

“This Is My Home. I Do Not Want to Live Here and I Fear Retaliation.”

The nursing home failed to ensure staff recognized and promoted residents’ individuality for two residents reviewed for allegations of staff treating them without dignity and respect.

This summary addresses only one of these residents due to relevance to fear of retaliation.

Resident 66 was alert and oriented and required extensive two-person assistance for bed mobility and transfer with a sit-to-stand mechanical device.

During an interview, the resident stated during an evening shift, staff D told her she was not going to shower the resident until the resident stated the magic word – please. The resident reported the incident to LPN (staff Q) about staff D not bathing her without the resident saying please.

The resident also reported she told LPN (staff Q) twice about another incident when staff D transferred the resident by herself with the sit-to-stand lift and the resident almost fell to the floor. The resident asked that staff D not take care of her anymore. The resident stated staff D scared her and wondered how many other residents were treated that way.

Additionally, the resident told Social Services Director (staff J) about the allegations. The resident voiced a concern that staff D continued to come to her bedroom to give out snacks. The resident learned from other nurse aides that staff D talked about how the resident was rude.

The resident stated, “This is my home. I do not want to live here and I fear retaliation.”

The Director of Nursing Services stated he had heard about the allegations and was aware of resident 66’s complaints with staff D but did not choose to investigate these issues.

Name of Nursing Home	Columbia Crest Center / Provider ID: 505320
Address	1100 East Nelson Road, Moses Lake, Washington
Date investigation completed	November 8, 2018
Type of deficiency issued	F550 – Resident Rights
Severity level	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/505320/health/standard?date=2018-11-08>