

“If You Fall, I Won’t Let You Up”

The nursing home did not ensure an allegation of abuse of resident 4 was reported to the Administrator and the State Agency in a timely manner.

The nursing home’s 5-day investigation, submitted to the State Agency stated that resident 4 told staff that night shift CNA C whispered in her/his ear: “If you get up, I hope you fall.”

The report stated resident 4 was teary-eyed and afraid to say anything due to retaliation from staff.

After CNA F notified Registered Nurse (RN) E that resident 4 reported an allegation of abuse earlier that morning, an investigation contained a statement from RN E that indicated RN E spoke with resident 4 and her/his spouse. The resident stated that at 5:20 AM s/he asked CNA C to help her/him use the bathroom and get dressed for the day. The resident said that her/his request was denied multiple times before CNA C whispered in resident ear, “I hope you fall.”

Following the incident, the resident called her/his spouse due to fear of CNA C.

During an interview with the surveyor, CNA F stated that resident 4 seemed “distracted and out of sorts” on the morning after the night incident.

The Director of Nursing investigated the allegation. S/he interviewed CNA C who stated that resident 4 twice activated her/his call light to get out of bed. CNA C stated s/he denied the resident’s request both times because it was too early to get up. CNA C also stated that s/he told the resident in a joking manner, “If you fall, I won’t let you up.”

The Administrator and the Social Services Director verified that the resident’s allegation of abuse was not reported to the State Agency within 24 hours of discovery.

CNA C was suspended pending the outcome of the investigation and her/his employment was subsequently terminated.

Name of Nursing Home	Good Shepherd Services Ltd / Provider ID: 525509
Address	607 Bronson Road, Seymour, Wisconsin
Date investigation completed	October 26, 2021
Type of deficiency issued	F609 – Reporting of Alleged Violations
Severity level	Minimal harm or potential for actual harm
Overall Quality Star Rating: 5; Staffing Rating: 5	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/525509/health/complaint?date=2021-10-26>