

“She Was Trying to Punish Everybody”

The nursing home failed to protect resident rights to be free from mental abuse as evidenced by staff who were witnessed speaking inappropriately to residents. This failure resulted in residents expressing feelings of fear and sadness. This failure applied to four residents (R3, R4, R5, & R6).

The Assistant Director of Nursing (ADON) stated she/he was notified that yesterday the Assistant Psychiatric Rehabilitation Services Coordinator (APRSC) V13 was called to the care unit to find out why the residents were having so many behaviors that day and to see what was going on. The ADON stated that APRSC V13 “became verbally aggressive towards the residents.”

The Central Supply Manager (V11) witnessed APRSC V13 “screaming at the top of her lungs!” S/he heard her saying, “I will shut down the whole seventh floor smoking down and no one will smoke. I’ve done it before and I will do it again.” V11 added, “She was talking to the residents like they were her children.” V11 stated, “I went to my administrators V6 and V14 and told them what happened.”

V13 was sent home immediately. The managers interviewed the residents about the incident and found that four residents were affected by it.

Resident 5 said that APRSC V13 was hostile and volatile when she addressed everyone, adding, “I got scared because she said she would shut down everything on the unit. I was scared that I was going to lose my privileges of socializing on the unit and not be able to smoke or be able to use my pass to see my family.”

Resident 4 stated, APRSC V13 “came up to the floor saying if the floor gets out of hand again, we would not be able to smoke. She was yelling and screaming. I think V13 would have retaliated. It made me feel sad when she was raising her voice at me. I thought she would punish us all because she said she would. Personally, I got scared the whole day.” The resident added, “Some of us look up to the staff and I think we have the right to get treated with respect and dignity. We feel let down because this is a person who we go to when we need something.”

Resident 6 shared her/his thoughts about APRSC V13’s yelling and threats, “I felt kind of bad because she was going to shut down the smoking. I think she should have done something about the people who were doing it. She was trying to punish everybody. I felt it was unfair.”

Resident 3 shared his/her thoughts about APRSC V13’s yelling at the residents, “I just ignored her because based on something I say, the staff will stick me with needles and send me out to the hospital.”

APRSC V13 was terminated for violating the abuse policy and for verbal abuse.

Name of Nursing Home	City View Multicare Center / Provider ID: 145850
Address	5825 West Cermak Road, Cicero, Illinois
Date investigation completed	July 1, 2021
Type of deficiency issued	F600 – Freedom from Abuse, Neglect, and Exploitation
Severity level	Actual Harm
Overall Quality Star Rating: 2; Staffing Rating: Missing data	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/145850/health/complaint?date=2021-07-01>