

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  145936	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  07/02/2025
NAME OF PROVIDER OR SUPPLIER  Aliya of Highwood		STREET ADDRESS, CITY, STATE, ZIP CODE  50 Pleasant Avenue Highwood, IL 60040	

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><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> 4. On 7/2/25 at 9:30 AM R4 stated, The CNAs say they don't have any large diapers. They are given 5 large diapers per shift and they run out. I can change my own pull up so I use 1-2 of those a day and 6-8 diapers a day. This has been going on for a while. They say they are locked up in the supply room but then when the CNAs try to get them they say there aren't any. This happens on and off but for the past few months. They have some and then they don't.</p> <p>On 7/2/25 at 9:35 AM R5 stated, They do not have the large pullups- they keep bringing in the XL and they are too big. The CNAs say they do not have any. This is from last week. I go though 1-2 pull ups per day and 2-4 diapers. I can't understand how they can not have any!</p> <p>On 7/2/25 at 9:45 AM R7 stated, Staff tell me they don't have any. I need a size 3XL. This has happened quite often recently. I just got back from the hospital and I went about 3 days without any. They have the 2 XL and they have to double them up because they are not big enough and I take a water pill and I go a lot.</p> <p>On 7/2/25 at 1:10 PM R9 stated, I have talked to (V1- Administrator) directly and she has assured me that the diapers are here. I want the white ones. The green ones are a 2 x and they are too small - I need the 3 X. Over the weekend the nurse and the CNA said they are not here. (V1) told me maybe the CNAs are using the wrong sizes on residents and that is why they are running out. I have been here 9 months and this has happened every weekend to someone in this building- not always to me but this is about the 3rd time in the last 3 months. (V7- Central Supply) is always walking around here with diapers but then they say we don't have any. This past Sunday they said they looked in the storage area and they could not find them. (V1) said they are on site but maybe the CNAs are stashing the diapers.</p> <p>R4's Minimum Data Set (MDS) dated [DATE] shows she has no cognitive impairment.</p> <p>R5's MDS dated [DATE] shows she has no cognitive impairment.</p> <p>R7's MDS dated [DATE] shows she has no cognitive impairment.</p> <p>R9's MDS dated [DATE] shows he has no cognitive impairment.</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 7/2/25 at 9:40 AM V5 stated, We have a problem with diapers. I have 12 residents and 3 of them are independent and do not use the diapers. They used to be in a storage room downstairs but now they are in the HR office and we can not get to them. They send 2 CNAs down in the morning to get a cart with all sizes of diapers on them and they distribute them to the CNAs. I get like 12 diapers for 8 hour shift- it is not enough.</p> <p>On 7/2/25 at 10:25 AM V6 (CNA) stated, All sizes of diapers are delivered before each shift- if there are not enough then we have to go to the HR office downstairs and get more.</p> <p>On 7/2/25 at 11:05 AM V7 (Central Supply) stated, We are still working out the kinks. At the beginning of each shift the Preceptor CNA comes down and gets the cart and with the diapers and distributes them to the other CNAs based on their assignment. Typically we have all sizes. Weekly the order is placed on Tuesday and it comes in on Wednesday. The past couple weeks I have been over budget and ordering more to make sure we have enough. Many residents hide or hoard them. We are just trying to control our supply. We order based on census. If we need more then we can have more. I didn't know they are asking for more.</p> <p>On 7/2/25 at 2:10 PM V1 (Administrator) stated, We have tried a couple different ways and I think the residents and the CNAs are hoarding them. We have diapers but sometimes they are using the wrong sizes on residents. I had (Supply company) come and re-measure everyone so we can order the sizes we need. They all want to see the bag of diapers in their room. Just yesterday, I gave R4 four of them and then later in the day she asked for another 4 and I had a staff go down and get them for her. When we first took over this building like so many residents had up to 10 packages of diapers in their room. I have talked to staff and we have a new system in place that we just started a few days ago. We also made an extra key at the nurse's station so the staff can have access to the supply downstairs. We will start giving them bags of them but again if we have to but they are all hoarding them.</p> <p>On 7/2/25 at 11:15 AM Surveyor observed the storage room with V7. V7 stated that the delivery of diapers was coming today. The storage room contained several packages of diapers from small to 3XL.</p> <p>Based on observation, interview, and record review the facility failed to ensure residents were treated in a dignified manner by other residents and also failed to ensure a resident's dignity by providing the preferred size incontinence briefs. This applies to 8 of 14 residents (R1, R4, R5, R7, R9, R10, R12, R14) reviewed for dignity in the sample of 14.</p> <p>The findings include:</p> <p>R14's Facesheet shows R14 has diagnoses that include, but are not limited to: insomnia, epilepsy, bipolar disorder, and conduction disorder.</p> <p>R14's Care Plan focus, created on 1/6/25 shows R14 has mental illness diagnoses and his care needs include aggression/anger/impulsivity management and psychiatric/mental health. R14's Care Plan also shows R14 may be short-tempered, anxious, easily annoyed. My behavior may include, verbal and socially inappropriate actions. These symptoms may represent feelings of anger, emotional distress, confusion, and insecurity.</p> <p>R14's Minimum Data Set (MDS) Section E dated 6/12/25 shows R14 exhibited verbal behavior symptoms directed towards others 1 to 3 days in one week.</p> <p>(continued on next page)</p>		

