

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER / SUPPLIER / CLIA IDENTIFICATION NUMBER <b>525508</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED <b>09/17/2020</b>
NAME OF PROVIDER OF SUPPLIER <b>ALDEN MEADOW PARK HCC</b>		STREET ADDRESS, CITY, STATE, ZIP <b>709 MEADOW PARK DR, PO BOX 309 CLINTON, WI 53525</b>	
For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.			
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F 0600  <b>Level of harm - Actual harm</b>  <b>Residents Affected - Few</b>	<p><b>Protect each resident from all types of abuse such as physical, mental, sexual abuse, physical punishment, and neglect by anybody.</b> <b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> The facility did not ensure that residents were free from abuse, neglect, misappropriation of resident property, and exploitation for 2 of 3 sampled residents (R1 and R2.) R1 verbalized concerns to a CNA (Certified Nursing Assistant) with interactions with CNA C that she felt were inappropriate. R2 verbalized inappropriate care provided / interactions with CNA C to DON B, NHA A, and LPN F. This is evidenced by: The facility's Policy and Procedure entitled Abuse dated 6/19 documents in part; This facility affirms the right of our residents to be free from abuse, neglect, misappropriation of resident property, corporal punishment and involuntary seclusion .6. Implementing systems to investigate all reports and allegations of mistreatment promptly and aggressively, and making the necessary changes to prevent future occurrences. Example 1 R1 was a short term rehab resident of the facility from June to August of this year. Her most recent MDS (Minimum Data Set) dated 8/12/2020 documents a score of 15 on her BIMS (Brief Interview of Mental Status,) which indicates that she is cognitively intact. R1 had the following Diagnoses: [REDACTED].) R1's ADL (Activities of Daily Living) care plan dated 6/9/20 includes the following intervention dated 7/23/20, .R1 prefers female caregivers . R1 has a care plan dated 7/23/20 that documents the following; Focus: R1 has expressed feeling uncomfortable with male care givers (assisting with all cares) history of sexual abuse. R1 prefers female caregivers as her abuser was a male. Goal: R1's ADL cares will be met per her preference of female staff. Interventions/Tasks: Avoid male staff performing personal cares with R1 . It is important to note that on 7/23/20 the facility made a care plan for R1 to not have male caregivers, yet there is no other information regarding this. On 9/17/20 at 9:50 AM, Surveyor asked NHA A (Nursing Home Administrator) if they had any self-reports or other internal investigations from June through August. NHA A brought self-reports that he had; none were related to this. On 9/17/20 at 10:18 AM, Surveyor interviewed R1. Surveyor asked R1 if she had any concerns regarding any of the staff at the facility. R1 stated that the first night she was there, CNA C told her, You're really pretty while you sleep. She went on to explain that she had requested to use the bathroom and CNA C placed one hand on either side of her on the bed and began pushing on it so it was moving up and down, his face was directly in front of her, and then CNA C said I can't help you until you say my name. R1 stated she was in pain and really needed to use the bathroom but she couldn't recall his name; R1 said that CNA C then said, Piss yourself and we will change your diaper. R1 said I had urinate so bad, so I did, my anxiety was sky high! R1 went on to explain that she was a CNA and that this was not appropriate treatment so she started asking about CNA C and she found out that he was not actually a CNA. Surveyor asked R1 if that was the only incident. R1 said no, when she moved rooms from the quarantine unit to a regular one, she had been trying to position herself and got stuck so she put her call light on and CNA C came. R1 explained that she requested to be pulled up in bed. R1 explained that CNA C pulled the bed out from the wall and climbed up onto the mattress. R1 said CNA C's knees were by her butt, he then put his arms under R1's arms and pulled her backward onto him in the bed. R1 said she told CNA C, Get off of me. Surveyor asked R1 if these were the only occurrences. R1 said no, multiple times, I would wake up and CNA C would be sitting in my wheelchair rolling back and forth. R1 then stated, This was the last straw, when I finally decided I needed to speak up because if this was happening to me, what else was happening to people that can't speak up? Surveyor asked R1 to explain. R1 stated I was asleep and I heard someone say, You need a drink and I felt something on my lips, this startled me and I woke up. CNA C was standing there. R1 said she stated to CNA C, The only reason I need a drink is if you're going to put your dick in my mouth! Surveyor asked R1 what happened then. R1 stated he left the room and a female CNA came into the room. Surveyor asked R1 if she recalled who she talked to about CNA C. R1 said she wasn't real good with names but it was a female CNA. Surveyor asked R1 if anyone else talked to her about CNA C, R1 said yes, the Nurse that is in charge of the CNAs, DON B (Director of Nursing) and called her by name and NHA A (Nursing Home Administrator) and called him by name. R1 stated, Once I talked to NHA A (using his name) then CNA C left me alone, he took care of it. R1 stated he gave me the creeps and he shouldn't be in this line of work when other people can't fend for themselves, who knows what he's doing. Surveyor asked R1 if she was aware of any other inappropriate conduct by CNA C. R1 said yes, my neighbor (referring to R2) had complaints about him too. It is important to note that CNA C was hired at the facility as a hospitality aide but the facility utilized their waiver to train him to be a CNA. Surveyor received additional information from NHA A on 9/21/20. This included a statement from another CNA that documents the following in part; .CNA C remembers that one night after he had been in R1's room he came out and he was visibly upset. He said She is upset because I woke her up to drink something and she told me that she could do this herself and did not need anyone to do this for her. She is mad. CNA D went into the room directly after this to see if she could get more information about this. The resident was spoken to by CNA D and she said that he (CNA C) came in here and woke me up and asked me to drink water. I do not need anyone in here waking me up. I can do this stuff on my own . This statement was provided to Surveyors after leaving the facility. He in this statement refers to CNA C.