

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 555917	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 01/14/2026
NAME OF PROVIDER OR SUPPLIER Veterans Home of California - West Los Angeles		STREET ADDRESS, CITY, STATE, ZIP CODE 11500 Nimitz Avenue Los Angeles, CA 90049	

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)
F 0602 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few	<p>Protect each resident from the wrongful use of the resident's belongings or money.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on observation, interview, and record review, the facility failed to ensure residents were free from exploitation and misappropriation of funds for two of three sampled residents (Resident 1 and Resident 2), when Certified Nurse Assistant (CNA) 1 and CNA 2 pursued inappropriate personal relationships, while on duty, with Resident 1 and 2 by accepting gifts of food and money and using their personal cell phones to call and text photos to the resident's personal cell phones and CNA 1 asking Resident 1 to get married. This failure had the potential to cause psychosocial and emotional harm and placed medically fragile and mentally vulnerable residents at risk for personal, monetary, and sexual exploitation.1. During a review of Resident 1's Face Sheet (Demographics), the Face Sheet indicated Resident 1 was admitted to the facility on [DATE] with diagnoses of unspecified atrial fibrillation (Irregular, rapid heartbeat) and end stage renal disease (final stage of kidney disease where kidneys fail permanently and can't filter waste).During an interview on 1/13/25 at 10:38 am with Standards Compliance Manager (SCM), the SCM stated that one of Resident 1's daughters called the facility and threatened to call the Federal Bureau of Investigations (FBI) and California Department of Public Health (CDPH) about Resident 1 getting married to a staff member. During an observation and interview on 1/13/25 at 2:52 pm in Resident 1's room, Resident 1 was observed sitting in a wheelchair, dressed and well groomed. Resident 1 mentioned that while he was watching TV in the common area, CNA 1 knelt in front of him and asked if he would marry her, to which Resident 1 replied, Sure, why not. CNA 1 then asked if Resident 1 was serious, and Resident 1 responded, As serious as you are. Resident 1 said that CNA 1 suggested setting a date and decided on December 29th. Resident 1stated he was ok to marry CNA 1, who also offered to move him into her house in [NAME]. Resident 1 stated that with the money saved from living at the facility, he would help CNA 1 pay rent and living expenses. Resident 1 also noted that, around Thanksgiving time last year, Resident 1 gave CNA 1 fifty dollars to buy a turkey, mashed potatoes, and sweet potatoes for Thanksgiving. During an interview on 1/14/26 at 10:30 am with CNA 1, CNA 1 stated that she began working for the facility at 11/3/25. CNA 1 stated she had received abuse training upon hire and continued abuse training through Relias (Computer Based Training). CNA 1 denied having an inappropriate relationship with Resident 1 and stated that they only have a working relationship. CNA 1 denied taking any money from Resident 1. CNA 1 denied asking Resident 1 to marry her. CNA 1 stated that having an inappropriate relationship with a resident could lead to residents being taken advantage of.During a review of Resident 1's record titled, Minimum Data Set (MDS) Section C (Cognitive [relating to or involving the process of thinking and reasoning]), dated 12/29/25, the MDS indicated that Resident 1's Brief Interview for Mental Status (BIMS) score was 11, a score of eight - 12 indicated moderate problems with thinking and memory.During a review of Resident 1's record titled Clinical Note Entry, Social Services, dated 12/18/25, the note indicated that the Social Worker (SW) met with Resident 1 and the resident told the SW that he was going to get married on December 29, 2025,</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 0602</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>to a nurse who proposed to him. The note indicated the SW asked Resident 1 if it could be a joke and Resident 1 told the SW it was serious. The note indicated that the conversation was reported to the ADM and Elder Abuse Coordinator and it was advised that no reporting to CDPH was necessary. During a review of Resident 1's record titled, Clinical Note Entry, Social Services, dated 12/23/25, the record indicated that the SW spoke to both CNA 1 and Resident 1 about their relationship and CNA 1 expressed to Resident 1, in the presence of the SW, that she was not interested in engaging in a romantic relationship with Resident 1. During an interview on 1/14/26 at 12:13 pm with the Social Worker (SW), the SW stated that the relationship between CNA 1 and Resident 1 was getting weird and that CNA 1 had given Resident 1 her personal phone number and was sending pictures of herself to Resident 1. The SW stated that sending pictures to the residents was not appropriate and against the facility's policy. The SW stated that Resident 1 was oriented to person, place, and time but that Resident 1 was not great at knowing the situation, as Resident 1 wanted to move into CNA 1's house. During an interview on 1/14/26 at 2:46 pm with the Director of Nursing (DON), the DON stated that Resident 1 gave CNA 1 fifty dollars. The DON stated she was unsure of what their policy states on receiving monetary gifts from the residents. During an interview on 01/14/26 at 3:12 pm with the Administrator (ADM), The ADM stated that all staff cannot receive gifts as individuals. During an interview on 01/27/26 at 9:32 am with the DON, the DON stated that Resident 1 had given the fifty dollars to CNA 1 on 11/27/25. During a review of the facility's policy and procedures (P&P) titled Professional Boundaries and Ethics, dated 11/13/2019, the P&P indicated, Employees are required to maintain professional relationships with Residents . Employees will set and maintain boundaries with Residents . An employee will not receive or accept, directly or indirectly, any gift including, but not limited to, money, meals . any services, or anything of value from Residents . An employee will not engage in any activity that could be, or may give a perception of, overfamiliarity . Employees will not discuss their personal affairs or share personal information (e.g. personal problems, work related conflicts, telephone numbers, email address, etc.) with Residents . Employees are prohibited from and expected to recognize that engaging in a sexual, romantic, and/or emotional relationship with a Resident, even a consensual relationship, is not consistent with the employee's duties and obligations . Violations of this policy may result in disciplinary action up to and including dismissal. During a review of the facility's policy and procedures (P&P) titled, Elder Abuse Prevention and Response, dated 6/17/2017, the P&P indicated . Financial abuse occurs when a person or entity does any of the following . Takes, conceals, appropriates, obtains, or retains, or assists in taking, concealing, appropriating, obtaining, or retaining, real or personal property of an elder or dependent adult by undue influence . No Resident will be subjected to mental, physical, financial sexual, or verbal abuse, neglect, corporal punishment, involuntary isolation/seclusion, or misappropriation of property . Employees will be trained through new employee orientation, annually, and as needed thereafter on issues related to abuse prohibition practices. 2. During a review of Resident 2's Face Sheet (Demographics), the Face Sheet indicated that Resident 2 was admitted on [DATE] with diagnoses of Diabetes Mellitus (High blood sugar) with other specified complication and mild cognitive impairment (problems with thinking, learning, memory, judgement, or concentration, affecting daily function). During an observation on 1/14/26 at 10:08 am of Resident 2's room. Resident 2's room appeared clean and without clutter or tripping hazards. Resident 2 was not in his room and was at an appointment outside of the facility and unavailable for interview. During an interview on 1/14/26 at 10:51 am with Certified Nurse Assistant (CNA) 2, CNA 2 stated she had been employed with the facility since 11/3/25. CNA 2 indicated that she received abuse training at this facility upon hire, utilizing the Relias computer training program.</p> <p>(continued on next page)</p>		

