

*Honey. Sweetie. Baby.*

The nursing home failed to implement its Policy and Procedure on filing grievances/complaints by residents when residents:

- Did not know where to get the grievance forms.
- Did not know how to file grievance when their rights were violated.
- Feared discrimination and retaliation from staff when they voiced their concern or grievance.

These failures had the potential to result in violation of residents’ rights, maltreatment, neglect, and unresolved grievances.

During a Resident Council meeting, five residents stated they were in fear of retaliation and discrimination when a grievance was filed.

During an interview, resident 5, resident 40, and resident 36 stated that the Director of Nursing (DON) talked to them like children. They stated the DON called them “honey,” “sweetie,” or “baby” when talking to them in the hallway. The three residents stated they felt disrespected when treated like children. The residents stated they were angry because they were older and should not be talked to like children. The three residents stated they were afraid of retaliation from the DON and that they were afraid to report to Administration because of fear of retaliation.

Unlicensed staff O stated that the DON spoke to residents like they were little kids.

During an interview, resident 49 stated that she felt isolated after she filed a complaint about a staff member which she refused to identify. The resident stated she felt that after she complained that staff member stopped talking to her and just ignored her in the hallway.

A review of Resident Council minutes from six consecutive monthly meetings revealed that residents complained about call lights not being answered timely, noise level from staff, Cell phone usage by staff during resident care, dietary menu, and Primary doctor not seeing residents. The minutes were approved by the Administrator and the note taker during the Resident Council meeting. The above monthly council meetings indicated that all concerns presented by the residents continued to be unresolved.

During the Resident Council meeting (the same meeting described above), 10 residents out of 15 attending indicated that they don’t know where to get the grievance form. Ten residents also indicated that they don’t know how to file a grievance.

Name of Nursing Home	Rocky Point Care Center / Provider ID: 055499
Address	625 16 <sup>th</sup> Street, Lakeport, California
Date investigation completed	July 15, 2022
Type of deficiency issued	F585 – Grievances
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/055499/health/standard?date=2022-07-15>