

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 255247	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 11/19/2024
NAME OF PROVIDER OR SUPPLIER Rest Haven Health and Rehabilitation		STREET ADDRESS, CITY, STATE, ZIP CODE 103 Cunningham Drive Ripley, MS 38663	

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 - Few</p>	<p>Honor the resident's right to a dignified existence, self-determination, communication, and to exercise his or her rights.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 41878</p> <p>Based on staff and resident interview, record review, and facility policy review, the facility failed to ensure each resident was treated with dignity and respect for seven (7) of 16 residents sampled. Residents #3, #4, #5, #6, #7, #9, and #10.</p> <p>Findings include:</p> <p>Record review of facility policy titled, Resident Rights and Dignity Management - Dignity dated 5/22, revealed, It is the practice of this facility to protect and promote resident rights and treat each resident with respect and dignity as well as care for each resident in a manner and in an environment that maintains or enhances resident's quality of life by recognizing each resident's individuality. 1. All staff members are involved in providing care to residents to promote and maintain resident dignity and respect resident rights at all times. 5. When interacting with a resident, pay attention to the resident as an individual. 9. Speak respectfully to residents . 10. Respect the resident's living space and personal possessions. 14. 'Treated with dignity' means the resident will be assisted in maintaining and enhancing his or her self-esteem and self-worth. 15. Staff shall speak respectfully to the residents at all times, including addressing the resident by his or her name of choice and not labeling or referring to the resident by his room number, diagnosis or care needs. 20. Demeaning practices and standards of care that compromise dignity are prohibited. Staff shall promote dignity and assist residents as needed. 21. Staff shall treat cognitively impaired residents with dignity and sensitivity.</p> <p>Record review of facility policy titled, Resident Rights and Dignity Management - Resident Rights dated 5/2022, revealed, Employees shall treat all residents with kindness, respect and dignity.</p> <p>Record review revealed that the State Agency (SA) received an anonymous complaint that stated that Certified Nursing Assistant (CNA) #1 was verbally and mentally abusing residents and the staff had reported it many times to the Administrator but nothing had been done.</p> <p>Resident #3</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
FORM CMS-2567 (02/99) Previous Versions Obsolete	Event ID: Facility ID: 255247	If continuation sheet Page 1 of 4

