

Threatened to Turn Her Water Off

The nursing home failed to ensure residents were free from staff intimidation when reporting verbal abuse for eight residents. This failure resulted in immediate jeopardy related to psychosocial harm of residents due to fear and intimidation of retaliation by the nursing home in reporting abuse and neglect by staff.

Resident 7 stated staff made her feel degraded and “made me cry” in the last month, the last time was two weeks ago. She said staff talked down to her and acted like she was out of bounds with them.

The resident 7 was asked if she could recall any the name(s) of staff and the resident stated, “It’s all the CNAs, on every shift.” The resident was asked if she had reported these incidents to the Executive Director. She stated, “No” and added that she wanted to remain anonymous because she was afraid of retaliation from staff after the survey team left.” The resident requested the team lead and this surveyor’s business card, “just in case.” When asked why, the resident added, “Just in case the staff does something to me after you leave.”

Residents participating in a Resident Council Meeting were asked collectively if the staff treated them with respect and dignity. Residents 4, 32, 61, and 62 responded, “No.” They stated that they were made to feel like an imposition. They reported “being shuffled around like we are furniture.”

When the residents were asked if they had reported this to the nursing home, they stated they were very apprehensive about reporting staff incidents. The residents stated they did not feel anyone would do anything, and they did not trust and/or were afraid of the agency staff because they did not know them. Residents 4, 32, 61, and 62 added that staff were “demeaning and disrespectful towards residents.”

Resident 333 stated she was afraid to say anything to the staff, because she did not trust them. The resident stated that a CNA threatened to turn her water off, so she could not shower without facility knowledge which made her feel like a child. The resident stated a CNA failed to follow through when she made a request, and she was told, “You can just leave” in a nasty tone of voice by the CNA. When asked who the staff member was, the resident refused to say any more about the incident.

The nursing home’s policy Protection of Residents, stated, “Residents have the right to live at ease in a safe environment without the fear of retaliation when allegations are reported.”

The investigation report concluded that the policy was not followed.

Name of Nursing Home	Life Care Center of Post Falls / Provider ID: 135135
Address	460 North Garden Plaza Court, Post Falls, Idaho
Date investigation completed	November 8, 2019
Type of deficiency issued	F600 – Free from Abuse and Neglect
Severity level	Immediate Jeopardy
Overall Quality Star Rating: 4; Staffing Rating: 4	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/135135/health/standard?date=2019-11-08>