

Invading Privacy of Resident Council

The nursing home failed to allow for private Resident Council meetings by failing to provide 10 residents private space to conduct group meetings without nursing home staff present.

In a confidential resident group interview, 10 residents were unaware they had the right to organize and participate in a group meeting in a private space and the staff could only attend if invited by the Council.

The failure restricted the privacy of these residents and placed the remaining nursing home residents at risk of not having the right to voice their concerns without staff being present or overhearing their concerns and to conduct Resident Council meetings without interference.

During a resident group interview, the 10 residents in attendance stated that the Resident Council meetings were always held with the Activity Director in attendance. All residents in the group interview were unaware that the staff could not attend the Resident Council meeting unless invited. All residents expressed surprise at this information and all residents stated they would feel more willing to express their views without a staff person being in the meeting.

During an interview, the Activity Director stated she always attends the Resident Council meetings so she can help guide the meetings. She stated the previous Administrator told her she had to set the meeting up and stay in the meeting with the group while it was being held. She stated that she did not know the Resident Council was supposed to meet privately and she was to be invited to the meetings.

The Activity Director stated the consequences of residents not having a group meeting in private would be not being able to talk freely and feeling isolated.

During an interview, the Administrator stated that she was aware the Resident Council was supposed to meet in private. She stated that she was not aware the Activity Director was not invited to the meetings by the council. She added that the consequences of the residents not meeting alone would be fear of retaliation from staff if they expressed their feelings and concerns.

A policy was requested but never received.

Name of Nursing Home	Pampa Nursing Center / Provider ID: 675327
Address	1321 W. Kentucky, Pampa, Texas
Date investigation completed	April 15, 2022
Type of deficiency issued	F565 – Resident/Family Group and Response
Severity level	Minimal Harm or Potential for Actual Harm
Overall Quality Star Rating: 5; Staffing Rating: 2	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/675327/health/standard?date=2022-04-15>