

*“They Make You Pay”*

The nursing home did not ensure residents could voice grievances in a safe way and did not respond to grievances in a timely manner for concerns expressed by eight residents and other unnamed residents.

During a Resident Council meeting, 16 residents who attended the meeting expressed fear of retaliation related to reporting or filing grievances. They said about staff, “They get back at you,” “They sweep things under the rug,” “No point reporting,” “Don’t know where to find forms,” “They never acknowledge what is going on,” “No point submitting a grievance,” “Don’t write down our names,” and “We don’t want to cause trouble.” The residents reported they had not filed grievances related to staff who were mean stating, “Can’t say their names,” and “Don’t want to pay the price.”

During an interview, resident 6 stated her sister filed a grievance on her behalf related to a staff member in the kitchen who was rude and mean. Resident 6 stated that she and her sister met with the Administrator and the Director of Nursing but that she was not provided feedback related to that grievance and the staff member treated her worse after she reported.

During an interview, the Administrator stated the same kitchen employee had a negative interaction with a resident this week. Specifically, resident 6 stopped the Administrator and stated that the same kitchen employee raised her voice to a resident who wanted a cup of hot water. The Administrator stated that the employee had been suspended pending the investigation.

During an interview, resident 71 stated there is a very rude staff member in the kitchen. The resident said, “If you report her, I know she will retaliate and not put something on your tray or who knows what else she will do.” The resident stated that the Administrator knows about the issue and that residents have complained about this employee’s behavior.

During an interview, resident 22 expressed concerns related to dietary [staff] and care. The resident stated she had not filed a grievance “because they get back at you.” She added, “They are watching even now to see which rooms you go to and listen to what you ask. She said, “The residents are fearful.” When asked who they were fearful of, the resident said, “Both staff and administration.” She stated, “They make you pay.” The resident stated that staff retaliate by delaying care or sabotaging meals. The resident asked the surveyor to leave the bedroom and return later because staff were lingering at the door.

During an interview, the Administrator stated that he had not heard of this concern related to residents’ fear of retaliation. He added, “I am surprised that this is the culture. I am not aware that residents are afraid of voicing concerns. My door is always open.” He added that he did not know residents were afraid of filing grievances regarding staff.

Name of Nursing Home	Boca Ciega Center / Provider ID: 105271
Address	1414 59 <sup>th</sup> Street, S. Gulfport, Florida
Date investigation completed	February 17, 2022
Type of deficiency issued	F585 – Grievances
Severity level	Minimal Harm or Potential for Actual Harm
Overall Quality Star Rating: 3; Staffing Rating: 2	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/105271/health/complaint?date=2022-02-17>