

Stay Quiet

It was determined that four anonymous residents could not exercise their rights without fear of interference and reprisal and were not treated with respect and dignity.

Two residents with “intact cognition” (BIMS scores of 14 and 15 out of 15) were admitted for short term skilled therapy. The residents stated to the surveyor that they were apprehensive to state issues they were having. Specifically, both residents stated that they were afraid of retaliation if staff knew they were complaining to the surveyors. Both residents (interviewed separately) stated that CNAs have attitudes when requesting care needs. Both stated that there were numerous times on a daily basis that they were afraid to request things from staff. They added that during many of the nights staff are making noise (yelling, laughing, and loud talking). The residents stated that they request staff to shut the entrance door, but staff refuse stating the doors must be left open to be able to view the residents in bed.

The following is a description of an interview with a randomly selected resident who is cognitively intact (BIMS score of 15 out of 15) and who is incontinent of bowel and bladder. The resident’s Care Plan revealed that care would be provided at the request of the resident and on an as needed basis.

The resident reported that during the last weekend, the aides assigned to provide care left the resident unattended in urine and feces for more than 30 minutes. The resident stated that three days prior to this interview, they pressed the call light requesting for assistance at 6:02 PM. Someone entered the room, turned off the call light and said, “I’ll be back.” They returned over 30 minutes later at 6:35 PM. During that long 30-minute timeframe, the resident remained soiled and unable to care for self.

The resident said, “Out of frustration of reporting issues or complaining, I prefer to stay quiet, to prevent retaliation.” The resident said that some of the CNAs do care, but “many of them act carelessly towards me.”

The resident added, “My complaining is mostly for those who cannot advocate for themselves. Because while being cognitive and verbal, I get this kind of treatment, it saddens me even thinking about the kind of treatment those who cannot speak and are not cognitive are getting.”

Name of Nursing Home	Memorial Manor / Provider ID: 105668
Address	777 South Douglas Road, Pembroke Pines, Florida
Date investigation completed	July 11, 2019
Type of deficiency issued	F550 – Resident Rights / Exercise of Rights
Severity level	Minimal harm or potential for actual harm
Overall Quality Star Rating: 4; Staffing Rating: 4	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/105668/health/standard?date=2019-07-11>