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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 265783 | (X2) MULTIPLE CONSTRUCTION A. Building B. Wing | (X3) DATE SURVEY COMPLETED 06/04/2025 |
| NAME OF PROVIDER OR SUPPLIER Mount Carmel Senior Living - St Charles, LLC | | STREET ADDRESS, CITY, STATE, ZIP CODE 723 First Capitol Drive 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) |
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| <p>F 0557</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 be treated with respect and dignity and to retain and use personal possessions.</p> <p>Based on interview and review of video from the resident's room and record review, the facility failed to provide care in a dignified and respectful manner for one resident (Resident #4), in a review of eight sampled residents. The resident presented with ALS (amyotrophic lateral sclerosis, a progressive neurological disorder that leads to muscle weakness, atrophy, and eventually paralysis. ALS does not typically affect cognitive functions like thinking, memory, or sensory perception). The resident was dependent on staff for cares and had difficulty communicating both verbally and in writing. The resident wanted a drink and Certified Nurse Aide A interaction with the resident was impatient and dismissive when the resident attempted to communicate his/her preferences. The resident became upset causing further difficulty for the resident in his/her attempts to communicate. The resident felt the aide was disrespectful and should not work with vulnerable residents. The facility census was 85.</p> <p>On 6/4/25 the administrator was notified of the past non-compliance that occurred on 5/28/25. The facility investigated and the DON re-educated CNA A on dignity, respect and appropriate customer service. The DON educated CNA A that Resident #4 utilized a communication board and needed time to answer staff when he/she was asked a question. On 5/30/25 all staff were educated on being courteous and respectful, and treating residents with dignity and respect during interactions. The past non-compliance was corrected on 5/30/25.</p> <p>Review of the facility's Right to Dignity, Respect and Freedom, revised 10/25/23, showed the following:</p> <ul style="list-style-type: none"> -Residents will be treated with consideration, respect and dignity; -Residents have a right to self-determination. <p>1. Review of Resident #4's quarterly Minimum Data Set (MDS), a federally mandated assessment instrument completed by facility staff, dated 4/8/25, showed the following:</p> <ul style="list-style-type: none"> -The resident was cognitively intact; -His/Her speech was unclear, but usually understood with ability to express ideas and wants, consider both verbal and non-verbal expression; -He/She required set up assistance with eating; <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 0557</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p> | <p>-He/She was dependent on staff for transfers and mobility;</p> <p>-Diagnoses included amyotrophic lateral sclerosis (ALS, a progressive neurological disorder that affects motor neurons in the brain and spinal cord that are responsible for controlling voluntary muscle movement), anxiety disorder (mental health condition where excessive fear or worry interferes with daily life), depression (mood disorder characterized by a persistent feeling of sadness and loss of interest in activities).</p> <p>Review of the resident's Care Plan, dated 6/2/25, showed the following:</p> <p>-The resident had trouble communicating but was usually able to make himself/herself understood;</p> <p>-Allow extra time for response due to slow processing;</p> <p>-Ask yes or no questions;</p> <p>-Be patient and positive;</p> <p>-Adjust tone/volume as needed;</p> <p>-Give the resident instructions with very basic one step commands;</p> <p>-Repeat as needed;</p> <p>-Use gestures to assist the resident in understanding what was meant;</p> <p>-Observe the resident's body language for clues;</p> <p>-Repeat back to the resident what was said to make sure he/she was understood;</p> <p>-He/She used a dry erase board, however, there were times when the resident's writing was not clear and difficult to read;</p> <p>-Offer the resident choices to assist with narrowing down what it is the resident needed;</p> <p>-Social Services worked with the resident in developing a communication ring, with his/her preferences noted throughout the ring;</p> <p>-He/She had ALS;</p> <p>-Assist the resident with meals as needed;</p> <p>-He/She received house shakes (nutritional supplement) with meals three times a day;</p> <p>-Be calm and gentle, do not rush or hurry him/her;</p> <p>-If the resident became agitated during care, grooming or mealtime, stop activity and return five to ten minutes later to attempt or ask another staff member to finish assisting the resident;</p> <p>(continued on next page)</p> | | |

