

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 265118	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 12/09/2024
NAME OF PROVIDER OR SUPPLIER Aspen Point Health and Rehabilitation		STREET ADDRESS, CITY, STATE, ZIP CODE 2840 West Clay St Saint Charles, MO 63301	

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 - 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** 34003</p> <p>Based on interview and record review, the facility failed to ensure four residents (Resident #2, #3, #4, and #5) in a review of five sampled residents were treated with respect and dignity, when residents reported staff cursed at them when responding to the residents and their needs. The residents reported the comments made them feel bad, worthless, upset, and less than human. The facility census was 53.</p> <p>Review of the facility policy for Resident Rights with a revision date of 9/3/22 showed the following:</p> <ul style="list-style-type: none"> -The facility will ensure that all staff members are educated on the rights of residents and the responsibility of the facility to properly care for its residents; -The resident has the right to a dignified existence. <p>1. Review of Resident #2's quarterly Minimum Data Set (MDS) a federally mandated assessment instrument completed by staff dated 11/8/24 showed the following:</p> <ul style="list-style-type: none"> -Able to make self understood and able to understand others; -Alert and oriented able to make decisions; -Diagnosis of schizophrenia (a chronic mental illness that affects a person's thoughts, feelings, and behaviors). <p>During an interview on 12/9/24 at 11:30 A.M., the resident said the following:</p> <ul style="list-style-type: none"> -There were several staff members who said fuck, shit, and damn around him/her and raised their voices when around the residents; -He/She had reported this to the staff, but nothing had been done about it; -He/She did not like staff using these words, it made him/her feel bad and worthless. <p>2. Review of Resident #3's quarterly MDS dated [DATE] showed the following:</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 - Actual harm</p> <p>Residents Affected - Few</p>	<p>-Able to make self understood and able to understand others;</p> <p>-Alert and oriented and able to make decisions;</p> <p>-Diagnoses of depression and schizophrenia.</p> <p>During an interview on 12/9/24 at 12:30 P.M., the resident said the following:</p> <p>-There were some staff members who were very disrespectful in how they treated and talked to him/her;</p> <p>-Staff frequently said fuck when speaking to him/her and what the fuck do you want?. This made him/her feel ignorant;</p> <p>-It did not do any good to report this, nothing was ever done.</p> <p>3. Review of Resident #4's comprehensive MDS dated [DATE] showed the following:</p> <p>-Able to make self understood and able to understand others;</p> <p>-Alert and oriented with some difficulty with decision making;</p> <p>-Diagnoses of schizophrenia, depression, and anxiety.</p> <p>During an interview on 12/9/24 at 11:15 A.M., the resident said the following:</p> <p>-There were some staff members, mainly on the evening and night shifts, that said fuck, damn, shit when taking care of him/her;</p> <p>-He/She did not like it when the staff used these words;</p> <p>-It upset him/her when staff talked like this.</p> <p>4. Review of Resident #5 quarterly MDS dated [DATE] showed the following:</p> <p>-Able to make self understood and able to understand others;</p> <p>-Alert and oriented and able to make decisions;</p> <p>-Diagnosis of anxiety.</p> <p>During an interview on 12/9/24 at 3:00 P.M., the resident said the following:</p> <p>-There were some staff members on the evening and night shifts that talked to him/her in a rough and degrading manner;</p> <p>-The staff said fuck, damn, shit and what the fuck do you want? when answering his/her call light;</p> <p>(continued on next page)</p>		

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<p>F 0550</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>-The way staff talked to him/her made him/her feel less than human;</p> <p>-He/She had reported this to the nurses, but nothing had been done about it.</p> <p>During an interview on 12/9/24 at 3:45 P.M., Licensed Practical Nurse (LPN) A said there were some staff members who talked in a rough manner.</p> <p>During an interview on 12/9/24 at 4:11 P.M., the Director of Nursing (DON) and the facility Administrator said the following:</p> <p>-They expected staff to not use foul language in front of the residents and to treat and speak to them with respect and dignity. After the surveyor shared the words and comments residents reported staff were directing to them, both the DON and administrator felt these described a dignity issue.</p> <p>MO246121</p>		

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<p>F 0600</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>Protect each resident from all types of abuse such as physical, mental, sexual abuse, physical punishment, and neglect by anybody.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 34003</p> <p>Based on interview and record review, the facility failed to ensure one resident (Resident #1) in a review of five sampled residents was free from verbal abuse. The resident reported staff cursed at him/her when responding to the resident and his/her needs. The resident said the verbal abuse made him/her feel angry and upset. The facility census was 53.</p> <p>Review of the facility policy for Abuse, Neglect and Exploitation with a revision date of 8/23/22 showed the following:</p> <p>-It is the policy of this facility to provide protection for the health, welfare and rights of each resident by developing and implementing written policies and procedures that prohibit and prevent abuse, neglect, exploitation and misappropriation of resident property;</p> <p>-Verbal Abuse means the use of oral, written or gestured communication or sounds that willfully includes disparaging and derogatory terms to residents or their families, or within their hearing distance regardless of their age, ability to comprehend, or disability.</p> <p>Review of the facility policy for Resident Rights with a revision date of 9/3/22 showed the following:</p> <p>-The facility will ensure that all staff members are educated on the rights of residents and the responsibility of the facility to properly care for its residents.</p> <p>1. Review of Resident #1's face sheet showed the following:</p> <p>-admitted to the facility on [DATE];</p> <p>-Diagnoses included anxiety and depression.</p> <p>Review of the resident's psychosocial assessment dated [DATE] showed the following:</p> <p>-Moderate impairment in cognition;</p> <p>-Has some delusions and showed signs of depression.</p> <p>Review of the resident's care plan for Residents' Rights dated 12/05/24 showed the following:</p> <p>-The resident's autonomy and dignity will be honored in the personal choices that he/she makes;</p> <p>-The resident has the right to be treated with consideration, respect, and dignity.</p> <p>During an interview on 12/9/24 at 12:00 P.M., the resident said the following:</p> <p>(continued on next page)</p>		

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<p>F 0600</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>-A couple of days ago, a staff member was providing him/her care and called him/her a fucking bitch and told him/her to shut the fuck up then the staff member walked out of his/her room;</p> <p>-This made him/her angry and upset that a staff member would talk to him/her this way;</p> <p>-He/She did not know the person's name;</p> <p>-His/Her family member was on the telephone with him/her when the staff member talked to him/her this way.</p> <p>During an interview on 12/9/24 at 12:00 P.M., the resident's sister, [NAME] said the following:</p> <p>-He/She was talking on the phone with Resident #1 when he/she heard someone at the facility say fucking bitch and shut the fuck up;</p> <p>-He/She did not know who the person was;</p> <p>-It sounded like this person was in the resident's room when this was said.</p> <p>During an interview on 12/9/24 at 3:45 P.M., Licensed Practical Nurse (LPN) A said there were some staff members who talked in a rough manner.</p> <p>During an interview on 12/9/24 at 4:11 P.M., the Director of Nursing (DON) and the facility Administrator said the following:</p> <p>-They expected staff to not use foul language in front of the residents and to treat and speak to them with respect and dignity. After the surveyor shared the words and comments the resident reported staff directed at him/her, both the DON and administrator felt these described a dignity issue, rather than verbal abuse.</p> <p>MO246121</p>		