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<p>F 0550</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>An interview with Resident #3 on 11/18/24 at 10:30 AM, revealed CNA #1 had a bad attitude problem. She stated several weeks ago, CNA #1 came into her room and had pushed the lift towards her and she had to stop it with her foot to keep it from hitting her. She stated she told the CNA to be careful, but she acted like she did not even care. She stated the facility was her home and she had the right to feel cared for and to not have to deal with a grumpy worker with a mean attitude. She stated she had talked to the Social Worker and the Administrator about this.</p> <p>Record review of the Admission Record revealed the facility admitted Resident #3 on 7/20/17.</p> <p>Record review of Resident #3's Minimum Data Set (MDS) with Assessment Reference Date (ARD) of 10/22/24 revealed a Brief Interview for Mental Status (BIMS) score of 15 which indicated the resident was cognitively intact.</p> <p>Resident #4</p> <p>An interview on 11/18/24 at 10:45 AM, with Resident #4 revealed, We have one CNA here that is a wild one and her name is (proper name for CNA #1). She stated when she has asked her to do things for her that she would often ignore her or make rude comments like What do you want now. She stated she did not feel that it was at the level of abuse and was not afraid of here, but she felt that her rights as a resident to be treated with dignity and respect were not honored by this CNA. She stated she had talked with the Social Worker in the past about these concerns with CNA#1.</p> <p>Record review of the Admission Record revealed the facility admitted Resident #4 on 7/26/23.</p> <p>Record review of Resident #4's MDS with ARD of 11/5/24 revealed a BIMS score of 15 which indicated the resident was cognitively intact.</p> <p>Resident #5</p> <p>During an interview on 11/18/24 at 10:48 AM, Resident #5 stated CNA #1 had a bad attitude and had been rude and disrespectful to her. She stated, It might just be her way, but I don't like to be talked to like that. She also stated that Respect was not in (proper name removed) CNA #1's repertoire. She stated, I tell the staff that I might be old but there is not a damn thing wrong with my mind. She stated that she did not feel that this was verbal abuse but being treated disrespectfully in her own home did go against her rights as a resident of the facility.</p> <p>Record review of Admission Record revealed the facility admitted Resident #5 on 3/25/16.</p> <p>Record review of Resident #5's MDS with ARD of 10/28/24 revealed a BIMS score of 15 which indicated the resident was cognitively intact.</p> <p>Resident #6</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 - Few</p>	<p>During an interview on 11/18/24 at 11:15 AM, Resident #6 revealed some staff are just awful and will not listen to him. He stated, They just do what they want to do. He stated he told them to Give me their ear and listen to what I'm trying to tell them instead of doing what you want to do for me. He stated he had told CNA #1 and others that I'm going to the boss and tell him, and they tell him to go ahead and tell him and they will tell on me too. He also stated that CNA #1 told him he needed to go somewhere else since he could do some of his own care, and he told her this was his home, and he had the right to be there. He stated he had mentioned these concerns to the Social Worker and to the Administrator. He stated he did not feel abused, but he did feel very disrespected by CNA #1.</p> <p>Record review of Admission Record revealed Resident #6 was admitted to the facility on [DATE].</p> <p>Record review of Resident #6's MDS with ARD of 10/21/24 revealed a BIMS score of 13 which indicated the resident was cognitively intact.</p> <p>Resident #7</p> <p>During an interview on 11/18/24 at 11:30 AM, Resident #7 revealed that CNA #1 Smarts off to me all the time. He stated he did not remember what was said each time, but did know she was very rude and mean, not abusive, but definitely not nice. He stated she also put his meal tray down roughly and it fell on him. He stated that she also complained a lot about having to reposition him and adjust his bed with the manual crank.</p> <p>Record review of Admission Record revealed the facility admitted Resident #7 on 4/17/24.</p> <p>Record review of Resident #7's MDS with ARD of 10/4/24 revealed a BIMS score of 8 which indicated the resident had moderate cognitive impairment.</p> <p>Resident #9</p> <p>During an interview on 11/19/24 at 2:00 PM, Resident #9 revealed some of the staff had been disrespectful to her. She stated she had pressed the call light for assistance and a staff member came in and asked what she needed now in a rude and mean way and then made comments about how the room smelled awful. She stated she could not help that she could not control her bowels or bladder and for the staff to say that was very disrespectful to her and it was not treating her with dignity. She stated she had the right to be treated with dignity and respect and making comments like that was not acceptable.</p> <p>Record review of Admission Record revealed the facility admitted Resident #9 on 2/12/18.</p> <p>Record review of Resident #9's MDS with ARD of 9/13/24 revealed a BIMS score of 15 which indicated the resident was cognitively intact.</p> <p>Resident #10</p> <p>An interview on 11/19/24 at 2:10 PM, with Resident #10 revealed some of the staff had bad attitudes and treated him and other residents disrespectfully. He stated one nurse was rude and he felt that she always questioned what he said he needed. He stated he received the care needed but at times it was with attitude and those with bad attitudes either need to be respectful or go home.</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 - Few</p>	<p>Record review of Admission Record revealed the facility admitted Resident #10 on 7/25/24.</p> <p>Record review of Resident #10's MDS with ARD of 9/27/24 revealed a BIMS score of 12 which indicated the resident had moderate cognitive impairment.</p> <p>Record review of the Grievance Log for the past six (6) months did not reveal any of the concerns voiced by these residents.</p> <p>Interview on 11/18/24 at 11:45 AM, with CNA # 2 stated CNA #1 was loud and her voice carried.</p> <p>Interview on 11/18/24 at 11:55 AM, with the Registered Nurse (RN) supervisor, stated she works both rotations, so she is aware of most of the staff and CNA #1 is thorough and gets the job done but she is loud and sounds blunt when talking and does not have a friendly tone.</p> <p>Interview on 11/18/24 at 1:40 PM, with CNA #3, stated at one time, CNA #1 was kinda shaky with the way she would talk, not abusive, but rude. She stated she is loud and rough and sounds mean and disrespectful but she had been trying to talk softer and kinder and she has made a complete turnaround. CNA #3 stated that CNA #1 would do good care for her residents but not with a friendly attitude.</p> <p>Interview on 11/18/24 at 1:48 PM, with Licensed Practical Nurse (LPN) #1 stated she works with CNA #1 almost every shift since they are on the same rotation and she had never heard her say anything that was mean or disrespectful to a resident, but that she does have a higher volume of speech.</p> <p>Interview on 11/19/24 at 10:50 AM, with CNA #1 confirmed that she has a loud voice, and it carries and she knows she sometimes sounds grumpy, but that is the way her voice is. She stated that she takes care of her residents and tries to do what she can for them to meet their needs. She acknowledged that she may appear rough and loud, but she tries to do her job in a good way and that she just thinks her voice is loud.</p> <p>During an interview on 11/19/24 at 3:00 PM, the Director of Nursing (DON) confirmed that each resident has the right to be treated with dignity and respect and the facility failed to ensure that each resident's rights were honored.</p> <p>During an interview on 11/19/24 at 4:00 PM, the Administrator stated each resident deserves to be treated with dignity and respect and he confirmed that there were several residents that were not treated with dignity and respect and the facility failed to honor each of these resident's rights. He stated that the facility had recently investigated an allegation of abuse with CNA #1 but was not able to substantiate the allegation and it had been reported to the State Agency. He stated that the CNA was suspended while the investigation was going on but it was not related to these concerns. He confirmed that there was a witness to this recent allegation and that it just didn't occur after the statements were gathered.</p>		