water more frequently instead of just on Monday &amp; Friday. On December 16, 2025 at 11:14 AM, V4 said he normally checked the water temperature twice a week, on Mondays and Fridays. V4 said he was not sure when the water became cold but found out about it on Thursday. V4 said they had someone come out to check the water heater. V4 said he tested the water, and it showed around 90 degrees. On December 16, 2025 at 2:49 PM, V9 (CNA/Certified Nurse Assistant) said the residents had been complaining about the temperature of the water for at least a week. V9 said the water started out lukewarm, but then became cold. V9 said the maintenance staff had been addressing it the last two days. On December 17, 2025 at 11:34 AM, V11 (RN/Registered Nurse) said he started to hear complaints about the cold water from last Monday. V11 said the residents complained there was no hot water. V11 said many of the residents wrote it in the</p>		