

Intruding a Private Resident Council Meeting

The nursing home staff did not allow a private Resident Council meeting with state agency surveyors for seven residents in attendance. Staff entered the Private group council meeting, while in progress, to interrupt the proceedings on four occasions during the hour-long meeting. This staff intrusion in a confidential meeting, made residents feel uncomfortable, and fearful of retaliation, should they share complaints with surveyors.

A Resident Council private session with state agency surveyors commenced at 11:00 AM. Approximately 20 minutes into the session, and during resident disclosure of grievances, a private duty sitter for a resident entered the room and was told that this was a private meeting and please to place signs on the door to restrict access to all staff while the private meeting was being held, and to let the Unit Manager know this. She stated she would do so and proceeded out of another door after greeting several residents.

The meeting continued but 10 minutes later, a laundry staff member entered the room with a laundry cart full of clean linen. The laundry staff member was told a meeting was being held, and the same instructions were given to her as she exited the room.

Ten to 15 minutes later, two CNAs entered the room to obtain a weight scale, and were told the same information, with the addition of asking for the unit managing nurse to come to the room to make sure staff entry was restricted.

Approximately 10 minutes later, another CNA entered the room, and simply walked through without speaking to anyone.

At this point, the residents refused to speak further as they feared sharing negative information would result in retaliation. They also stated that they were being watched.

At this time, the meeting was adjourned, as the residents were not being afforded their right to a private meeting with surveyors.

The Unit Manager nurse never responded to the request of her presence at the meeting.

Name of Nursing Home	Beth Sholom Home of Virginia / Provider ID: 495291
Address	1600 John Rolfe Parkway, Richmond, Virginia
Date investigation completed	March 14, 2019
Type of deficiency issued	F565 – Resident/Family Group and Response
Severity level	Minimal Harm or Potential for Minimal Harm
Overall Quality Star Rating: 4; Staffing Rating: 4	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/495291/health/standard?date=2019-03-14>