

Fat Shaming

The nursing home failed to ensure that: a. resident 18 was treated in a dignified manner; and b. an allegation of possible verbal abuse for resident 18 was reported immediately to the Administrator.

Resident 18 had intact cognition (BIMS score of 13 out of 15) and required extensive assistance with bed mobility, personal hygiene, and was totally dependent with transfer, dressing, toilet use, and bathing.

During an interview, resident 18 stated that a CNA had said she was fat, a problem to move, and lazy. The resident also stated that she asked the CNA to leave or get another staff member to assist, but the CNA continued the care and gave the resident an evil smile. The resident stated that she had not told the administration staff, but that she did tell the nurses. She also stated that she had told other CNAs.

The resident stated that she did not want to disclose the CNA’s name because she did not want the CNA to lose her job, and she was afraid of retaliation.

The resident said that the CNA worked on the day shift yesterday, and still made fun of her and added that this causes emotional pain. She stated she knows she’s fat, but the CNA does not need to be mean.

The surveyor notified the Administrator about the resident’s allegations and stated that she would begin the investigation process. Though staff members knew the resident’s allegations (e.g., CNA using demeaning names to the resident and saying she is fat), there was no evidence that the resident or other staff had reported any concerns regarding the resident’s care/treatment by the CNA.

During an interview, the resident’s roommate stated that she heard a CNA saying that a resident was fat but declined to name the resident or staff.

During a telephone interview, a CNA (staff 82) stated that one day, she and staff 77 were providing care to the resident, and staff 77 said that the resident needed to go on a diet because she was fat and did not look good. Staff 82 said that she gave staff 77 a look before they completed the care. Staff 82 stated that the resident told staff 77 to stop it and that she was short and fat. Staff 82 added that she (staff 82) did not report the incident immediately because she wasn’t sure if they were kidding or not. The Administrator stated it is never okay for staff to say to a resident she/he is fat, even if they are kidding.

Social Services revealed that the resident felt offended by the comments and was upset when it happened.

The Administrator stated they had substantiated inappropriate words/behavior by staff 77. Staff 77 denied the allegations.

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| Name of Nursing Home | Yuma Nursing Center / Provider ID: 035152 |
| Address | 1850 West 25 th Street, Yuma, Arizona |
| Date investigation completed | May 27, 2022 |
| Type of deficiency issued | F550 – Resident Rights F609 – Reporting of Alleged Violations |
| Severity level | Minimal Harm or Potential for Actual Harm |
| Overall Quality Star Rating: 4; Staffing Rating: 4 | |

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/035152/health/standard?date=2022-05-27>