

I Won't Help You

The nursing home failed to ensure the residents’ right to be free from abuse and neglect for seven residents (31, 24, 18, 36, 53, 29, 55). The nursing home failed to monitor residents and recognize abuse and neglect by CNA A who admitted to abusing residents.

The nursing home failed to ensure that residents felt safe to report abuse without fear of retaliation which resulted in psychosocial harm as evidenced by residents expressing fear and not wanting to reveal identifying information to surveyors at the risk of further harm.

The nursing home failed to ensure staff reported to the abuse coordinator all concerns reported to them by residents including CNA A reportedly being rough when caring for residents.

Resident 31 was cognitively intact (BIMS score of 12 out of 15) and needed limited to extensive assistance with ADLs with one-person physical assists and the need for wheelchair for mobility.

During an interview, resident 31 stated that an aide was rough with her. She added that the aide isn’t personable and has said, “If you don’t go now, I won’t help you during the night shift.” The resident felt pressure to go to bed when she didn’t want to. The resident said she didn’t want to say the name of the staff as she might get in trouble. She might not get assistance when needed if she said the staff member’s name. She added that staff get mad if she turns her call light on. She said that she waits up to an hour for an aide to assist her. She stated that she reported it to the administrator but felt that because the nursing home was short staffed, they continue to let this aide work because they felt like it’s better than nothing. Resident 30 stated, “The ADMIN needs people. It doesn’t matter what happens.” The resident added, CNA A is “evil” and that she told the administrator that CNA A is physically rough but fears retaliation.

Resident 31 identified that “CNA A” was the staff member she was afraid of revealing. She stated she told the Resident Council and felt more comfortable saying it because others also mentioned her by name.

During a Resident Council meeting, resident 53 who was cognitively intact, stated she feels as if staff will retaliate against her for complaining. She stated that CNA A was rough when she turned her over in bed. She added, CNA A “does not have the personality to care for elderly people.”

CNA A stated the nursing home was “very short staffed.” She stated, “I am kind of abusing them because we’re not attending them.” She admitted to being rough during care and that if the residents don’t like her, she tries to avoid them and doesn’t assist them.

Residents were glad and felt safe when the Plan of Removal of the Immediate Jeopardy consisted of CNA A not returning to work at the nursing home.

Name of Nursing Home	Bastrop Nursing Center / Provider ID: 675356
Address	400 Old Austin Hwy, Bastrop, Texas
Date investigation completed	March 8, 2022
Type of deficiency issued	F600 – Freedom from Abuse, Neglect, and Exploitation
Severity level	Immediate Jeopardy
Overall Quality Star Rating: 2; Staffing Rating: 1	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/675356/health/standard?date=2022-03-08>