

“I See Everything. It’s Humiliating.”

The nursing home failed to ensure: a. resident 19 received care that was provided in a respectful and dignified manner and was free from physical restraints; and b. resident 19 had a plan of care developed with resident-specific interventions to address resistive behavior during peri-care (cleaning private area).

As a result of these deficient practices, resident 19 experienced care that a reasonable person would find humiliating, embarrassing, and distressing. In addition, resident 17 experienced psychosocial distress after witnessing staff holding down her roommate (resident 19) and forcing care.

Resident 19 was severely cognitively impaired (BIMS score of 0 out of 15), paralyzed on one side of her body, and required extensive assistance from staff for ADLs and extensive to total assistance for bed mobility. CNAs stated the resident rejected care by pushing away staff, pinching, and scratching them.

During an interview, resident 17 (cognitively intact; BIMS score of 14 out of 15) stated the CNAs were extremely rough with resident 19. Resident 17 stated, “They throw resident 19 around like a rag doll from the resident’s bed to the wheelchair and back to the bed.” Resident 17 added, “They make her cry.”

Resident 17 stated she was afraid to name the CNA who had done this to her roommate because the CNA had a lot of friends, and the other CNAs did what she told them to do. She stated that she reported the concern to the Administrator but did not want anyone to know she had reported it. Resident 17 stated she reported it because she “couldn’t take seeing what was done to her roommate any longer.” Resident 17 began to cry, sobbed, and asked for confidentiality. Resident 17 was aware confidentiality would be difficult to maintain after she reported her concern to the Administrator, but she wanted to continue the interview because it was important and serious. She added she was afraid of CNA 40 and of retaliation.

Resident 17 stated that CNA 40 “is so rough” while providing care for resident 19 as she “pushes and pulls” her in bed. She stated CNA 40 would tell CNA 30, “You don’t have to be gentle with her, she doesn’t understand and can’t say anything.” She said that the CNAs never pull the curtain and, “I see everything. It’s humiliating.” Resident 17 said that she cried often when thinking about resident 19’s care. She stated, “The way she is treated...it’s really terrible what they do to her.”

CNA 30 stated that using a towel to restrain resident 19’s right arm was used to prevent the CNAs from getting injured by pinches and scratches while the resident resisted care and to avoid resident’s bruises. However, the Director of Nursing stated that using a bath towel to restrain a resident refusing care was unacceptable and inappropriate. CNA 42 stated that such restraint would make her feel, “Awful. Mistreated.” CNA 45 stated she would feel, “Traumatized. I’d be upset, scared, mad.” A nurse stated, “She would feel terrified.” Another staff member said, “It would give me nightmares.”

Name of Nursing Home	Valle Vista Post Acute / Provider ID: 055500
Address	1025 W. Second Ave. Escondido, California
Date investigation completed	May 24, 2022
Type of deficiency issued	*F604 – Right to be Free From Physical Restraints **F656 – Comprehensive Care Plans
Severity level	*Actual Harm; **Minimal Harm or Potential for Actual Harm
Overall Quality Star Rating: 5; Staffing Rating: 4	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/055500/health/complaint?date=2022-05-24>