

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 265309	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 01/09/2025
NAME OF PROVIDER OR SUPPLIER Aspire Senior Living Joplin		STREET ADDRESS, CITY, STATE, ZIP CODE 2218 W 32nd Street Joplin, MO 64804	

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>Based on interviews and record review, the facility failed to prevent misappropriation of resident property for all residents when one resident's (Resident #1) money was stolen from the lockbox kept in the resident's dresser in the facility. The facility census was 104.</p> <p>Review of the facility policy titled, Abuse, Neglect, Misappropriation of Resident/Guest Property, Suspicious Injuries of Unknown source, Exploitation, dated 02/08/18, showed the following:</p> <ul style="list-style-type: none"> -All residents have the right to be free from abuse, neglect, exploitation, and misappropriation of resident/guest property; -The facility's policy strictly prohibits the abuse, neglect, exploitation and involuntary seclusion of residents. The policy also prohibits the misappropriation of resident's property. This policy against abuse, neglect, exploitation and misappropriation of resident property includes abuse by any other person; -Misappropriation of resident property means the deliberate misplacement, exploitation, or wrongful, temporary or permanent use of a resident's belongings or money without the resident's consent. Acts that may constitute the misappropriation of resident property include, but are not limited to the theft or attempted theft of a resident money or personal property of any value or type, theft of a resident's medication regardless of amount, or the use of resident's funds including credit cards or checks and identity theft. <p>1. Review of Resident #1's face sheet (a snapshot of resident information) showed an admission date of 09/27/24.</p> <p>Review of the resident's care plan, dated 12/08/24 to 01/07/25, showed the following:</p> <ul style="list-style-type: none"> -Resident chooses to keep personal funds, cash, financial cards in her room; -Facility staff to assist with the replacement of missing items; -Staff will educate resident on the risks of having money financial cards of things of value in his/her room; -Staff provided resident with a lock box for his/her room/drawer. <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>Review of the resident's quarterly Minimum Data Set (MDS - a federally mandated assessment instrument completed by facility staff), dated 12/13/24, showed the following:</p> <ul style="list-style-type: none"> -Resident was cognitively intact; -Resident required moderate assistance for transfers and mobility. <p>Review of the facility's Grievance/Complaint form, dated 01/07/25, showed the following:</p> <ul style="list-style-type: none"> -The resident believed he/she was missing 185 dollars cash from his/her lockbox. He/she went to the bank on 11/22/24 to pull out money. He/she took out 200 dollars and spent 15 dollars of it; -On or around 01/07/25, he/she realized it was not in the lock box. His/her debit cards were not missing and were in the box as well; -On 01/07/25, the Business Office Manager (BOM) and the resident called his/her bank to cancel his/her cards and requested new debit cards; -On 01/08/25, the Administrator contacted the resident family and discussed the resident not keeping cash on hand and setting up a resident trust fund account; -The form was signed as completed by the Administrator on 01/08/25. <p>Review of the facility's investigation, dated 01/07/25, showed the following:</p> <ul style="list-style-type: none"> -On 01/07/2025, the resident requested manager to take resident to room following lunch to assist with paying his/her phone bill that was due. The Housekeeping Manager took the resident to the resident's room. They looked at his/her phone bill and when he/she went to get his/her debit card in the lock on the lockbox was broken. The resident reported he/she had an envelope with initially 200 dollars cash and used 15 dollars cash for a birth certificate leaving his/her with 185 dollars cash missing. His/her debit cards were still in lock box; -On 01/07/25, the Director of Nursing (DON) and Administrator spoke with resident. The resident verified he/she drew out 200 dollars from the bank. He/She spent 15 dollars at the Health Department. He/She said his/her family member comes to visit, however is out of town for work. He/She said the key was up under the lid of the top drawer. He/she said the Housekeeping Manager and Business Office Manager (BOM) knew where the key was. The resident denied going on outings or making purchases for friends. He/she confirmed he/she was out of his/her room for meals and for therapy; <p>(continued on next page)</p>		

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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>-On 01/08/25, a second interview was completed in person by the Administrator who spoke to resident regarding report of missing envelope with items in it. The resident verified he/she asked the Housekeeping Supervisor to take him/her to his/her room to help him/her to make a phone payment when the lock box lock was found broken, and his/her envelope of money was missing. The resident said he/she had gone to the bank to get money out to get cards as gifts, but he/she had not done this yet and kept his/her money in the lockbox. The Administrator informed the resident that the internal investigation was in place and would follow back up with him/her with results and action plan. The Administrator contacted the resident's family member with the resident's permission to see if he/she had been on any outings and he/she said not that he/she was aware. The family member noted the lock box intact was when he/she visited on 12/19/24;</p> <p>- On 01/07/25, the lock box lock was broken and envelope of 185 dollars was missing. The Housekeeping Manager and SSD were granted permission by resident to search room for missing envelope. A grievance was filed. On 01/08/25, the resident asked the Administrator, are you going to find who took the money. The police department was notified. The detective visited the Administrator and the resident on 01/15/25. The Administrator followed up with the resident's family member with resident's permission to check to see if he/she knew of an envelope of missing money and if resident had been on any outings which he/she was aware of. The facility provided a new lock box with pad lock.</p> <p>During an interview on 01/09/25, at 11:58 A.M., the resident said the following:</p> <p>-The Housekeeping Supervisor took him/her to the bank and got out two hundred dollars. He/she then used 15 dollars to get a new birth certificate;</p> <p>-He/She had 185 dollars left. The Housekeeping Supervisor put the envelope of 185 dollars into the lockbox that was provided by the facility in the top dresser drawer per his/her request. It was locked and he/she hid the key;</p> <p>-He/she was not sure what day it was, but thought it was around Thanksgiving;</p> <p>-He/she asked the Housekeeping Supervisor to get one of his/her cards out of the lock box so he/she could pay a bill;</p> <p>-The lock on the lockbox had been busted and there were pieces in the drawer;</p> <p>-The envelope of 185 dollars was gone. There were also cards in the lockbox, but they had not been touched. However, he/she had to get new cards due to whoever broke into the lockbox having access to his/her card numbers;</p> <p>-He/she was not sure if any other staff were aware of money he/she had in the lockbox;</p> <p>-He/she suspected it was taken when he/she was gone to therapy or meals;</p> <p>-He/she had not left the facility and has not had any visitors recently except for a family member on 12/28/24, but the family member was never left in the room alone.</p> <p>During an interview on 01/09/25, at 12:21 P.M., the Housekeeping Supervisor said the following:</p> <p>(continued on next page)</p>		

