

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 265833	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 07/29/2025
NAME OF PROVIDER OR SUPPLIER Grove at Kirkwood, The		STREET ADDRESS, CITY, STATE, ZIP CODE 711 South Kirkwood Road Kirkwood, MO 63122	

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>(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 - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on interview and record review, the facility failed to ensure residents were treated with respect and dignity when Certified Nursing Assistant (CNA) B was rough and mean to a resident during peri-care (Resident #1) and told a resident he/she did not take his/her religion seriously because he/she refused to go to church service (Resident #2). CNA B had a history of complaints from residents about being rough, bossy and intimidating. The census was 91. Review of the facility's Resident Rights policy, revised 6/16/25, showed:-The resident has the right to a dignified existence, self-determination, and communication with and access to persons and services inside and outside the facility;-The resident has the right to exercise his/her rights as a resident of the facility;-The resident has the right to be free of interference, coercion, discrimination, and reprisal from the facility in exercising his/her rights and to be supported by the facility in the exercise of his/her rights;-The resident has a right to be treated with respect and dignity;-The resident has a right to choose activities, schedules including sleeping and waking times;-The resident has the right to make choices about aspects of his or her life in the facility;-The resident has a right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely;-The resident has the right to voice grievances to the facility without discrimination or reprisal. 1. Review of CNA B's employee file, showed:-Disciplinary action written warning form, signed and dated 8/16/11:-Violation of safety rules: Negligence could have jeopardized the welfare of a resident;-Summary: The resident's care plan listed him/her as a Hoyer lift (a mechanical device designed to safely lift and transfer individuals with limited mobility). CNA B did not follow the care plan and transferred the resident with a gait belt (a safety device used to assist individuals with limited mobility during transfers and walking). The resident had linear bruising under his/her breast and around his/her left side and left arm;-Action taken: Unpaid suspension for one day;-Code of conduct policy, signed and dated 9/5/12, acknowledging he/she understood all facility employees would treat residents with dignity, consideration, courtesy and respect;-Performance appraisal, dated 7/2014:-Category: Attitude/interpersonal relationships;-Rating: Three out of five;-Comments: Occasionally residents said he/she was bossy and did not listen to them; -Record of counseling interview (verbal warning), dated 12/1/14:-Participants: CNA B;-Reason for conference: A resident filed a complaint and said CNA B gave him/her a dirty look and was being rough with him/her during peri care. Other residents complained in the past about CNA being bossy. Another resident complained about CNA B being discourteous during activities of daily living (ADLs) on 10/13/14;-Summary of discussion: CNA B was read the contents of the complaint. He/She denied feeling stressed and did not want to pursue Employee Assistance Program ([NAME]) counseling. He/She said, it's not me, it's the residents. He/She was urged to work on another unit as the complaints were from short term rehab residents;-Response/reaction from employee: CNA B did not want to discuss strategies for avoiding resident complaints about his/her approach;-Steps taken: CNA B was advised further complaints would result in disciplinary action;-Performance appraisal, dated 7/2015:-Category: Attitude/interpersonal relationships;-Rating: Three out of five;-Goals: Encouraged to continue working on using a positive, encouraging manner with his/her residents. Encouraged to seek knowledge of residents preferences and to offer them choices to create a home like environment;-Record of counseling interview (verbal warning), dated 7/14/15:-Participants: CNA B;-Reason for conference: A resident filed a complaint and said CNA B refused to take care of him/her. CNA B was physically rough when he/she moved the resident. CNA B pushed and jerked the resident. CNA B's tone was rough and not gentle. The resident was frightened and intimidated by it. This was the third time in 90 days an alert, rehab resident had complained about CNA B being rough, bossy and using intimidating language;-Summary of discussion: The nurse told CNA B he/she must change and watch his/her tone and body language. The nurse said if he/she received another complaint about CNA B, he/she would receive a written warning;-Response/reaction from employee: CNA B was not willing to discuss the matter further. He/She said he/she would lie to residents to make them comfortable;-Steps taken: CNA B said he/she did not know how to make the residents feel comfortable with his/her approach. He/She was encouraged to make extra trips into the residents rooms and ask if they needed anything;-Note to file, dated 9/4/15: A short-term rehab resident complained CNA B was physically rough during transfers and spoke to him/her in a bossy, intimidating way. CNA B said he/she was asked to lie to residents. CNA B was reminded his/her job is to make the residents feel safe and comfortable. CNA B refused to give suggestions on how he/she could</p>		