STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	145974	A. Building B. Wing	04/02/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
Norwood Crossing	6016 North Nina Avenue Chicago, IL 60631

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 0689 Level of Harm - Actual harm Residents Affected - Few Note: The nursing home is disputing this citation.	Ensure that a nursing home area is free from accident hazards and provides adequate supervision to prevent accidents. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on interview and record review, the facility failed to supervise one resident (R1) who was a high risk for falls. This failure resulted in R1 falling to the floor and sustaining a broken clavicle. This failure affected one of three residents reviewed for falls.Findings include:R1's diagnoses include but are not limited to epilepsy, muscle weakness, difficulty walking, lack of coordination, muscle wasting and atrophy, dementia.R1's Minimum Data Set (MDS) dated [DATE] has a Brief Interview for Mental Status (BIMS) score of 11, indicating R1's cognition is moderately impaired. R1's progress note dated 02/25/26 at 5:39pm documents in part, Late Entry: Root cause: Poor safety awareness.R1's rehab progress note dated 02/20/26 documents in part, Chief complaint: mobility and ADL (Activities of Daily Living) dysfunction. Picking up object = partial/moderate assistance.R1's progress note dated 02/25/26 at 11:47pm documents in part, Resident noted laying on the floor, on her back in front of the nurse station. Upon assessment noted with quarter sized bump at the back of her head. Complained of pain on the left shoulder.R1's after visit summary discharge note dated 02/26/26 documents in part, Diagnoses: Displaced fracture of shaft of left clavicle, initial encounter for closed fracture.On 03/30/26 at 11:25am R1 stated that she remembers falling. R1 stated that she was in the hallway by herself and dropped something on the floor. R1 stated that she attempted to pick up the object from the floor and fell to the floor. R1 stated that she broke her clavicle when she fell. R1 stated that after she fell, the nurse picked her from off the floor.On 03/30/26 at 1:08pm V18 (Registered Nurse/RN) stated that she was R1's nurse at the time of the fall. V18 stated that she did not witness R1's fall. V18 stated that R1 was at the nurse's station when she fell. V18 stated that it was medication time and was attending to other residents down the hall when R1 fell. V18 stated that R1 is always trying to pick up things from off the floor. On 03/31/26 at 1:10pm V23 (Certified Nursing Assistant/CNA) stated that R1 sits at the nurse's station for most of the day. V23 stated that R1 is a fall risk and needs a constant eye on her because R1 does not always communicate her needs and would just start doing things on her own. On 04/01/26 at 10:21am V26 (Nurse Practitioner/NP) stated that R1 should have assistance when trying to pick up objects from off the floor. V26 stated that R1 should definitely be supervised because staff are aware that R1always tries to pick up objects from the floor. R1's fall risk data collection form dated 01/16/26 has a score of 16, indicating R1 is a high risk for falls and documents in part, Instructions: Evaluate the resident's condition and determine the most appropriate response. When resident's total score is 10 or more interventions should promptly be put into place. F. Balance: Observe resident's balance while standing, sitting and during transitions. 4. Not able to attempt without physical help.R1's fall risk data collection form observed with no interventions checked.R1's care plan dated 01/18/26 documents in part, Resident at risk for Falls d/t (due to) impaired mobility, hx (history) of right hip fracture s/p (status post) hemiarthroplasty, glaucoma and gait/balance problems. See fall risk assessment. The resident will be free of fall through the review date. Monitor between meals to ensure safety/prevent falls.On 04/01/26 at 12:37pm V17 (Assistant Director of Nursing/ADON) stated that R1's fall risk score of 16 makes R1 a high risk for falls. V17 stated that R1 should have had interventions filled out on the fall risk form and is not sure why R1's (continued on next page)