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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>-He/she took the resident to the bank and he saw him/her withdraw 200 dollars and it was put in a bank envelope. He/she saw the resident use 15 dollars of the 200 dollars;</p> <p>-When they returned to the facility, the resident asked him/her to put the envelope in the lockbox and he/she did;</p> <p>-He believed he/she last saw the envelope of money in the lockbox on 12/31/24 when he/she helped the resident pay a bill using one of his/her cards. The lockbox was locked with the envelope of 185 dollars was in it;</p> <p>-The resident also had debit/credit cards in the lockbox;</p> <p>-A few days ago, the resident asked him/her to help him/her get a debit card out of the lockbox to pay a bill;</p> <p>-He/she opened the drawer and noticed the lock was broken and in pieces. The lock box was no longer locked and when he/she opened the bank envelope with the money was gone;</p> <p>-He/she thought other staff were aware of the resident having the lockbox.</p> <p>Review of the Police Report dated 01/08/25, at 3:14 P.M., showed the following:</p> <p>-Offense: Larceny/ Stealing;</p> <p>- On 01/08/25, the officer contacted the Administrator who advised the resident had 185 dollars taken from a lockbox in his/her room. The Administrator said the money was placed into the lockbox by the resident with the assistance of the Housekeeping Supervisor on 11/22/24. The resident asked the Housekeeping Supervisor to help him/her remove the cash from the lock box on 01/07/25. The Housekeeping Supervisor found the lock damaged and the money missing. The Housekeeping Supervisor reported the theft to the Administrator. The Administrator said only three people knew of the money in the lockbox, herself, the Housekeeping Supervisor, and the BOM. It was possible other staff members could have learned of the existence of the money in the box from the resident. The Administrator said there are no cameras that overlooked the hallway to determine who had access to the resident's room.</p> <p>-The resident said he/she had placed the money and his/her debit cards in the box with the Housekeeping Supervisor. He/she did not remember the date that occurred. He/She had asked the Housekeeping Supervisor to take the money out on 01/07/25. He/She did not remember any other time of asking anyone to access the lockbox. The resident believed the lock had been pried open with a screwdriver. The resident wished to pursue charges if a suspect could be identified.</p> <p>-The Officer contacted the resident's family member. He/she said he/she was the only family member that visited the resident. The family member last checked the lockbox on 12/28/24 and it was undamaged. The family member had told the resident several times not to keep cash in the box as it was not a secure place to keep it. He/she denied taking the money and did not know of any suspects who would have taken it;</p> <p>(continued on next page)</p>		

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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>-On 01/13/25, the detective came to the facility and spoke with the Director of Nursing (DON) and then the Administrator regarding this incident. The DON said approximately 100 employees had access to the resident's room. It was possible people who visit the facility had access to the resident's room as well. The Administrator explained that the resident can decide to have money and credit cards in his/her room. It has been suggested to the resident that he/she can utilize the facilities trust to keep her money and cards safe.</p> <p>During an interview on 12/31/24, at 12:43 P.M., CNA E said staff should not take any belongings from residents. He/she reports to the DON or Administrator if a resident is missing any items or believe they had something stolen. The residents should be able to feel their belongings are safe at the facility.</p> <p>During an interview on 01/09/25, at 11:35 A.M., Registered Nurse (RN) A said the following:</p> <p>-It was not appropriate for staff to take any of the resident's belongings to help keep their items safe. The residents are encouraged to put money in the resident trust, or a lock box can be requested;</p> <p>-He/she reported any missing stolen items to the DON or Administrator.</p> <p>During an interview on 01/09/25, at 12:16 P.M., the Maintenance Supervisor said the following:</p> <p>-He/she installed the lockbox for the resident. He/she screwed the lockbox to the drawer. He/she was not aware of what the resident put in the lockbox;</p> <p>-He/she was made aware on 01/07/25 that the lock box lock was broken. It looked like someone had used a tool like a screwdriver to force the lock open. The lock was in pieces;</p> <p>-It was not appropriate to take resident belongings.</p> <p>During an interview on 01/09/25, at 12:33 P.M., the Business Office Manager (BOM) said the following:</p> <p>-On 01/07/25, the housekeeping supervisor came to his/her office and showed him/her the broken pieces of the lock box from the resident's room. The Housekeeping Supervisor said the resident had asked him to help him/her get his/her debit cards out of the lock box and he/she found it broken;</p> <p>-He/she reported the possible misappropriation to the Administrator. The resident said he/she had 185 dollars in an envelope inside the lock box;</p> <p>-The debit cards were still in the lock box, but he/she helped the resident cancel them and get new ones due to them possibly being compromised;</p> <p>-The bank records showed that the resident had pulled 200 dollars cash on 11/22/24. The resident said he/she used 15 dollars;</p> <p>-He/she was not aware of the resident leaving the facility recently;</p> <p>(continued on next page)</p>		

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