

Taking It Out on the Residents

The nursing home failed to treat five residents in a manner that promoted and enhanced dignity and respect.

During an interview, resident 116 disclosed a reluctance to request assistance when a couple of nurse aides were working as these nurse aides often expressed anger at the resident for activating the call bell to ask for help and made remarks that made the resident feel as though they shouldn't be bothering them. The resident revealed not knowing the names of the nurse aides and that they felt the nurse aides would possibly retaliate in response.

During interviews, residents 8, 79, 81, and 87 expressed concerns that staff were deliberately slow in response time when their assistance was required and that they were afraid to complain because they felt that they would be treated differently in retaliation.

Residents expressed concerns with lack of respect given to them from nurse aides, staff not wearing identification badges, and at times sarcastic towards residents when answering call bells. Residents stated they experienced fearfulness to report and that nurse aides will seek to take it out on them by not responding timely to bells and needs.

During an observation at 1:17 PM, resident 87 was sitting on a straight-back chair between the bed and window of his/her bedroom and wearing a white V-neck tee shirt. He/she was alert, oriented, and non-verbal. The resident was observed to have a large amount of wet, to various degrees drying, thick yellowish drainage on his/her [CONDITION(S)] (temporary or permanent opening in the neck to place a tube into a person's windpipe) dressing. There was also a brown liquid with dark solid (flaky) substance near the collar on his/her shirt and on the chest wall. There were also various spilled liquids on the front of his/her shirt. At 2:41 PM on the same day, the resident remained in the same condition.

The next day at 11:23 AM, the resident was wearing the same soiled white V-neck shirt as yesterday. His/her [CONDITION(S)] dressing was soiled with moderate-large amount of medium brown colored secretions. There was also an orange-colored staining along with the previously observed brown liquid with dark solid (flaky) substance near the collar. The resident stated that they changed his/her last night and this morning.

The next day at 10:20 AM, the resident was in the same condition, in the same white V-neck tee shirt from two days ago and yesterday. There was additional staining on the front of the shirt. His/her [CONDITION(S)] dressing was clean and intact. During an interview on the same day, a Nurse Educator confirmed that the resident's shirt was soiled with brown, orange, tan stains ranging from dry and crusty to wet.

Name of Nursing Home	Lecom at Presque Isle, Inc / Provider ID: 395404
Address	4114 Schaper Avenue, Erie, Pennsylvania
Date investigation completed	August 27, 2019
Type of deficiency issued	F550 – Resident Rights / Exercise of Rights
Severity level	Minimal Harm or Potential for Actual Harm
Overall Quality Star Rating: 3; Staffing Rating: 2	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/395404/health/standard?date=2019-08-27>