

Refusal to Speak and Provide Care

The nursing home failed to ensure three residents were free from fear of staff retaliation.

The three residents were cognitively intact (based on MDS assessment).

An Incident Report submitted to the Department of Health indicated: Resident 325 states that CNA 5 was rude. The nursing home’s investigation indicated that two residents stated CNA 5 was rude and hateful.

Confidential interviews conducted during the survey revealed:

Resident 325 indicated CNA 5 was reported to the management staff a while back and since that time, CNA 5 has been rude, vindictive, and refused to speak to him or provide care to him. CNA 5 would answer his call light and stated, “Your light is on, what do you want?”

Resident 325 indicated a fear of retaliation from CNA 5 regarding the reported concerns of having been rude.

Resident 350 indicated CNA 5 was rude and ignored the resident. The resident was fearful of retaliation.

Resident 375 indicated in a written statement that CNA 5 was rude and spoke hatefully. The resident indicated a fear of retaliation.

The nursing home’s Abuse Prohibition, Reporting and Investigation Policy indicated, among others:

Provide each resident with an environment that is free from abuse and neglect. This includes but is not limited to verbal abuse, physical abuse, mental abuse, and protection of residents from retaliation.

The nursing home’s Resident Concerns and Grievances policy indicated:

Resident concerns/grievances occurring during the resident’s stay shall be responded to promptly and without fear of reprisal or discrimination.

Name of Nursing Home	Beech Grove Meadows / Provider ID: 155072
Address	2002 Albany Street, Beech Grove, Indiana
Date investigation completed	October 16, 2019
Type of deficiency issued	F585 – Grievances
Severity level	Minimal harm or potential for actual harm
Overall Quality Star Rating: 3; Staffing Rating: 2	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/155072/health/standard?date=2019-10-16>