

Department of Health & Human Services
Centers for Medicare & Medicaid Services

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 265473	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 04/24/2026
NAME OF PROVIDER OR SUPPLIER Glendale Gardens Nursing & Rehab		STREET ADDRESS, CITY, STATE, ZIP CODE 3535 East Cherokee Springfield, MO 65809	
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 0550 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few	Honor the resident's right to a dignified existence, self-determination, communication, and to exercise his or her rights. Based on record review and interview, the facility failed to ensure all residents were treated with respect and dignity when one staff (Certified Nurse Aide CNA) A spoke to one resident (Resident #1) in a rude manner while using profane language. The facility census was 92. Review of the Resident Rights, undated, shows residents should be treated with consideration, and respect, with full recognition of their dignity and individuality. 1. Review of Resident #1's face sheet showed the following: -readmission date of 10/21/24; -Diagnoses included metabolic encephalopathy (a problem in the brain), chronic kidney disease (kidneys are damaged and have a hard time removing fluid), Type 2 diabetes with neuropathy (body doesn't produce enough insulin, poor blood circulation), unspecified dementia without behavioral disturbances (memory loss), and major depressive disorder (feelings of sadness and hopelessness). Review of the resident's quarterly Minimum Data Set (MDS - a federally mandated assessment instrument completed by facility staff), dated 07/14/22, showed the following: -Moderate cognitive impairment; -Supervision with toileting hygiene, upper and lower body dressing and personal hygiene; -Partial assistance with showers. Review of the resident's care plan, revised on 03/20/26, showed the following information: -Resident at risk for pain/discomfort related to the diagnosis and process of limited mobility; -Resident required one to two assist with all adult daily living skills due to weakness. Review of a witness statement from Certified Medication Technician (CMT) B, dated 04/23/26, showed the resident asked CNA A to get something for him/her. CNA A proceeded to tell the resident he/she was on f***ing A and D, and he/she didn't have time. The resident came out into the hall and said CNA A was talking so he/she should have time to do it. During an interview on 04/24/26, at 10:45 A.M., CMT B said the following: -It was close to 6:00 A.M. on 04/23/26 and he/she was on C hall in front of the resident's room; -He/she heard CNA A saying I'm f***ing working C and D hall, and don't have time for you; -Cursing at or around a resident was disrespectful. Review of Registered Nurse (RN) F's written statement, dated 04/23/26, showed resident reported he/she asked CNA A for a water pitcher, toothpaste, and something else. CNA A said he/she could get the new water pitcher now, but everything else would have to wait because CNA A was busy. Resident said CNA A then stormed out of the room. Resident then said he/she walked to his/her doorway and saw CNA A standing in the hallway talking to another coworker. The resident said he/she asked CNA A if you can stand in the hallway talking why can't he/she get the resident's things. Resident reports CNA A then said it is none of your f***ing business what he/she is doing. Go to your room and shut up; -Resident said he/she went back to his/her room. During an interview on 04/24/26, at 11:45 A.M., RN F said the following: -It would be disrespectful to curse around or at a resident; -CNA E said the resident was upset because CNA A had cussed at the resident; -He/she spoke to the resident and the resident said he/she asked CNA A for supplies and CNA A said he/she didn't have time. The resident saw the aide talking to another aide and the resident asked why CNA A couldn't get the resident's things he/she asked for. CNA A told the resident to go to his/her f***ing room and shut up; -The resident was upset. The resident didn't expect the CNA's response. Review of the Social Services Director (SSD)'s written statement, dated 04/23/26, showed the following: -Resident said that he/she pushed his/her call light and CNA A (continued on next page)		

