

Keeping His Mouth Shut

The nursing home failed to consistently provide a fully functioning call system to provide direct communication from the resident to the caregivers for six residents.

During an interview, RN (C2) revealed the nursing home’s call bell system is not audible on the nursing unit. The employee stated that when a resident rings/activates the call bell, signs by the nursing station activate (illuminate) and identify the location/resident ringing for assistance. However, staff would need to be present near the nursing station to visualize the signs. She stated that all nursing employees should carry a pager that will alert them when a resident is ringing for assistance.

Observations revealed Employee C2, Nurse Aide 4, Nurse Aide 5, Nurse Aide 6, and LPN 7 were without the required pager to respond to residents’ call bells as required by the nursing home’s wireless call bell system. In response to surveyor inquiry, at that time, Employee C2 located the pagers on the counter behind the nursing station and began to hand them out to NURSING staff. Further it was noted that the pagers were not functional and Employee C had to replace the batteries in the pagers. Employee C confirmed that the pagers were not in working condition and all batteries needed to be changed.

Observation revealed that several residents had silver colored tap bells on their bedside tables.

During an interview, resident C1 stated that she required to have a tap bell on her bedside table due to staff not responding to her call bell when she pressed it for assistance. She stated that it can take up to an hour for staff to respond to her call bell and that she had to bang on the tap bell in effort to hurry the staff response to meet her needs. The resident added that she wasn’t supposed to transfer herself to the bathroom because she may fall, but at times, she does take herself to the bathroom so that she doesn’t soil her brief because she can no longer wait for staff assistance and ringing the call bell.

Residents C4 and B2 also expressed concerns about long wait times for assistance with their care needs.

Five other residents who wished to remain anonymous for fear of retaliation from staff reported similar concerns with long wait times for assistance. One of them stated that he wanted to keep his mouth shut about long waits for staff to answer call bells stating that it would get him in trouble, but he nodded yes when asked if he waited for extended periods of time for staff to respond to his call bell. Another resident said that on one occasion he had to call his family to ask them to call the nurse’s station to ask a nurse to get him help.

During an interview, the Administrator confirmed that the nursing home failed to properly utilize the wireless call bell system to provide timely care and services to the residents upon their request.

Name of Nursing Home	Grandview Nursing and Rehabilitation / Provider ID: 395623
Address	78 Woodbine Lane, Danville, Pennsylvania
Date investigation completed	February 24, 2022
Type of deficiency issued	F919 – Resident Call System
Severity level	Minimal Harm or Potential for Actual Harm
Overall Quality Star Rating: 2; Staffing Rating: 3	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/395623/health/complaint?date=2022-02-24>