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE

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F 0689 Level of Harm - Actual harm Residents Affected - Few Note: The nursing home is disputing this citation.	fall interventions were not in place before R1's fall. V17 stated that a resident that is high risk for falls should not be left in the hallway unsupervised and leaving them unsupervised could result in a fall with injury. V17 stated that a resident that is known for always bending down to pick things up and is a high risk for falls should not be left unsupervised. Facility's policy titled Safety and Supervision of Residents dated 07/2017 documents in part, Policy Statement: Our facility strives to make the environment as free from accident hazards as possible. Resident safety and supervision and assistance to prevent accidents are facility-wide priorities. Policy Interpretation and Implementation: Individualized, Resident-Centered Approach to Safety: 1. Our individualized, resident-centered approach to safety addresses safety and accident hazards for individual residents. 2. The interdisciplinary care team shall analyze information obtained from assessments and observations to identify any specific accident hazards or risks for individual residents. 4. Implementing interventions to reduce accident risks and hazards shall include the following: a. Communicating specific interventions to all relevant staff;. d. Ensuring that interventions are implemented;. e. Documenting interventions. 5. Monitoring the effectiveness of interventions shall include the following: a. Ensuring that interventions are implemented correctly and consistently. Facility's undated policy titled Fall Prevention Program documents in part, Policy Statement: Fall prevention program will be implemented to assure that safety of all residents in the facility whenever possible. This program should include measure which determines the individual needs of each resident by assessing the risks for falls and implementation of appropriate interventions to provide necessary supervision and assistive devices are utilized as necessary.

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F 0925 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	Make sure there is a pest control program to prevent/deal with mice, insects, or other pests. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on observation, interview, and record review the facility failed to have an effective pest control program by having gnats flying around residents room and kitchen area. This failure has the potential to affect all 107 of the residents in the facility. Finding includes:On 03/30/2026 at 9:05 am, the other surveyor at facility stated she observed gnats in the hallway flying around upon her entrance to the facility, surveyor had to swat the gnats away to avoid the gnat from touching her face.On 03/30/2026 at 10:22 AM, V3 (MDS coordinator) stated she has seen a few gnats in her office. V3 stated her office is on the second floor in the office building, I have only been working here for the last three weeks.On 03/30/2026 at 11:00 AM,V4 (Cook) stated he has seen gnats flying around in the kitchen everywhere, and I am not sure what will help with get rid of the gnats.On 03/30/2026 at 11:03 AM, V5(Cook) stated he has worked here for a year now and previously observed gnats flying around daily we use to use vinegar to contain the drains and keep the gnats contained but the gnats stayed in the drains which made it worse. I have not seen the gnats as much anymore in the last few weeks.On 3/30/2026 at 11:07 AM, V6 (Dining Service director) stated he works five days a week and the last time he has observed gnats in the kitchen was about a week ago. During interview with V6 a gnat flew pass his face and he attempted to swat it.V6 stated gnats can infect the food and contaminate food items and spread disease.On 03/30/2026 at 11:10 AM, V6 toured the walk-in freezer and observed with this surveyor multiple dead gnats on top of 5 galloon, crosscut crinkle pickle container inside the walk-in freezer.V6 stated he would discard the pickle container.On 03/30/2026 at 11:14 AM, V7 (Maintenance director) observed in kitchen area and stated the facility is working on gnats the exterminator comes weekly, bug repellent machines are used in hallways to trap the gnats, we do not have any bug repellent machine in the kitchen yet, but they should be installed. V7 stated drains harbor gnats, the drain in the kitchen is clogged and was just observed today we are trying to resolve the issue. V7 stated the drain in the kitchen is full to the top with water and we have been trying to rod and open the drain. The area in the kitchen is called the Steamer/Kettle drain area. On 03/30/2026 at 11:17 AM,V8(Maintenance tech) was observed attempting to rod the drain in the steamer/kettle kitchen area, V8 stated the drain is very slow and gnats live in drains.V8 stated he has been working to rod the drain for an hour and the water is not going down yet but he will continue to try.On 03/30/2026 at 11:21 AM, V9 (Registered Nurse) on the 2nd floor stated the facility had an issue a while back with gnats flying all over the place and gnats can spread infection and lay eggs. In the last month the gnat issue has gotten better even though gnats continue to fly around in the facility they are worse on the 2nd floor.On 03/30/2026 at 11:23 AM, V10 (Registered Nurse) on the 3rd floor stated she has worked here since September 2025 and has observed black bugs with wings flying around by the nursing station, V10 stated the bugs are called gnats, gnats should not be touching on the resident's food, and I do not know where the gnats are coming from.On 03/30/2026 at 11:27 AM, V11 (Certified Nursing assistant) on the 3rd floor stated she has been working here for the last two years and she has observed the gnats in the residents' room on the window seals and on the beds. Gnats can make the residents sick, the last time I saw the gnats on the unit last week.On 03/30/2026 at 11:42 AM, V13 (House keeper) on the 3rd floor stated the facility has bug lights now on the units that get rid of gnats, gnats are attracted to the lights and g and die on the light.V13 stated the gnats use to be observed flying throughout the facility, the housekeepers make sure we clean the rooms and windows daily to remove the dead gnats.On 03/30/202 at 11: 45 AM, R3 was observed sitting in her room and stated she is visually impaired but feels the gnats flying and hitting her skin and face and the gnats even touch my mouth. R3 stated that V7 informed her that the facility has treated the gnats through the drains but they gnats still are flying around in my room. On 03/30/2026 at 11:50 AM, R4 was observed sitting in her room and stated the gnats were on her bedside table, and the gnats aggravate R4 because they fly on my table near my food and on my clothes, I swat the gnats away.On (continued on next page)

