

*“We Are Scared of the Nurses”*

The nursing home failed to ensure nine residents were not neglected, physically, verbally, and emotionally abused by the staff nurses and had a fear free environment.

Selected examples include:

Residents 3, 4, 5, 6, 7, 8, and 9 felt harassed, humiliated, intimidated, worthless, and like objects when the staff nurses would leave them wet all night, and at times would refuse to answer their call light and/or answer the call lights in a rude manner by smacking their lips when answering the call lights, forcing the residents to have bowel movement in their adult brief and forcing them into bed by 7:30 PM.

Resident 5 had intact cognition and required extensive assist with one-person physical assist for toilet use, personal hygiene, and bed mobility. The resident stated the nurses do not answer the call lights, specifically at night. The resident complained of being left wet on several occasions. The resident stated, “It’s bad, it makes me feel like nobody cares, like we are a burden on the staff.”

Resident 3’s cognition was intact and required extensive assist with a one-person assist for toilet use, personal hygiene, and bed mobility. The resident stated that one night she asked the staff to change her adult depends but had to wait until the next day at 9:00 AM to be changed leaving her wet with urine all night. The resident stated that it was not the first time she was left wet all night feeling hopeless, neglected, and humiliated. The resident stated that residents brought up the call light issue during a Resident Council meeting, but the issue continued to reoccur. She said, “We are scared of the nurses” and that a staff member from the 3-11 PM shift told her it was her fault the Department of Health was investigating the nursing home and that the nurses will be in trouble because of her complaint.

Resident 6 with intact cognition said with tearing eyes, “Staff from night shift don’t answer the call lights. I felt worthless and nasty. The resident stated that the staff takes two hours or sometimes all night to answer the call light. The resident said that it was depressing and humiliating to be left wet as an adult. The resident added that a couple of nights prior, while sleeping, she was awakened by a staff member hitting her in the stomach twice. The resident stated she did not want to state the nurse’s name due to fear of staff retaliation.

Resident 9 who was “usually able to understand and make herself understood” was totally dependent with a two-person physical assist for toilet use, personal hygiene, and bed mobility. The resident that stated she was being left wet for extended periods of times making her feel uncomfortable, “as if I do not matter.” She stated mentioning to the staff to not leave her wet because it worsens the wound in her back. She stated that three nights prior, she cried for over an hour due to pain and being left wet. The resident stated she did not want to report the nurses because she was afraid of them.

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| Name of Nursing Home                               | Country Villa Bay Vista Hcc / Provider ID: 056042    |
| Address  | 5901 Downey Ave. Long Beach, California              |
| Date investigation completed                       | March 17, 2020                                       |
| Type of deficiency issued                          | F600 – Freedom from Abuse, Neglect, and Exploitation |
| Severity level                                     | Immediate Jeopardy                                   |
| Overall Quality Star Rating: 4; Staffing Rating: 3 |  |

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/056042/health/complaint?date=2020-03-17>