

The Silent Treatment

The nursing home failed to ensure each resident has the right to voice grievances to the nursing home or other agency or entity that hears grievances without discrimination or reprisal and without fear of discrimination or reprisal, for nine residents in the confidential group interview.

Nine residents reported fearing retaliation from staff if they reported care concerns, regardless of who they reported it to. Five residents in the group reported experiencing retaliation by the staff ignoring them, giving them the silent treatment, not giving them pain or other medication, or calling them a liar.

During the confidential group interview, nine residents said the aides went to help on another hall for an hour or longer, deliberately ignoring their own assigned hall. The residents said if they complained, the staff would leave us alone because the staff knew who complained.

One resident attending the confidential group interview said she took a picture of a staff member ignoring her for a personal phone call so the administrative staff would not call her a liar. She said later that night, the nurse intentionally completely ignored her and the next day the picture was gone.

Another resident said a medication aide was rarely on time and “they got your meds when you get your meds.” The resident said if they complained they won’t get my meds, “I won’t get my meds today.”

The residents unanimously said not receiving or being late with medications was the worst on the 2:00 PM to 10:00 PM shift. The residents said that if they complain about it, the aides would not answer their call lights, save you for last, ignore the resident, or give the resident the silent treatment.

Staff A stated that some of the delays with medications was because of being short staffed and some was deliberate. Staff A added, the residents are afraid to say anything because of how Administration dealt with complaints.

Staff A said that the residents feel they can’t complain about someone because the administration will go straight to that person. Staff B said complaints about staff should be done in a manner the aide does not know who complained but it was probably not done that way. In contrast, the Director of Nursing (DON) said they did not tell staff who complained about them. