

“No Voice in Their Home”

The nursing home failed to ensure seven residents had a right to organize and participate in resident groups. Specifically, the nursing home did not have monthly Resident Council meetings. The failure could place residents at risk of not having the right to voice their concerns in a resident meeting setting.

During a confidential resident group meeting, seven residents said a Resident Council was not held on a regular basis. Three residents said it had been more than six months since the last Resident Council meeting. They added that when they had Resident Council meetings, it was held in the open dining room.

During an interview held in early August, CNA supervisor N (formerly the Activity Director) said that the nursing home had not had a Resident Council meeting since March. She said that the former Director of Nursing (DON) stole the previous meeting minutes because they had incriminating evidence related to poor resident care.

The Administrator said the lack of meetings could make residents feel unheard and voiceless in their home. She said, “This could lead to depression and anxiety because everyone deserved to have a voice.”

The nursing home also failed to ensure that 10 anonymous residents had a right to organize and participate in resident groups. In a confidential resident group interview (the same meeting as above), residents said they felt that they could not complain about care without worrying that someone would retaliate. This deficient practice could place the residents at risk for decreased quality of life and feelings of hopelessness.

During the confidential group meeting, all 10 attending residents (who requested anonymity) felt like they could not be open about their concerns in the open for fear of retaliation. They said that they feared retaliation if they complained about CNAs and nursing staff. Several residents said the staff would retaliate by not answering call lights, delaying responses to call lights, and confronting residents about complaints.

During an interview, the DON said residents should know how to file grievances and should not feel like staff will retaliate against them. She said that the residents could feel depressed and scared if they cannot file grievance without fear of retaliation. During an interview, the Administrator said residents feeling like they cannot complain or file a grievance without retaliation was not acceptable. She said no resident deserved to feel they cannot make complaints known. She said, “If residents felt they cannot complain, then their quality of life will suffer.” She added that she was unaware the residents felt this way.

Name of Nursing Home	Palestine Healthcare Center / Provider ID: 455565
Address	1816 Tile Factory Road, Palestine, Texas
Date investigation completed	August 22, 2022
Type of deficiency issued	F565 – Resident/Family Group and Response F585 – Grievances
Severity level	Minimal Harm or Potential for Actual Harm
Overall Quality Star Rating: 1; Staffing Rating: 1	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/455565/health/standard?date=2022-08-22>