

Bored and Fearful

The nursing home failed to support the residents’ right to voice any grievances without discrimination, reprisal, or the fear of discrimination or reprisal.

During a group interview, six alert and oriented residents (who do not wish to be named for fear of retaliation), stated that they felt treated differently by staff if the residents lodged a grievance or complaint with or against the nursing home. They stated that staff ignored them, would call them names, were slower to care for them, and were not as nice to them after grievances were filed.

Individual residents interviewed (who wished to remain anonymous) also voiced concerns about making a complaint for fear of reprisal from staff.

During an interview, the Director of Nursing and the Administrator were unable to provide evidence that the nursing home supported residents’ right to voice any grievance without discrimination, reprisal, or the fear of discrimination or reprisal or explain why the residents’ impression of their treatment was not consistent with the nursing home’s policy.

The nursing home also failed to provide an ongoing program of activities throughout the day to meet residents’ interests and promote the physical, mental, and psychosocial well-being of three residents.

A review of the December and January activity calendars revealed a very limited schedule of activities with very little variety in the type of programming provided. For example, on Monday through Friday there were only two activities for the nursing home scheduled at 10:00 AM and 2:00 PM. Many of the 2:00 PM activities were manicure, with no indication of an alternative activity for men.

Interviews with residents conducted throughout the survey including residents 55, 9, and 36, and other residents (who wished to remain anonymous for fear of retaliation), revealed that they are bored in the nursing home and that there are limited activities. The residents stated that they have been stuck in their bedrooms with very little to do.

Interview with the Administrator revealed that she/he was unable to provide evidence that there were adequate and varied activities being offered to meet residents’ interests and promote the physical, mental, and psychosocial well-being of the residents.

An interview with administrative staff in late February revealed that the nursing home had been without an Activity Director since July the previous year. An Occupational Therapist was acting as the Activity Director from July last year through January this year when a new Activity Director was hired.

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| Name of Nursing Home | Gardens at Scranton, The / Provider ID: 395273 |
| Address | 824 Adams Ave. Scranton, Pennsylvania |
| Date investigation completed | February 26, 2021 |
| Type of deficiency issued | F585 – Grievances F679 – Activities Meet Interests / Needs of Each Resident |
| Severity level | Minimal Harm or Potential for Actual Harm |
| Overall Quality Star Rating: 1; Staffing Rating: 2 | |

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/395273/health/standard?date=2021-02-26>