

Robbed and Scared

The nursing home failed to implement its policy for residents’ “Rights – Theft and Loss” and protect a resident from being financially abused.

A resident was “able to understand and understood others” and was totally dependent on a one-person physical assist for dressing, eating, personal hygiene, and bathroom use (based on MDS assessment).

The resident’s bank card was used to purchase food for various staff and CNA 1 ordered food to be delivered to her (CNA 1) home address without the resident consent.

The deficient practice resulted in a total of \$678 used from the resident’s bank account to purchase unauthorized food from various online vendors and left the resident “feeling sad and scared of retaliation for speaking up.”

The nursing home’s investigation confirmed the “financial abuse” the resident sustained from CNA 1 who would be terminated from employment.

In an interview with the Social Services Director, the resident stated that upon checking his bank account, he noticed the amount went from \$800 to \$400 and did not know where the money was going to.

The written statement indicated CNA 1 went to apologize to the resident and stated “I have something to tell you, I’ve been taking money off your card. I did not want to tell you because I did not want to lose my job.” The statement indicated CNA 1 gave \$100 to the resident and would give the resident another \$100 after getting paid. The resident “felt something in her heart” when CNA 1 reported this to her.

The resident confirmed she gave her card to CNA 1 on several occasions to order her food online but was not aware CNA 1 was taking money without her permission. The resident stated she was not aware staff was ordering food for themselves and added, “there were times I would offer, but not all the time.”

The resident stated, “she was scared to say something and did not want to be treated differently and felt sad the staff took advantage of her kindness.”

The Administrator stated that the staff members were aware of the policy that indicated that they are not allowed to take money or gifts from residents.

When interviewed, CNA 1 stated she “knew what she did was not right.”

Name of Nursing Home	Colonial Care Center / Provider ID: 056043
Address	1913 E. 5 th Street, Long Beach, California
Date investigation completed	April 22, 2021
Type of deficiency issued	F602 – Free from Misappropriation / Exploitation
Severity level	Minimal harm or potential for actual harm
Overall Quality Star Rating: 1; Staffing Rating: 3	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/056043/health/complaint?date=2021-04-22>