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| <p>F 0557</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p> | <p>-Cheerful dialogue with the resident while providing care to encourage and maintain self-esteem.</p> <p>Review of video camera footage, recorded on 5/28/25 at 12:21 P.M. in the resident's room, and viewed by the surveyor on 5/30/25 at 7:45 A.M., showed the following:</p> <p>-Resident #4 sat in his/her room in a wheelchair and Certified Nurse Aide (CNA) A stood at the right side of the resident and the overbed table. A meal tray sat on the overbed table;</p> <p>-The resident started writing on a dry erase board in his/her lap while CNA A stood to the right side;</p> <p>-CNA A asked the resident, You want a vanilla shake? CNA A walked out of camera view; CNA A did not introduce his/herself and greet the resident, and used a flat tone of voice. CNA A did not give the resident time to reply;</p> <p>-CNA A returned to the room with a can and asked, Is this what you want, do you want anything else to drink?;</p> <p>-The resident looked away and CNA A said, We don't have a shake machine, is this what you want, look at it. At this point CNA A's voice became louder and the tone changed to frustration;</p> <p>-The resident pointed and attempted to speak, then CNA A said, Do you want a Coke or Sprite?;</p> <p>-The resident attempted to answer by writing on dry erase board, CNA A said, Yes or no;</p> <p>-The resident continued to write on the dry erase board as CNA A stood on the opposite side of the overbed table. CNA A said, ma'am, while the resident continued to write, then CNA A said, I can't even read that then turned around and said, he/she would get a Coke and moved out of camera view;</p> <p>- CNA A came back into the room with a dark colored drink in a clear cup and said, Here you go, that's all I got;</p> <p>-The resident attempted to communicate verbally to CNA A, but CNA A responded to the resident with, Eat your food and drink your Coke;</p> <p>-The resident was still trying to communicate verbally while CNA A turned around and walked out of the room dismissing the resident;</p> <p>-CNA A's tone of voice throughout the interaction was non therapeutic;</p> <p>-After CNA A moved out of view of the camera, the resident said, help me, help me then dropped his/her arms down and looked down;</p> <p>- CNA A was heard speaking to someone else in the hallway, while the resident said, I can't then paused and spoke help louder;</p> <p>-The resident said, help me, help me, and tried to pull a lap blanket over his/her right leg then the video ended.</p> <p>(continued on next page)</p> |

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| <p>F 0557</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p> | <p>During an interview on 6/3/25 at 1:34 P.M., the resident communicated the following with a dry erase board;</p> <ul style="list-style-type: none"> -The resident saw CNA A for the first time on the day of the incident; -CNA A brought orange juice but not coffee for breakfast, even though the resident asked for both; -He/She wrote, it was frustrating because the girl (CNA A) wouldn't give me time to write; -CNA A scared the resident because he/she was impatient, yelled, and wouldn't listen; -The resident felt CNA A was mad and loud; -Immediately after, the resident texted his/her family member to view the video footage; -The family member notified the staff of the incident; -The resident felt CNA A was disrespectful and should not be working with vulnerable residents. <p>During an interview on 6/3/25 at 10:45 A.M., the Director of Nursing (DON) said the following:</p> <ul style="list-style-type: none"> -CNA A was not assigned to Resident #4's hall and had never worked with the resident; -CNA A was serving room trays at the time of the incident, didn't know the resident was slow to respond or used the dry erase board for communication, and thought the resident was hard of hearing, so he/she spoke louder; -CNA A didn't know what a Magic Shake was or that the resident was supposed to get one; -CNA A became frustrated and left the room, but he/she asked another staff member to go in the room to assist the resident and it only took a few minutes before someone came back in the room to help the resident; -She thought the staff member needed more training on customer service and sensitivity training. <p>During an interview on 6/3/25 at 2:50 P.M., Family Member E said he/she did not want CNA A to return to the resident's room or any other vulnerable resident's room.</p> <p>During an interview on 6/4/25 at 8:25 A.M., the Administrator said the following:</p> <ul style="list-style-type: none"> -His expectation was all staff members treat all residents with dignity and respect; -Nursing administration should provide staff education to staff regarding dignity and respect. <p>MO254952</p> <p>MO255042</p> | | |