

“It Breaks My Heart”

The nursing home failed to ensure Resident 14 and Resident 38 had the right to voice grievances without fear of retaliation. This affected two residents attending the Resident Council meeting.

Resident 38 who was cognitively intact (BIMS score 15 out of 15) required extensive two-person assistance for bed mobility, transfers, dressing, and toilet use.

During an interview at a Resident Council Meeting, resident 38 revealed that she felt intimidated to voice concerns to the care staff. The resident shared, “I was set up for a bed bath and my roommate was going to get a shower and the State tested nursing assistants (STNA) bailed on us and left for an hour. This has happened twice. I am afraid to tell the staff names. I was left stark naked and got cold. I didn’t report this. The issues do not get resolved. It breaks my heart.” The resident revealed STNA 8 and STNA 62 were the two STNAs who had left.

STNA 8 denied leaving a resident in the bed during a bed bath for extended time, except during an emergency, such as a fall.

Resident 14 was cognitively intact (BIMS score of 15 out of 15). During an interview at the Resident Council Meeting, resident 14 revealed that she felt intimidated to voice concerns to the care staff. The resident shared concerns that she received looks from staff when she voices complaints or concerns, and she is frightened that she will not receive the care that she needs.

Review of the nursing home’s Grievance Committee Policy revealed that each resident has the right to voice grievances to the nursing home without fear of reprisal.

Name of Nursing Home	Sienna Skilled Nursing & Rehabilitation / Provider ID: 366331
Address	250 Cadiz Road, Wintersville, Ohio
Date investigation completed	April 19, 2018
Type of deficiency issued	F585 – Grievances
Severity level	Minimal harm or potential for actual harm
Overall Quality Star Rating: 3; Staffing Rating: 1	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/366331/health/standard?date=2018-04-19>