

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 555053	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 11/18/2025
NAME OF PROVIDER OR SUPPLIER Valley View Care Center		STREET ADDRESS, CITY, STATE, ZIP CODE 729 Browning Road Delano, CA 93215	

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 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 record review the facility failed to provide dignity and respect for one of three sampled resident (Resident 1) when Certified Nursing Assistant (CNA) was observed repeating Resident 1 calling out for help and laughing. This failure has the potential to result in emotional distress for Resident 1. Findings: During an interview on 11/18/25 at 1:02 p.m. with Administrator, Administrator stated CNA was observed having an unprofessional interaction with Resident 1. Administrator stated on 11/16/25. Resident 1 was shouting ayudame [meaning, help me in Spanish]. Administrator stated CNA was heard repeating Resident 1's cry for help and chuckling. Administrator stated CNA's behavior was unprofessional. During an interview on 11/18/25 at 1:43 p.m. with Director of Staff Development (DSD), DSD stated on 11/16/25 CNA was observed getting down to Resident 1's level and repeated ayudame several times and was laughing. DSD stated CNA's behavior was inappropriate. During an interview on 11/19/25 at 11:25 a.m. with CNA, CNA stated on 11/16/25 at approximately 8:15 a.m. she heard Resident 1 screaming for help in Spanish. CNA stated she got down to Resident 1's level and repeated three times stated ayudame que [help with what]. During a review of Resident 1's Minimum Data Set (MDS-a standardized, comprehensive assessment tool), dated 10/29/25, the MDS indicated, Resident 1 had a BIMS (Brief Interview for Mental Status-which evaluates cognition, the ability to remember and think clearly) score of 6 (score of 0-7 severely impaired). During a review of the facility's 5-day report dated 11/16/25, the report indicated, Situation: A staff member was observed by another employee engaging in inappropriate and unprofessional behavior toward a resident. The resident, who exhibits a known behavior pattern of yelling and screaming, ayudame, was approached by the staff member, who laughed and repeated the resident's words back to her in a mocking manner. In conclusion: .determine it was unprofessional behavior. During a review of the facility's policy and procedure (P&P) titled, Promoting/Maintaining Resident Dignity, dated 2024, the P&P indicated, It is the practice of this facility to protect and promote resident rights and treat each resident with respect and dignity as well as care for each resident in a manner and in an environment, that maintains or enhances the resident's quality of life by recognizing each resident's individuality. 10. Speak respectfully to residents; .</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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