

Scared to Call for Help

The nursing home failed to ensure the resident was free from abuse.

The resident had “intact cognition” and required two-person assistance with bed mobility and transfers, required assistance with toileting and personal hygiene, did not walk and utilized a wheelchair (based on information contained in the Minimum Data Set 3.0 (MDS).

The resident stated in his/her care conference that he/she can write a book on all the unprofessionalism and mistreatment he/she had endured.

The resident stated that he/she was “extremely fearful of retaliation” and due to that he/she did not wish to identify the nurse aides involved.

The resident further identified that “every day he/she is scared to ring his/her call bell as it irritates the nurse aides, and in turn, they will mistreat him/her.”

The resident reported that staff are not attending to his/her needs timely, and staff are not responding to his/her calls appropriately. The resident had additional concerns including that nurse aides, at times, wipe his/her bottom too hard, and that once when he/she asked a nurse aide for a urinal, he/she was told by nurse aide 2, “Do it in your brief.” The resident also reported that when he/she asked to be put in bed by nurse aide 2, nurse aide 2 had called him/her a “wuss” and told him/her to “man up.”

The resident identified that he/she rang the call bell at 11:30 AM because he/she was in a wet brief from the previous day and was uncomfortable. The resident stated that he/she rang the bell a second time and could hear staff talking loudly, laughing, and having a great time in the dayroom.

Nurse aide 1 denied the allegations.

The nursing home had concluded their investigation which identified the resident’s allegation of verbal abuse was substantiated. Nurse aide 1 was terminated. Nurse aide 2, an agency staff, would no longer be allowed to work at the nursing home.

The resident’s right policy directed for employees to treat all residents with kindness, respect, and dignity. Residents have a right to a dignified existence and to be free from abuse, neglect, misappropriation or property, and exploitation.

Name of Nursing Home	Greentree Manor Nursing & Reha / Provider ID: 075113
Address	4 Greentree Drive, Waterford, Connecticut
Date investigation completed	May 10, 2022
Type of deficiency issued	F600 – Free from Abuse and Neglect
Severity level	Minimal harm or potential for actual harm
Overall Quality Star Rating: 4; Staffing Rating: 4	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/075113/health/complaint?date=2022-05-10>