

*Fear of Repercussions*

The nursing home failed to provide dignified care including timely answering of call lights and/or not providing medical supplies for five residents (5, 53, 60, 66, and 425) and six confidential residents. This deficient practice resulted in feelings of frustration, helplessness, and incontinence episodes.

The nursing home also failed to provide an atmosphere of openness to voice concerns and grievances without reprisal and failed to act on grievances expressed by 11 confidential residents requesting anonymity. The deficient practice resulted in residents choosing not to express grievances regarding care and perceived staff shortages due to feelings of possible retaliation and resulted in potential for unmet care needs and lack of grievance resolution.

During a confidential group meeting, all the residents attending the meeting stressed their strong desire to remain anonymous. The group for the most part had BIMS scores of 13-15 indicating intact cognition.

The group voiced a main concern that the nursing home was understaffed. Resident C6 stated the midnight shift recently had scheduled one CNA for more than 20 people and it is “inhumanely possible to provide the needed care.” Resident C8 said call lights were not answered. Resident C6 said many residents had confided in her that briefs were often not being changed and residents were soaking wet. These residents have told her but did not want to talk to management. Resident C7 said she often had to wait for an hour and a half at night. She added, “We tell them (management), but things do not change.” Resident C8 stated she felt helpless and frustrated, and said she knew others felt helpless too.

During a confidential interview, resident C11 stated, “Things are not good” but would not elaborate on why as there was a fear of retaliation. The resident asked that no name be given.

During a confidential interview, resident C10 stated he was not interested in talking because the nursing home would know it was him who had reported issues to the State Agency. He stated care was not being provided due to lack of staff. He asked this surveyor to leave and not use his name.

Resident C5 stated, “At night, they have no help. You can just forget it if you think someone will help. The resident asked that she remain anonymous saying, “I certainly would not want anyone to know my name when talking to you.” Resident 36 (one of the Resident Council presidents) said many residents felt there may be repercussions and would not speak up.

The Director of Nursing stated she was unaware that there were residents who did not want to come forward and express their concerns for fear of retaliation.

Name of Nursing Home	Chelsea Retirement Community / Provider ID: 235021
Address	805 W. Middle Street, Chelsea, Michigan
Date investigation completed	June 29 2022
Type of deficiency issued	F550 – Resident Rights F585 – Grievances
Severity level	Minimal Harm or Potential for Actual Harm
Overall Quality Star Rating: 5; Staffing Rating: 5	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/235021/health/standard?date=2022-06-29>