

“I Don’t Want to Talk Anymore.”

The nursing home failed to follow their abuse policy and procedures to prevent residents from being the subject of verbal abuse, sexual abuse, and intimidation from staff members (V31, V20, V33). This applies to seven sampled residents and has the potential to affect all 61 residents in the nursing home.

During the Survey Resident Council Meeting, residents voiced concerns regarding direct care staff members. The residents initially spoke freely during the group interview, but then two residents wished to remain anonymous because they were afraid of retaliation, as the subjects of the concerns being voiced were related (Nurse V33 is the mother of CNAs V20 and V31) and were known to work different shifts.

Anonymous resident 2 said, “CNA V31 is a relative of CNA V20 and Nurse V33 and never gives help when I need it. One time, CNA V31 handed me a diaper, told me they had showers to do and walked out of the room. I felt humiliated because I am not able to change or clean myself up, and I felt that is what she (CNA V31) expected me to do.”

Resident 54 stated, “I witnessed CNA V20 tell my roommate (resident 49) to shut the f*** up. We told the Administrator and the Charge Nurse, and they didn’t do anything about it. And we must see him (CNA V20) every day. He keeps working in our room. His mother (V33) is a Nurse that works here.”

Resident 49 had high level of cognitive functioning (BIMS score of 14 out of 15).

During an interview, the resident stated that a couple of weeks ago he had a verbal altercation with CNA V20. He said that he reported it to “the lady who runs this establishment.” She said she’ll talk to him (CNA V20) and his mother (Nurse V33). The resident became increasingly irritated with the interview, sat up visibly angry and said, “Now that you are asking me and bringing this up again, what am I supposed to do when you leave? I still must live here. I don’t want to talk anymore.” The surveyor agreed to come back to speak with the resident later in the afternoon. When the surveyor returned, she/he asked the resident, “How do you feel about your interaction with CNA V20?” The resident stated, “I feel upset.” The resident indicated that he feels scared and at risk of retaliation.

The surveyor confirmed that one of the actions the nursing home took to remove the Immediate Jeopardy determination was that it terminated the employment of CNA V31, CNA V20, and Nurse V33.

The nursing home also stated, “Resident Council will be held to ensure residents understand the reporting process, have access to facility’s hotline and the Administrator. Residents will be notified that retaliation by staff will not be tolerated, and staff will be disciplined up to and including termination.”

Name of Nursing Home	Aperion Care Hillside / Provider ID: 145996
Address	323 Oakridge Ave. Hillside, Illinois
Date investigation completed	April 14, 2022
Type of deficiency issued	F600 – Freedom from Abuse, Neglect, and Exploitation
Severity level	Immediate Jeopardy
Overall Quality Star Rating: 1; Staffing Rating: 3	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/145996/health/standard?date=2022-04-14>