

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  155846	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  08/07/2024
NAME OF PROVIDER OR SUPPLIER  Restoracy of Carmel		STREET ADDRESS, CITY, STATE, ZIP CODE  616 Green House Way Carmel, IN 46032	

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 0602</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Protect each resident from the wrongful use of the resident's belongings or money.</p> <p>32842</p> <p>Based on interview and record review, the facility failed to ensure residents' credit cards were kept safe and secure during their admission for 2 of 3 residents being reviewed for misappropriation of property. (Residents B and C) The deficient practice was corrected on 8/5/24, prior to the start of the survey, and was therefore past noncompliance.</p> <p>Findings include:</p> <p>1. A facility reported incident, dated 7/31/24, indicated Resident B's son reported to the Executive Director (ED) two of her credit cards were fraudulently used by a person identified as CNA 1. The credit cards were canceled. The city police department was notified. CNA 1 was immediately suspended.</p> <p>A facility document, titled Allegation Investigation Form, dated 8/5/24, indicated CNA 1 was terminated on 8/5/24. Resident B's son reported to the ED there were suspicious charges on his mother's credit cards. The ED and the son called the credit card company to confirm the spelling of a person who had used the resident's credit card to order Door Dash. The son was prompted to look deeper into Resident B's credit card statements and found roughly 18 charges he was not able to account for Resident B making. An investigation was started, which showed CNA 1 worked in the home Resident B was admitted to. Her credit cards were fraudulently used without her knowledge. CNA 1 was terminated, on 8/5/24, due to probable cause she was involved in the fraudulent credit cards activity.</p> <p>A facility document, titled Employee Status Change Form, dated 8/5/24, indicated CNA 1 was terminated, on 8/5/24, without being eligible for rehire due to the theft of a resident's credit cards and fraud. The explanation for dismissal was CNA 1 was proven by the credit card company and the police department to have used Resident B's credit cards fraudulently.</p> <p>During an interview, on 8/6/24 at 12:38 p.m., the ED indicated Resident B's son discovered CNA 1 had stolen Resident B's credit card numbers after a Door Dash charge was on the resident's credit card account. He knew his mother would not have ordered Door Dash. He looked through the credit card statements and discovered other charges which he knew Resident B did not make. The ED indicated he terminated the employee, since the police officer felt there was enough evidence to charge CNA 1 with the Door Dash charge. The resident's son and the police officer were continuing to investigate if CNA 1 was responsible for the other charges on both credit cards.</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 0602</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>During an interview, on 8/6/24 at 2:18 p.m., the ED and Officer 3 were in attendance. Officer 3 indicated he had spoken to Resident B, and she had not given permission for anyone to use her credit cards. The charge as of now for CNA 1 was fraud due to utilization of credit cards without authorization and since the amount she spent was over \$750.00, it would most likely be a level six felony charge. The resident's son noticed multiple transactions on his mother's credit cards which he had disputed all the charges.</p> <p>2. During a phone interview, on 8/7/24 at 3:57 p.m., Resident C indicated after she was discharged from the facility, she discovered her credit cards were missing from her wallet. Two credit card companies were investigating fraudulent charges. She indicated the person who stole her credit cards was CNA 1. The person charged \$705.09, from 7/6/24 to 7/13/24, on one card and charged \$93.00 on another credit card. Her money was reimbursed by the credit card companies. She had not contacted the police, only the credit card companies.</p> <p>A current facility policy, titled Abuse Policy, dated as revised 8/2/23 and provided by the Director of Nursing on 8/6/24 at 1:45 p.m., indicated .It is the policy .to ensure that all residents .are free from .misappropriation of resident property and exploitation. This includes but is not limited to .ensure that all employees, residents, family members, consultants, physicians and visitors are aware that .exploitation of residents and misappropriation of resident property .is strictly forbidden by this provider .Misappropriation of Resident property: The deliberate misplacement, exploitation, or wrongful, temporary or permanent use of a resident's belongings or money without the resident's consent. 10. Exploitation: Taking advantage of a resident for personal gain through the use of manipulation, intimidation, threats or coercion. 11. Mistreatment: Inappropriate treatment or exploitation of a resident</p> <p>The deficient practice was corrected by 8/5/24, after the facility implemented a systemic plan which included CNA 1 was terminated for credit card fraud on 8/5/24, abuse in-servicing was initiated for all staff, staff members were interviewed, residents were interviewed, and misappropriation of property was included in the QAPI (Quality Assurance Performance Improvement) program.</p> <p>3.1-28(a)</p>		