

“Because it Backfires”

The nursing home failed to ensure the Administrator managed the nursing home effectively to meet the needs of all 89 residents.

The nursing home failed to ensure resident/responsible party grievances and complaints were promptly reviewed, investigated, resolved, and documented for two residents.

The nursing home failed to provide goods and services and protect 39 residents from abuse and neglect.

Examples included:

- A video of a resident was circulated by CNA E on social media.
- Twenty-four residents were not offered showers routinely.
- Twenty-two residents had to endure prolonged call light response times.
- Six residents experienced abuse from the staff.
- Two residents experienced depression due to abuse.
- Two residents were not provided care services to meet their needs.
- Resident-to-resident altercations were not prevented to reduce abuse.
- One resident’s hair was cut without permission.
- Seven residents voiced fear of staff retaliation.

These failures resulted in infringement of resident rights; residents remaining unclean and unkempt; depression, isolation, and injuries from resident-to-resident altercations, and fear of retaliation by staff, which could all lead to negative clinical and psychosocial outcomes.

During a group interview, five residents all stated that they were afraid to voice grievances “because it backfires on you,” as “staff became aggressive (angry, pushy, forceful, intimidating, and loud).”

Residents stated further that they were unaware of how to file a formal grievance.

One resident stated that he called a staff member a name and was retaliated against by staff subsequently not answering her call light or offering the resident assistance, even after the resident apologized.

Name of Nursing Home	Riverside Convalescent Hospital / Provider ID: 055656
Address	375 Cohasset Road, Chico, California
Date investigation completed	April 28, 2022
Type of deficiency issued	F585 – Grievances F600 – Freedom from Abuse, Neglect, and Exploitation F835 – Administration
Severity level	Minimal Harm or Potential for Actual Harm
Overall Quality Star Rating: 1; Staffing Rating: 2	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/055656/health/standard?date=2022-04-28>