</p> <p>Example 2 R2 verbalized concerns to DON B, NHA A, and LPN F regarding interactions with CNA C that she felt were inappropriate. R2 was admitted on [DATE] for short term rehab. Her most recent MDS dated [DATE] documents a score of 15 on her BIMS, which indicates that she is cognitively intact. R2 had the following Diagnoses: [REDACTED]. R2's care plan dated 7/27/20 states .due to issues of abuse from her past she would prefer female caregivers. The goal was then updated on 8/17/20 with an intervention stating R2 is ok with male caregiver as long as female is with him. On 9/17/20 at 10:09 AM Surveyor interviewed R2. Surveyor asked R2 if there has been any staff members that have made inappropriate comments to her and R2 stated that there was one staff member that has crossed some boundaries. R2 continued to say that CNA C had tried to give her a hug and that she had to tell him that was inappropriate. R2 also reported that CNA C had stood at the end of her bed and said, It looks like you have lost some weight since you have been here. In another instance, R2 reported that CNA C was standing behind her while she was rolled over in bed because she needed to be cleaned up and CNA C never performed the cares. R2 stated that the next night she refused to have CNA C care for her and she told the staff that she did not want him caring for her and that he still attempted to come in her room with a co-worker and R2 told them that he is not allowed. R2 stated that she spoke with DON B, NHA A, and LPN F (Licensed Practical Nurse) and expressed her concerns. Surveyor asked if she had a care conference to discuss her concerns with CNA C and she stated that she had a care conference with SW E (Social Worker), DON B, and LPN F. R2 stated that during the meeting the staff members told her that CNA C's behavior was because he was new and could be because he's a different culture. R2 told Surveyor that she has a history of verbal and physical abuse and that it is not ok for someone to grab you to hug you when you don't know them. Surveyor asked R2 if she felt safe with CNA C providing cares for her and she stated that she was uncomfortable with his comments and did not feel as if he was cleaning her up. On 9/17/20 at 11:47 AM Surveyor interviewed SW E. Surveyor asked SW</p>		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER  
REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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.

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F 0600  <b>Level of harm - Actual harm</b>  <b>Residents Affected - Few</b>	<p>(continued... from page 1)</p> <p>E if she could recall a care conference with R2 regarding her preference for caregivers, SW E stated that they had a meeting with R2 and that she said that she prefers female caregivers over male caregivers due to them talking too much and that R2 thought there was a cultural thing, but did not give specific details. Surveyor asked SW E if there was any follow up with the employee or R2 after the care conference and SW E stated that she did not follow up with the employee and that she followed up with R2 to see how she was doing but most of their conversations have been related to discharge. On 9/17/20 at 12:01 PM Surveyor interviewed LPN F. Surveyor asked LPN F if she could explain the care conference held with R2. LPN F stated that she, DON B, and SW E met with R2 who had expressed some concern and expressed her preference for female versus male caregivers and that R2 stated that it was her preference due to her history. Surveyor asked LPN F if there were any other residents with the same concern regarding male staff members, LPN F stated that she could not recall. On 9/17/20 at 12:59 PM Surveyor interviewed NHA A. Surveyor asked NHA A if he had a conversation with R2 about CNA C. NHA A stated that he did have a conversation with R2 and she told him that there seemed to be a cultural difference because he likes to sit down and talk. NHA A stated that he called CNA C and told him that he was not allowed to take care of R2. Surveyor asked NHA A that once a care plan is updated to reflect R2's preferences, would you expect that staff follow the care plan. NHA A stated that he made it very clear that CNA C is not to go in R2's room. Surveyor asked NHA A if he had received any other concerns from residents regarding CNA C; he stated no. On 9/17/20 at 1:51 PM Surveyor interviewed DON B. Surveyor asked DON B if she recalled the care conference with R2 regarding CNA C. DON B stated that R2 told her that she preferred not to have males, but it was ok if a female was with the male. Surveyor asked if R2 gave any specific reason for her preference. DON B stated that R2 thought that CNA C might be more comfortable doing peri-care if a female was with. Surveyor asked DON B what her expectations are once R2's preferences were on the care plan. DON B stated that if she prefers females only then it should be just females. DON B stated that she assigned the male CNAs to another hall. Surveyor asked DON B if she recalled any other residents having the same concerns about CNA C, she stated no.</p>		