

*Staff “Would Get Back at Them”*

The nursing home failed to have grievance forms accessible for all residents and educate residents and review the grievance policy and procedures on how to file a grievance, for 15 sampled residents attending the Resident Council Group Interview Meeting, conducted as part of the survey process.

During a Resident Council Interview, the group of residents stated:

- Residents could not anonymously get a grievance form
- Residents were concerned about staff members knowing they were getting a grievance form
- Grievance forms were at the nurses’ station and they are too high up for the residents to reach
- Residents did not know how to file a grievance
- Residents did not know if there was a grievance official

Twelve of the 15 residents present did not feel a resident or family group could complain about care without worrying that someone would get back at them.

Residents said retaliation included not getting ice water, not getting medication timely, not getting call light response in a timely manner, and not getting the help needed.

During the Resident Council Interview, resident 2 said that he/she observed a staff member being mean to another resident and reported the incident. The staff member asked the resident if he/she reported the incident and the resident responded, saying that they reported the incident.

The staff member would no longer respond to the resident’s request and would not provide ice water or anything. Supervisory staff removed that staff member from caring for him/her.

During the same Resident Council Interview, resident 109 said he/she asked a staff member for a washcloth. The staff member was doing something on his/her phone and did not respond. The resident stated he/she was too afraid of what would happen if he/she reported the incident.

Name of Nursing Home	Polaris Health & Wellness of Carmel Hills / Provider ID: 265727 [Alternative name I: Redwood of Carmel Hills; *In CMS archive] [Alternative name II: Carmel Hills Wellness & Rehabilitation; *Duplicate investigation report]
Address	810 East Walnut, Independence, Missouri
Date investigation completed	March 9, 2020
Type of deficiency issued	F585 – Grievances
Severity level	Minimal Harm or Potential for Actual Harm
Overall Quality Star Rating: 2; Staffing Rating: 2	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/265727/health/standard?date=2020-03-09>