

“Worried All Day About What Will Happen at Night”

The nursing home failed to ensure voiced grievances pertaining to care were addressed with resolution sought for resident 31 who voiced repeated concerns regarding care during the night.

Resident 31 had “intact cognition” with “no difficulty with recalling information” (based on MDS).

During an interview, the resident stated that his regular nurse assistant is fine, but the replacement nurse assistant was sometimes the person he was having problems with. He stated that the nurse assistant would be “very abrupt with him and moves his legs suddenly.” He added that the nurse assistant doesn’t always understand his [REDACTED CONDITION(S)] and the intermittent nature of his being in control of moving and repositioning at night. Resident 31 became teary when sharing this frustration.

Resident 31 declined to identify the nursing assistant stating, “If we could mask it, I would tell you their names,” and added that he was worried about retaliation.

The resident stated he had spoken with management, who he was not willing to name, on multiple occasions regarding treatment during the night such as abrupt treatment in response to call light requests for repositioning (expressing frustration that the issue has not been resolved). The resident became teary again when discussing what had happened. He added that he “worried all day about what will happen at night,” stating, “When I get up in the morning, my biggest concern is what will happen in 12 hours when I go to bed at night.”

A review of the nursing home’s grievances indicated that it did not include grievances written by or on behalf of resident 31. Nurse assistant I stated she could say with confidence that resident 31 had registered a complaint. She added that she observed the Registered Nurse (RN) and Unit Manager (RN E) speaking with resident 31.

RN E indicated resident 31 had expressed several concerns regarding the nursing assistant’s treatment at night, and 99% of the time resident 31 declined the grievance form and believed he just wanted to vent concerns to her. RN E stated typically resident 31 doesn’t like the nurse aide’s approach during the night and added that resident 31 has made this complaint more than three times and was not sure why there had not been anything recorded on them.

An interview with the Social Services Director (SSD) who is the grievance official responsible for managing all grievances. She was also the social worker responsible for resident 31. The SSD was not aware of any grievances submitted by or on behalf of resident 31. The SSD explained that there was no system to track and trend grievances and ensure resolution of grievances if they were not documented.

Name of Nursing Home	Good Samaritan Society – Stillwater / Provider ID: 245207
Address	1119 Owens Street North, Minnesota
Date investigation completed	November 7, 2019
Type of deficiency issued	F585 – Grievances
Severity level	Minimal harm or potential for actual harm
Overall Quality Star Rating: 5; Staffing Rating: 4	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/245207/health/standard?date=2019-11-07>