

The Price of Dignity

The nursing home failed to ensure residents were treated with dignity and respect. This affected four residents (6, 16, 32 and 33). The nursing home also failed to complete resident showers per resident preference. This affected resident 33.

Resident 33 was cognitively intact (based on MDS assessment) and required extensive assistance of one staff for bed mobility, transfers, dressing, toileting, and personal hygiene.

During an interview, resident 33 revealed she was unhappy with the attitude of Nurse Assistant (NA) 47 during her care. She stated that she requested to receive showers on Tuesdays and Fridays before dinner, and on the afternoon of [DATE REDACTED] at 4:00 PM. When she asked NA 47 when she would be getting her shower, NA 47 told her that she would get a shower when she said she could get a shower.

The Director of Nursing confirmed that resident 33 didn't receive showers per her preference.

Resident 16 and resident 32 both had intact cognition (based on MDS assessment).

A Resident Council Meeting revealed resident 16 and resident 6 complained about attitudes and demeanor of NA 47 and NA13. They stated the two staff were short with the residents, they yelled at times and the residents feared retaliation if the nursing home punished the two NAs.

The Administrator verified she completed interviews with residents and residents 16, 32, and 33 complained about NA 47 and NA 13 not treating them in a respectful manner.

Name of Nursing Home	New Albany Care Center / Provider ID: 366155
Address	5691 Thompson Road, Columbus, Ohio
Date investigation completed	December 28, 2019
Type of deficiency issued	F557 – Respect and Dignity F561 – Self-determination
Severity level	Minimal Harm or Potential for Actual Harm
Overall Quality Star Rating: 4; Staffing Rating: 3	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/366155/health/standard?date=2019-12-28>