

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 145970	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 11/10/2024
NAME OF PROVIDER OR SUPPLIER Elevate Care Windsor Park		STREET ADDRESS, CITY, STATE, ZIP CODE 2649 East 75th St Chicago, IL 60649	

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 0921</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 40515</p> <p>Based on observation, interview and record review the facility failed to provide residents with a home-like environment, clean and sanitary shower rooms. This failure has the potential to affect 195 residents residing in the facility.</p> <p>Findings include:</p> <p>On 11/8/2024 at 11:36am, V3 (LPN) stated, generally residents get showers 2 times a week or more if requested or if we see the resident needs an additional shower. There are 2 shower rooms on each floor and all the shower rooms are being used by residents. I have not heard shower rooms are not functioning. CNAs give showers and stand by assistance is given to residents that needs minimum assistance, more assistance is given to cognitive residents.</p> <p>On 11/8/024 at 11:39am, surveyor observed first floor SPA (shower) room with wet used towels on the floor, first shower stall with open bottle of soap on the floor, broken floor tiles, shower bed sitting in middle of the floor, middle shower stall with no shower fixture, water gauge station with missing tile, third shower with used sheet and gown on the floor, shower holder broken and shower hose without holder. Shower hoses hung on shower handrail due to no shower hose/head holder.</p> <p>On 11/8/2024 at 11:46am, R3 observed entering 1st floor shower room and unable to maneuver around shower bed in the walkway of shower. R3 stated he would come back.</p> <p>On 11/8/2024 at 11:49am, (across from 1st floor dining room) in shower room, pipe above tub leaking water when shower hose turned on. Tub room with dirt and debris in tub. Portable commode chair and 2 chairs with worn and tattered, upholstery and wheelchair parts in wheelchair.</p> <p>On 11/8/2024 at 12:08pm, V4 (Restorative Nurse RN) stated residents get showers 2 times a week and when needed. CNAs give showers. Housekeeping keeps unit and resident rooms clean and clean showers every day. There are 2 shower rooms on each floor, and each have 3 shower stalls. If there is something broken, we call maintenance or put in computer so it can get repaired. Maintenance will do repair and if they cannot do the repair, they will call someone to come out and do the repair. We can put in via computer and can call on walkie talkies about broken equipment. There are four rooms on each floor that have their own bathroom with shower.</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 0921</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>On 11/8/2024 at 12:12pm, SPA/shower room across from R8's room surveyor observed 1st shower stall without shower hose holder, wet, soiled used towels and open bottles of body soap, 2nd stall water dripping from pipe above shower, and 3rd stall with soiled wet towels on floor and hanging on handrails, loose guard rails cover and tile missing around shower faucet. Used and open soap bottles on floor, debris, clutter, shower bed and commode sitting in the middle of walkway. Soiled wet and used linen on shower floor. Sign on one entrance of SPA room with out of order sign, but no out of order sign on other entrance of SPA room.</p> <p>On 12/8/2024 at 12:26 pm, V5 (CNA Restorative Aide) stated, residents get showers 2x a week but can get more. There are 2 shower rooms on each floor. All 2nd floor residents use the shower rooms on this floor, but if there is a problem with showers on this floor, we will take the resident to another floor. If there is broken equipment or something is broken in the shower, we put in computer or call maintenance to get fixed.</p> <p>On 11/8/2024 at 12:37pm, 2nd floor SPA/shower room stall 1 shower does not work, small amount of water dripping through hose, stall 2 missing hose, stall 3 shower head water sputters while running, adult opened used wipes sitting on handrail, missing tile, needle box holder with used razors hanging out of box, and accessible to resident. Tub room with dirt and equipment on the floor, shower head gushing water out pipe over shower, shower head not working. Debris and dirt on floors.</p> <p>On 11/8/2024 at 12:53pm, surveyor observation of SPA room across R9's room. Observed stall 1 with ripped and soiled with debris on curtain, stall 2 with soiled curtain with debris on curtain, stall 3 ripped and soiled with debris, dirty floor with clutter.</p> <p>On 11/8/2024 at 12:54pm, V7 (CNA) stated, rooms are cleaned every day, shower is cleaned after a resident takes a shower then shower is cleaned.</p> <p>On 11/8/2024 at 1:05pm, V8 (Housekeeper) stated, rooms are cleaned every day and shower rooms are cleaned in the morning and sometimes after a shower.</p> <p>On 11/8/2024 at 1:18pm, V9 (Restorative Aide) stated, there are 2 shower rooms on each floor with 3 stalls. There is a set schedule for resident showers. Residents get showers 2x a week and PRN (when necessary). Residents that have a shower in their room have shared their shower with another resident. Residents can get a bed bath if requested. Resident rooms and shower rooms are cleaned daily by housekeeping.</p> <p>On 11/8/2024 at approximately 1:30pm, V10 (Director Environmental Services) stated, shower rooms are cleaned every day and sometime the housekeeper will go back during the day to check. If there is anything that is broken or needs to be fixed, maintenance is notified.</p> <p>(continued on next page)</p>		

