

“Oh, It Will Come Back on Me”

The nursing home failed to: a. identify and prevent abuse, and ensure residents felt free of retaliation in reporting abuse for residents 1 and resident 3; b. investigate an allegation of abuse and determine when to report the allegation for resident 1; and c. follow nursing home policies and provide evidence that an alleged abuse violation was thoroughly investigated, as well as implemented measures to prevent further potential abuse during an investigative process for resident 1.

The grievance form stated: Resident 1 said that LPN 3 came to her bedroom asking why she did not want to be changed; [the resident was reported to be wet]. The resident says she does not need to be changed and would ring the light when she did. The resident said she was in too much pain at the time to be moved. The resident stated the LPN “is always so mean. She yells at me, so I yelled back. She is such a bully. I know I should have let them change me, but I just hurt so bad. She can’t just talk to people that way” and “She is always hard and rude. I hate day shifts when she is here. I try not to get the light on when she is here.”

The resident stated that LPN 3 was “loud, pushy, and a bully” and inquired whether LPN 3 would find out if she said anything about her, saying “Is she going to know I said anything? She won’t treat me good.” The resident stated that staff knew LPN 3 upset her and made her cry, “but what can they do?” She stated LPN 3 did not know how to provide proper incontinence care and would make her cry, adding, “I don’t cry when others do [incontinence care].” She said that she didn’t report it to the Director of Nursing (DON) but added that others may have. “It’s going to all be on me, because no one else may not say anything,” the resident said.

CNA 2 stated when she changes resident 1, she tries to be gentle while others might try to get the job done quickly without considering her pain. CNA 1 thought resident 1 was intimidated by LPN 3.

When asked about the outcome of the grievance investigation, the DON stated that resident 1 reported there was no problem and stated resident 1 and LPN 3 had apologized. When asked if resident 1’s abuse allegation was investigated, the Administrator stated, “I normally don’t when it seems to be okay.”

Resident 3 was asked if she was treated well by staff. The resident asked the surveyor to shut the door and then stated, “Will anyone find out what I say to you?” The surveyor said that every effort would be made to ensure she remained anonymous but added that it was a small nursing home with few residents. The resident stated that LPN 3 was rude to residents and staff and described LPN 3 as being sarcastic and nasty. The resident stated she had talked to the charge nurses but added that she was hesitant to talk to anyone. When asked about her hesitation, resident 1 stated, “Oh, it will come back on me” and added, “It would be abusive. It would be bad. She would figure out a way where I couldn’t defend myself.”

Name of Nursing Home	Memorial Nursing Center / Provider ID: 375567
Address	319 East Josephine, Frederick, Oklahoma
Date investigation completed	July 21, 2022
Type of deficiency issued	*F600 – Freedom from Abuse, Neglect, and Exploitation **F609 – Reporting of Alleged Violations **F610 – Investigate/Prevent/Correct Alleged Violation
Severity level	*Actual Harm **Minimal Harm or Potential for Actual Harm
Overall Quality Star Rating: 2; Staffing Rating: 1	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/375567/health/complaint?date=2022-07-21>