

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 555854	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 06/23/2025
NAME OF PROVIDER OR SUPPLIER Mesa Glen Care Center		STREET ADDRESS, CITY, STATE, ZIP CODE 638 E Colorado Avenue Glendora, CA 91740	

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 0600</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Protect each resident from all types of abuse such as physical, mental, sexual abuse, physical punishment, and neglect by anybody.</p> <p>Based on observation, interview, and record review, the facility failed to ensure the residents have the right to be free from verbal and mental abuse for one of three sample residents (Resident 8).</p> <p>These deficient practices resulted in residents being subject to neglect, verbal, mental and physical abuse.</p> <p>Findings:</p> <p>During a review of Resident 8's admission Record (Face Sheet), the facility admitted Resident 8 on 6/10/2025 with diagnoses including hyperlipidemia (a condition in which there are high levels of fat particles in the blood), and mood disorder.</p> <p>During a review of Resident 8's History and Physical (H&P), dated 6/12/2025 indicated, Resident 8 does not have the mental capacity to make medical decisions.</p> <p>During an observation on 6/20/2025 at 2:00 PM in Resident 8 room, Resident 8 was calm, cooperative, and appropriately groomed. No visible injuries were noted. No signs of distress or behavioral changes were observed.</p> <p>During an interview on 6/20/2025 at 2:00 PM with Resident 8, Resident 8 was alert and oriented to person, place, and time. Resident 8 acknowledged there had been a loud verbal exchange with Certified Nurse Assistant 4 (CNA 4). Resident 8 stated he felt safe and had no concerns regarding his current care. Resident 8 stated, Yeah, she got loud, but I wasn't scared or anything. I feel safe here. Resident 8 voiced no complaints.</p> <p>During an interview on 6/20/2025 at with CNA 2, CNA 2 stated she heard yelling coming from Resident 8's room. CNA 2 observed Resident 8 standing in his doorway. CNA 2 then witnessed CNA 4 pick up a chair and say to Resident 8 If you hit me Im gonna F . you up.</p> <p>During an interview on 6/23/2025 at 3:35 PM with the Administrator, the Administrator stated that based on the internal investigation and witness statement, the incident involving CNA 4 was substantiated. CNA 4 was immediately removed from the floor, later terminated, and the incident was reported to the appropriate state licensing agency.</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 0600</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>During a review of the facility's policy and procedure titled, Resident Rights Guidelines, dated 01/2022, the policy stated: Each resident shall be treated with consideration, respect, and full recognition of dignity and individuality. Verbal abuse, intimidation, or threats from staff will not be tolerated and must be reported immediately.</p> <p>During a review of the facility's policy and procedure titled, Abuse Reporting & Prohibition, dated 12/2022, the policy stated: All residents have the right to be free from verbal, sexual, physical, and mental abuse . Staff members shall not engage in any form of abuse and shall immediately report suspected abuse to the Administrator or designee.</p>		