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F 0925 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	03/30/2026 at 11:55 AM, V14 (Licensed Practical Nurse) stated she has been working here since December 2025, and gnats have been on the units and flying around everywhere. Gnats can contaminate the resident's food.V14 stated several times when she was passing medications gnats make her feel nasty and cause her to itch her skin because the gnats fly all around the area.V14 stated she use to have to swat the gnats off her clothing and near her face. The gnat issue has been horrible for the last three months, the gnats use to fly by your nose, ears and mouth.On 03/30/2026 at 12:00 PM, V15(Licensed Practical Nurse) stated about a month or so ago the gnats were flying around everywhere in the facility. The facility treated the drains, and the gnats were gone for about a month and now they are coming back around per the residents.V15 stated she did not like, when she was passing medications and had to swat away the gnats all the time. On 03/30/2026 at 12:10 PM, this surveyor observed two gnats flying in the conference room and one gnat landed on my left arm and I had to swat the gnat dead.On 3/30/2026 at 2:10 PM, V1 (Administrator) stated when he interviewed and toured the facility about a month and half ago the gnats were really bad, the facility has done some work and cut the pipes to repair the issue because the gnats were observed laying in the water pipes, but the gnat issue has decreased drastically.V1 stated he was not made aware that the kitchen drain was clogged this morning.On 03/30/2026 at 2:30 PM, V7 stated the drain company will be in facility on 03/31/2026 to attempt to resolve the clog drain issue because V7 feels the issue is clogged deeper within the pipes.On 03/30/2026 at 2:00PM, V1 (Administrator) presented Illinois Long term care Ombudsman program titled Residents rights with a revision date of ; 02.2025 which documents in part that the facility must be safe, clean ,comfortable and homelike.Facility policy with revised date of May 2008 titled Pest control documents in part; Our facility shall maintain an effective pest control program;1).this facility maintains an ongoing pest control program to ensure that the building is kept free of insects and rodents; 6.) maintenance services assist, when appropriate and necessary, in providing pest control services.Reviewed the facility's plumbing and sewer treatment receipts dated 03/10/2026 and 03/19/2026 which documents in part; pipe in the living/recreation room was full of gnats as observed on the camera, treatment of gnats on the third floor in room [ROOM NUMBER].Reviewed facility's document titled facility and investigation and response concern log dated 02/10/2026 at 10:26 AM, documents in part that resident requested a room move due to bugs in room; pest control/plumber following to rectify situation with bugs.