

No Eating, No Church

The nursing home failed to promote self-determination for two residents (54 and 16) when staff failed to help them shave at least every other day, a choice about aspects of life they deemed significant and have those preferences care planned. The nursing home also failed to ensure residents who were unable to carry out their own activities of daily living received the necessary services to maintain good personal hygiene when staff did not provide appropriate care of facial hair for resident 54, clean fingernails for resident 7, and provide oral care for resident 59.

This summary focuses on resident 54 who was “cognitively able to make daily decisions” (based on MDS documentation). It was very important for the resident to attend Church activities and practices.

During an interview, resident 54 was in his/her bedroom, seated on his/her bed with a table with two open Bibles in front of him/her. The resident had a full, gray, black and white “goatee” that ran down from both sides of his/her lips down to and under his/her chin at least [LENGTH REDACTED] of an inch long.

The resident said if he/she did not eat enough (or what the nurses thought was enough), they would keep him from going to Church. He/she added that he/she ate all he/she wanted and thought he/she weighed enough. The resident had a ride to get to Church and back to the nursing home.

The resident felt a lot of conflict and “over-powerment” (sic) from the nurses and did not want them to retaliate because he/she said something. If he/she did not do things the nurses’ way, he/she could not do what he/she wanted to do. He/she was afraid of the nurses.

During another interview, the resident said that he/she had gotten a shower this morning and asked to be shaved but staff would not shave him/her because they were too busy.

The resident planned to go to Church this evening but did not like going to Church with chin whiskers. While rubbing his/her hand over his/her chin, he/she said, “it is embarrassing to have these like this.”

On two days during subsequent weeks, the resident was observed to have a full “goatee” of facial hair. The resident stated that he/she used to shave the whiskers every day and would like that now.

LPN A stated that staff had not shaved the resident because the resident did not ask to be shaved.

The Director of Nursing (DON) stated that chin whiskers should be removed any time a resident wants them removed. The DON added that chin whiskers should be removed with every shower and that a resident should not have to ask more than once to have the chin whiskers removed.

Name of Nursing Home	Eastview Manor Care Center / Provider ID: 265730
Address	1622 East 28 th Street, Trenton, Missouri
Date investigation completed	May 20, 2021
Type of deficiency issued	F561 – Self Determination F677 – ADL Care Provided for Dependent Residents
Severity level	Minimal Harm or Potential for Actual Harm
Overall Quality Star Rating: 1; Staffing Rating: 1	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/265730/health/standard?date=2021-05-20>