

Terrified, Powerless, and Helpless

The nursing home failed to: a. provide the necessary care and services to attain or maintain the highest practicable physical, mental, and psychosocial well-being in accordance with professional standards of practice consistent with the resident’s comprehensive assessment and plan of care for residents 3 and 4; b. ensure visitation of friends for resident 4 and resident 3, which resulted in decline in resident 4’s physical and mental/emotional well-being as well as sadness and disappointment by resident 3; and c. ensure the Administrator refrained from demeaning remarks to, about, and in the presence of residents.

Resident 4 who had no cognitive impairment (BIMS score of 15 out of 15) stated that the Administrator would not allow him to see his friends (FR A and FR B). The resident overheard the Administrator telling FR B, “I will toss you out” when she arrived to visit a Hospice nurse who had asked her to come into the nursing home to talk about her loved one. Resident 4 said that he tried to intervene, saying State guidelines say that FR B could visit, and that the Administrator told him, “I run the facility, not the state.”

The resident added that the Administrator once told him, “If you keep that up, I will make you a Troubled Resident in your file.” The resident stated that he did not recall what he was doing to prompt that response and stated that he feared the Administrator and feared every day he would be evicted.

Resident 4’s family member stated that the issue that occurred with FR B being told she would be tossed out was just devastating for resident 4. She stated resident 4 became terrified of being evicted and feels powerless and helpless. She added, “It is abuse of power by the Administrator.” She stated because she is complaining, resident 4 is afraid the Administrator will prevent her from visiting her son.

Resident 3 who had no cognitive impairment (BIMS score of 14 out of 15) stated she saw FR B in her neighbor’s bedroom and wanted to go see them but was afraid of what the Administrator would do and feared he might throw her out of the nursing home. She stated it made her mad and hurt her so bad because those were her only friends outside the nursing home. She stated if her friend’s family members tried to visit with her or other residents on the hall, the staff would tell them to go to their bedrooms and shut their doors. She had tears in her eyes and stated she did not know what to do and that it made her afraid of being kicked out and helpless. She stated she is afraid of the Administrator because he is loud and scary and carries a cane and sometimes shakes it at the residents. She stated that she is afraid he might keep her family from visiting her like he did with another resident.

Resident 5 stated that he was afraid of the Administrator because he was a big man with a big voice and carried a big stick and he would swear sometimes. The resident added that the Administrator is just a big bully getting these kids (residents 3 and 4) crying.

Name of Nursing Home	Lbj Medical Center / Provider ID: 676486
Address	206 Haley Road, Johnson City, Texas
Date investigation completed	November 19, 2021
Type of deficiency issued	F675 – Quality of Life
Severity level	Actual Harm
Overall Quality Star Rating: Missing data; Staffing Rating: Missing data	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/676486/health/complaint?date=2021-11-19>