

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 555195	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 03/20/2025
NAME OF PROVIDER OR SUPPLIER Del Rosa Villa		STREET ADDRESS, CITY, STATE, ZIP CODE 2018 N Del Rosa Ave. San Bernardino, CA 92404	
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>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 40171</p> <p>Based on observation, interview, and record review, the facility failed to ensure two residents (Residents 1 and 2) were treated with dignity and respect when a Certified Nursing Assistant (CNA 1) used profanity in the immediate presence of the residents, while in the resident's room.</p> <p>This failure resulted in both Residents 1 and 2 to feel disrespected as both residents believed the staff member was directing the profanity toward them in a demeaning manner.</p> <p>Findings:</p> <p>During a review of Resident 1's Admission Record (contains medical and demographic information), the Admission Record indicated Resident 1 was admitted to the facility on [DATE], with diagnoses which included major depressive disorder (condition characterized by persistent feelings of sadness, hopelessness, and loss of interest or pleasure in activities), bipolar disorder (mental health condition characterized by extreme shifts in mood, energy, and behavior), chronic pain, and alcoholic polyneuropathy (a neurological disorder that occurs when the nerves are damaged due to chronic alcohol use).</p> <p>During a review of Resident 1's Minimum Data Set Assessment (MDS - a standardized evaluation of a nursing home resident's health and functional abilities), dated January 27, 2025, the MDS indicated Resident 1 had a Brief Interview for Mental Status (BIMS) score of 15 (13-15 = cognition is intact).</p> <p>During a review of Resident 2 ' s Admission Record, the Admission Record, indicated Resident 2 was admitted to the facility on [DATE], with diagnoses which included morbid (severe) obesity, muscle weakness, major depressive disorder, bipolar disorder, and anxiety disorder (mental health disorder characterized by feelings of worry, anxiety, or fear that are strong enough to interfere with one's daily activities) and kidney failure.</p> <p>During a review of Resident 2 ' s MDS assessment, dated January 3, 2025, the MDS indicated Resident 2 had a BIMS score of 15.</p> <p>During an interview on January 29, 2025, at 11:40 AM, with Resident 1, Resident 1 stated she had her call light on because she needed to have her diaper changed when CNA 1 came into her room and told her Your about to wear me the f**k [a derogatory curse word, profanity] out. Resident 1 stated the reply she received from CNA 1 made her feel horrible and disrespected.</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
FORM CMS-2567 (02/99) Previous Versions Obsolete	Event ID:	Facility ID: 555195
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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>During an interview on January 29, 2025, at 11:50 AM, with Resident 2, Resident 2 stated Resident 1 was sitting in feces and needed to be cleaned up when CNA 1 came into the room and said Your about to wear me the f**k out, Resident 2 further stated the incident occurred at approximately 9:30 PM on Monday the 27 of January 2025.</p> <p>During an interview on January 29, 2025, at 12:20 PM, with the Director of Nursing (DON), the DON stated she interviewed CNA 1 regarding the allegation made by Resident 1 and CNA 1 told her she went into Resident 1 ' s room and said I 'm f**king frustrated The DON further stated CNA 1 should never have cursed in front of the residents.</p> <p>During a review of Resident 1 ' s medical record, a progress note dated January 28, 2025, the progress note indicated, PT [patient] on monitor [sic] for emotional distress r/t [related to] staff using foul language in residents presence .</p> <p>During a review of the facility document titled, [name of facility] Room Assignment for PM Shift, dated January 27, 2025, the document indicated for the PM shift on January 27, 2025, CNA 1 was assigned to the room where Resident 1 and Resident 2 resided.</p> <p>During an interview on March 6, 2025, at 4:15 PM, with CNA 1, CNA 1 stated she was in Resident 1 and Resident 2 ' s room on January 27, 2025, when she said out loud I ' m f**king frustrated. CNA 1 further stated she was having a hectic day on that day and there was a million call lights going off, CNA 1 further stated she was standing in the middle of Resident 1 and Resident 2 ' s room when she said, I ' m f**king frustrated, as she was preparing to change one of the residents in the room. CNA 1 stated what she should have done instead was left the room and taken a time out to gather herself.</p> <p>During a review of the facility ' s policy and procedure titled, Resident Rights revised February 2021, the policy indicated, Policy Statement - Employees shall treat all residents with kindness, respect, and dignity .1. Federal and state laws guarantee certain basic rights to all residents of this facility. These rights include the resident ' s right to: a. A dignified existence; b. be treated with respect, kindness, and dignity .</p>		