

*Gaslighting After Credit Card Theft*

The nursing home failed to protect a resident from misappropriation of property by staff resulting in a resident experiencing financial and identity theft and financial hardship leading to psychosocial harm.

The Administrator stated that the resident’s belongings were secure in her bedroom in her stand next to her bed and clothes in the closet when she was transferred to the hospital on a Wednesday. On Saturday morning the resident’s belongings were to be picked up by her family so the Housing Supervisor (V10) asked Housekeeper (V8) to pack up resident 1’s bedroom on the same day to prepare for the pickup.

The Administrator stated that the resident notified LPN 13 that on Saturday evening her debit card was used by someone at the nursing home (after noticing unauthorized charges on her account). She added that LPN 13 reported that the resident called again and reported that her daughter picked up her purse and used a debit card at a restaurant. This false statement made the resident very angry and upset. She said that she is the victim of theft and the nursing home tried to make it appear to the police that she was not in her right mind; making up an imaginary daughter to cover up what had been done.

The next day LPN 13 informed the Administrator that the police were at the nursing home and that the resident reported to police that her card was stolen and that she did not have a daughter. Video footage from local businesses showed Dietary Aide/Maintenance Staff (V9) using the resident’s credit cards.

The Administrator stated she believes when Housekeeper (V8) packed up the resident’s bedroom, she found the resident’s purse and gave it to Dietary Aide/Maintenance Staff (V9). Housekeeper (V8) and Dietary Aide/Maintenance Staff (V9) were related. V9 is V8’s son. Police investigation revealed V8 did remove the resident’s purse from her bedroom and V9 obtained the cards and used them.

The resident was reluctant to take the surveyor’s call for fear of retaliation from the nursing home and because the nursing home had already made a false report to law enforcement on her behalf, and she wasn’t sure if the surveyor’s attempt to reach her was another attempt by the nursing home to trick her.

The resident stated she was going through hell because of her stolen purse. She stated that she can’t afford to replace the following stolen items: expensive earbuds, prescription medication, identification cards, and every credit card she had. She added that her Church had to assist her financially because she could not acquire the items she needed. The resident stated that while all this is going on, she is in the middle of trying to learn to walk again. She feels mistreated by the nursing home and because she was in fear for her safety, she refused to return to the nursing home.

The employment of Housekeeper (V8) and Dietary Aide/Maintenance Staff (V9) was terminated. Dietary Aide/Maintenance Staff (V9) was arrested and charged with felony identity theft.

Name of Nursing Home	Generations at Applewood / Provider ID: 145781
Address	21020 Kostner Avenue, Matteson, Illinois
Date investigation completed	January 5, 2022
Type of deficiency issued	F602 – Free from Misappropriation / Exploitation
Severity level	Actual Harm
Overall Quality Star Rating: 3; Staffing Rating: 3	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/145781/health/complaint?date=2022-01-05>