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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>On 11/8/2024 at 1:42pm, V11 (Maintenance Director) stated, staff will call to let me know if something is broken or will put through the computer. Surveyor asked V11 how long it takes for equipment to get fixed. V11 stated, it depends on the problem and if we have the part. If we have the part, we fix if not we order the part if we do not have the part. Surveyor asked V11 what the meaning of the sign is posted Temporarily Out of Service on some of the shower doors. V11 stated, all shower rooms are functioning, but we still need to replace the tile behind the shower valves, caulk and reseal. The residents are taking showers in all six of the shower room, that sign does not mean the shower cannot be used, residents are using the showers. You can see the floors are wet and linen is on the floor.</p> <p>On 11/8/2024 at 1:48pm, surveyor and V11 tour of facility shower rooms. Third floor shower room, 1st stall no shower head, hose hanging. V11 stated, will put in tile and repair shower valve, need to replace the tile. Stall 2 no shower holder, stall 3 no hose or shower head. Two of three showers working. V11 stated, staff let us know by word of mouth or put in a work order through the computer if there is a problem with showers we will fix. Surveyor observed debris and clutter in room, shower torn, dirty and stained curtains. Toilets handrail missing. V11 stated, I did not know handrail was broken. V11 stated, once a month we do equipment rounds. Surveyor asked, if checking shower rooms was included in monthly rounds. V11 stated, no. They let us know if something is broken and we take care of it. Surveyor asked, V11 if residents should use the shower rooms with all broken tile chips, debris, ripped and tattered shower curtains. V11 stated, residents can still come in and shower. Observed soiled towels, sheets and clothes and shoes in shower room and equipment sitting in the middle of the floor. 3 East shower room observed with missing grout, dirty floor, debris and clutter, soiled and stained shower curtains. V11 stated, I do not think anyone uses the tub room, the water is off for this tub. 2nd floor across from dining room, stall 1 shower does not work, V11 stated, need new shower head, stall 2 tile broken and V11 stated, will repair it, stall 3 water sputtering out of shower head. V11 stated, tile has been broken for a long time. 2 East shower room shower pipe gushing water and air vent broken, V11 stated, will replace. One of Three shower hoses working. 2 [NAME] shower room One of three showers working. 1 East shower room [ROOM NUMBER] of 3 showers working, missing handrail. Shower curtains soiled and stained, shower room cluttered with equipment and debris on floor. 1 [NAME] shower room with soiled and stained shower curtains, bottles of used soap on floor, used soiled towels and linen on floor.</p> <p>On 11/8/2024 at 2:31pm, tour with V1 (Administrator) and V2 DON (Director of Nursing). V2 stated, shower rooms are still being used. V1 stated, showers need to have shower hooks, the person that purchased the shower hose and heads did not get holders. Shower curtains are changed by housekeeping. Housekeeping is responsible for cleaning shower rooms and CNAs clean shower room between the residents. CNAs are to make sure towels, soap, linen is taken out then housekeeping come in and mop showers and change shower curtains. We use computer system to notify maintenance of broken equipment or can call on walkie talkie. Each nursing station has a walkie talkie. V1 stated, company consultant does walk through with maintenance, housekeeping director. Maintenance and housekeeping director do daily walk through as well. I (V1) am responsible to make sure they are doing what they are supposed to do.</p> <p>On 11/9/2024 at 10:37am, 1st floor shower rooms still with dirty linen and debris. Tub room remains dirty.</p> <p>(continued on next page)</p>		

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