

Soiled for Several Hours

The nursing home failed to ensure that enough CNAs were available to provide the residents’ treatment and care (such as personal hygiene) in a timely manner for two residents. These failures resulted in the delay of care and treatment, subsequently affecting the residents’ well-being.

Resident 44 required total assistance in all activities of daily living.

During an interview, resident 44’s representative (RR) stated that she stayed at the nursing home from 11:00 AM to about 12:00 AM every day. The RR stated there were times when the nursing home only had one CNA working on the night shift (11:00 PM to 7:00 AM) for the entire building (the nursing home had 99-bed capacity). The RR stated she hired a sitter for resident 44 for a couple of hours in the morning to ensure resident 44 got repositioned while lying in bed and kept clean by the staff.

Another (confidential) resident was cognitively intact (BIMS score of 15 out of 15), incontinent, and required extensive assistance in toileting.

During an interview with the resident who wished not to be identified for fear of retaliation, the resident stated she waited for about six hours to get changed and was soiled in her incontinence brief as the nursing home had insufficient staff most of the time usually in the afternoon shift (3:00 PM and 11:00 PM) and the night shift (11:00 PM to 7:00 AM). The resident stated she developed redness on her buttocks because she was left soiled for six hours before she was cleaned and changed.

The CNA Assignment Sheet (six days after the latter interview with the confidential resident) for the AM shift (7:00 AM to 3:00 PM) indicated that the nursing skilled unit had a census of 80 residents. The document indicated that there were six CNAs assigned. Each CNA was assigned to 13 to 14 residents.

During an interview, the Director of Staff Development (DSD) stated six CNAs assigned for 80 residents were not enough to provide care for 13 to 14 residents assigned to each CNA. The DSD stated the nursing home did not have an adequate number of CNAs during the prior month (July 2019). The DSD further stated when CNA staffing was inadequate, the quality of the residents’ care could be diminished.

During an interview, CNA 2 (AM shift) stated she was not able to provide personal hygiene to residents when she was assigned more than 13 residents during her shift. The CNA stated upon starting her shift, she would find her residents soiled from night shift.

During an interview, CNA 4 stated she had 13 residents assigned to her. The CNA stated the nursing home should provide more CNAs to be able to deliver quality care for the residents.

Name of Nursing Home	Asistencia Villa Rehabilitation and Care Center / Provider ID: 555379
Address	1875 Barton Road, Redlands, California
Date investigation completed	August 12, 2019
Type of deficiency issued	F725 – Sufficient Nursing Staff
Severity level	Minimal Harm or Potential for Actual Harm
Overall Quality Star Rating: 5; Staffing Rating: 2	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/555379/health/standard?date=2019-08-12>