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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>R1's MDS dated [DATE] shows he has no cognitive impairment.</p> <p>R9's MDS dated [DATE] shows he has no cognitive impairment.</p> <p>R10's MDS dated [DATE] shows he has no cognitive impairment.</p> <p>R12's MDS dated [DATE] shows he has no cognitive impairment.</p> <p>1. On 7/2/25 at 10:47 AM, R12 said R14 has made fun of his weight and called him names. R12 said the behavior escalated over the last few weeks and the last interaction with R12 says R14 told R12, you're (R12) going to die and I'm (R14) going to piss on your grave. R12 said he did not tell any staff, including V1 (Administrator) of the incident. R12 said he has not experienced any emotional distress from R14 and he feels safe within the facility.</p> <p>On 7/2/25 at 1:15 PM, R9 said he has witnessed R14 making fun of R9's weight and is not sure if staff are aware. R9 also said he generally hears R9 be loud and rude to residents throughout the facility.</p> <p>2. V3 (Assistant Director of Social Services) said on 6/24/25, V3 was in V3's office and overheard R14 yelling in the dining room during lunch. When V3 entered the dining room, V3 said R14 was yelling loudly at R1 and accusing R1 of being a thief. V3 said R1 was not retaliating and was calm.</p> <p>On 7/2/25 at 9:28 AM, R1 said the argument with R14 on 6/24/25 occurred after R14 asked R1 for coffee. R1 keeps instant coffee in R1's room and R14 asked R1 for some. R1 provided some in a cup for R14 and R1 stated when R1 handed R14 the cup, R14 looked into the cup, then back up at R1 and claimed it wasn't enough coffee. R1 told R14 that was all R1 was going to provide R14 and R14 started yelling and at R1.</p> <p>On 7/2/25 at 11:45 AM, R6, whose room is a few doors from the dining room, said she was not in the dining room at the time of the incident but heard yelling from inside her room. R6 said she went towards the dining room to see what was going on and R6 said when R6 entered the dining room, R14 was yelling at R1 and R1 was responding saying [R14] I don't want to talk to you in a calm manner.</p> <p>3. On 7/2/25 at 11:55 AM, R10 said approximately two weeks ago, R10 and R14 had gotten into a verbal argument in the hallway. R10 said R14 has a smart mouth, they exchanged words, and went the other way with no further issues.</p> <p>On 7/2/25 at 12:23 PM, V1 said she was not aware of the allegations against R12 but knows R14 can be loud and very vocal towards others. At 3:35 PM, V1 said they have been trying and doing everything they can to prevent R14's behaviors including having R14 receive psych services, receive antipsychotic medications, have social services meet with him, and have him attend activities of his preferences. V1 agreed that R14 should not be going around and talking towards other residents in an undignified manner.</p> <p>Facility resident rights/dignity policy was requested on 7/2/25, but was not received.</p>