

“Don’t You Ever Call and Tell Someone I Am Not Doing My Job”

The nursing home failed to recognize and prevent abuse and neglect and failed to immediately protect residents after allegations of abuse and neglect were reported to staff for three residents (55, 157, 158). The neglect of resident 55 rose to the harm level when she voiced concerns about fear of retaliation. The nursing home also failed to implement their policy and procedure to protect residents from abuse and to thoroughly investigate and report allegations of abuse and neglect to the State Agencies for 3 residents.

Resident 158 had no cognitive impairment (BIMS score of 15 out of 15) and required extensive assistance of one staff member with activities of daily living for bed mobility, transfers, dressing, and toileting.

Grievance Investigation revealed that on a Sunday at 3:00 PM, resident 158 turned on the call light. She needed a nurse to look at her ostomy bag because it was leaking. At the same time, resident 158 felt her blood sugar drop. At 3:30 PM, LPN 142 came and checked her blood sugar. It was 95. LPN 142 told the resident to eat a couple of more M&Ms but did not check the ostomy bag. LPN 142 told the resident she would return later. The resident was concerned about her bag. A friend of resident 158 called the nursing home and said that resident 158 needed help. At 6:58 PM, LPN 142 returned to the bedroom and yelled, “I told you I was coming back. Don’t you ever call and tell someone I am not doing my job.”

Resident 55 had no cognitive impairment (BIMS score of 15 out of 15) and required extensive assistance of one staff member with bed mobility, transfers, toileting, and personal hygiene.

Grievance Investigation revealed that at 3:00 AM resident 55 called for CNA 143 because she needed to go to the bathroom. CNA 143 told the resident she was making rounds and she would get her when it was her turn. CNA 143 came back at 5:28 AM (the buzzer went off at the desk) and asked her what she needed. Resident 55 told her she needed help going to the bathroom. CNA 143 told her to roll over so she will change her pad. Resident 55 said “no” and that she needed help going to the bathroom. CNA 143 told her that patients could not get up to go to the bathroom at night. The resident said, “Then I will take myself.” CNA 143 left the bedroom and complained to the nurse that she was refusing to cooperate. LPN 144 came in and asked if she said she was going to walk to the bathroom herself. The resident said, “No. I wouldn’t do that.” The resident sat on the edge of the bed, still neither LPN 144 nor CNA 143 helped her to the bathroom or helped her get her leg back in bed. The resident was finally able to pull her leg back into the bed. No one helped her to the bathroom until 7:00 AM shift came. The resident was concerned for fear of retaliation. When the day shift came, she told the CNA, “My diaper will probably drag to the floor, it was so full” and that this had happened every night since she came. They come in and expect her to use the pad. The Director of Nursing (DON) communicated to CNA 143 that residents should get up to the restroom anytime they need to go. The DON stated that the incident “could be neglect.”

Name of Nursing Home	Desoto Healthcare Center / Provider ID: 255296
Address	7805 Southcrest Parkway, Southaven, Mississippi
Date investigation completed	April 7 2019
Type of deficiency issued	F600 – Freedom from Abuse, Neglect F607 – Develop/Implement Abuse/Neglect, etc. Policies F610 – Investigate/Prevent/Correct Alleged Violation
Severity level	Actual Harm
Overall Quality Star Rating: 3; Staffing Rating: 3	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/255296/health/standard?date=2019-04-07>