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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F 0550 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few	answered. Resident asked for another cup with ice and water, as his/her cup was leaking, a toothbrush and something else but the resident could not remember what;-CNA A said he/she would get the cup with ice water, but the resident would need to wait for the other things;-Resident felt like CNA A was being hateful so the resident went to the door and CNA A was talking to another aide;-Resident said he/she told CNA A that if he/she had time to stand around and talk, he/she had time to not be hateful and get the resident the things the resident needs;-Resident stated CNA A then told the resident that he/she would ***ing wait and for the resident to go back to his/her room and shut up;-Resident told CNA A that he/she is a resident and he/she paid to be at the facility, and the resident was not going to be talked to that way, and then returned to his/her bed;-CNA A then went to the room across the hall and slammed the door;-The resident said this hurt the resident's feelingsReview of the Director of Nursing (DON)'s text message dated 04/23/26, at 9:39 A.M., from CNA A showed the following:-Staff were very busy. The Resident's light was on, so we went in and answered it;-CNA A was standing by the resident's tv so he/she couldn't really hear the resident;-The resident became agitated when CNA A asked the resident to repeat him/herself. The resident wanted toothbrushes, water and a pain pill. CNA A said he/she can help with the pain pill, because the med tech was right outside the room, but the other stuff would have to wait because he/she is very busy on two halls;-CNA A turned to go to the hallway and tell the med tech the resident would like a pain pill and the resident came out of his/her room and said if you're so busy, why are you out there talking;-CNA A told the resident he/she was telling the med tech the resident wanted a pain pill;-The resident said something to CNA A and he/she was already upset and overwhelmed and trying to make sure everything got done. CNA A said he/she told the resident to leave him/her the *** alone, he/she was just trying to get finished;-CNA A said he/she should not have cussed.During an interview on 04/27/26, at 8:25 A.M., CNA A said the following:-He/she was overwhelmed on 04/22/26, as one of the aides had gone home and he/she was responsible for their hall;-On 04/23/26 around 6:00 A.M., he/she answered the resident's call light;-Once in the resident's room he/she could not hear the resident as the tv was loud, so he/she asked the resident to repeat him/herself. The resident wanted water, toothbrush and a pain pill;-CNA A told the resident he/she would need to wait for the toothbrush and water, but he/she would tell the med tech outside the door the resident wanted a pain pill;-The resident came to the door and yelled at CNA A, and said why are you talking if you're so busy;-He/she turned and looked at the resident and said leave me the *** alone;- He/she knew it was not appropriate to say that to the resident;- It was disrespectful to cuss at a resident.During an interview on 04/24/26, at 9:42 A.M., the resident said the following:-The resident pushed his/her light as he/she needed a new glass as his/hers was leaking;-CNA A was busy and the facility was short-staffed. Resident said this is his/her home and he/she told CNA A, he/she would be treated with respect;-Resident said sometimes he/she is not the sweetest and can be crotchety;-He/she did not want to discuss the issues anymore.During an interview on 04/24/26, at 11:20 A.M., Nurse's Aide (NA) C said it was not appropriate to cuss at or around a resident, it's against their rights.During an interview on 04/24/26, at 11:30 A.M., Licensed Practical Nurse (LPN) D said the following:-If he/she heard a staff cursing at or around a resident, he/she would report to the DON right way;-Cursing at a resident was disrespectful.During an interview on 04/24/26, at 11:40 A.M., CNA E said the following:-It is against the resident's rights to curse at or around them, as this is their home;-Saying cursing words around a resident could was disrespectful.During an interview on 04/24/26, at 11:50 A.M., LPN G said cursing at or around a resident would be disrespectful.During an interview on 04/24/26, at 12:05 P.M., CNA H it would be disrespectful to curse at a resident, and against their rights to curse around the resident.During an interview on 04/24/26, at 12:13 P.M., NA I said he/she would consider cursing at or around a resident disrespectful and against their rights.During an interview on 04/24/26, at 1:20 P.M., the DON said it was not appropriate to curse around residents. It was disrespectful and against their rights. The f word is offensive.During an interview on 04/24/26 at 1:40 P.M., the Administrator said he/she would consider cursing at a resident to be disrespectful and against their rights. Complaint #2992998		