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<p>F 0602</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>CNA 2 first met Resident 2 around ten years ago and she invited him to dinner at her house, which he attended. CNA 2 stated that on 1/9/26, Resident 2 bought her a burger and fries which she accepted. CNA 2 stated she was unaware that she could not accept the burger and fries. CNA 2 stated she was removed from providing care on 1/9/26 and that the DON told her it was against facility policy to date or have a romantic relationship with a resident. During a review of Resident 2's record titled, Clinical Note Entry, Social Services, dated 1/9/26, the record indicated the SW approached Resident 2 to clarify his relationship with [CNA 2] and Resident 2 stated that they were friends. The note indicated that Resident 2 admitted to buying [CNA 2] a twenty dollar lunch. During an interview on 1/14/26 at 12:24 pm with the Social Worker (SW), The SW stated that Resident 2's daughter reported that she talked with Resident 2 about the CNA speaking to him on his personal cell phone and Resident 2 stated CNA 2 was talking a lot about money. The SW stated that Resident 2 subsequently changed his cell phone number. The SW stated that staff should neither give nor ask for money from residents and that personal cell phone interactions with residents are against facility policy. During an interview on 1/14/26 at 2:46 pm, the Director of Nursing (DON) stated that CNA 2 denied any prior personal relationship with Resident 2. The DON mentioned a gift from Resident 2 to CNA 2 that appeared to involve \$20, either in cash or food. The DON stated she was unsure of what their policy states on receiving gifts from the residents. During an interview on 1/14/26 at 3:12 pm with the Administrator (ADM), the ADM stated that all staff cannot receive gifts from residents as individuals. During an interview on 1/27/26 at 9:30 am with the DON, the DON stated that she had a conversation with a supervisor and was told Resident 2 was romantically involved with CNA 2. During a review of the facility's policy and procedures (P&P) titled Professional Boundaries and Ethics, dated 11/13/2019, the P&P indicated, Employees are required to maintain professional relationships with Residents . Employees will set and maintain boundaries with Residents . An employee will not receive or accept, directly or indirectly, any gift including, but not limited to, money, meals . any services, or anything of value from Residents . An employee will not engage in any activity that could be, or may give a perception of, overfamiliarity . Employees will not discuss their personal affairs or share personal information (e.g. personal problems, work related conflicts, telephone numbers, email address, etc.) with Residents . Employees are prohibited from and expected to recognize that engaging in a sexual, romantic, and/or emotional relationship with a Resident, even a consensual relationship, is not consistent with the employee's duties and obligations . Violations of this policy may result in disciplinary action up to and including dismissal. During a review of the facility's policy and procedures (P&P) titled, Elder Abuse Prevention and Response, dated 6/17/2017, the P&P indicated . Financial abuse occurs when a person or entity does any of the following . Takes, conceals, appropriates, obtains, or retains, or assists in taking, concealing, appropriating, obtaining, or retaining, real or personal property of an elder or dependent adult by undue influence . No Resident will be subjected to mental, physical, financial sexual, or verbal abuse, neglect, corporal punishment, involuntary isolation/seclusion, or misappropriation of property . Employees will be trained through new employee orientation, annually, and as needed thereafter on issues related to abuse prohibition practices.</p>		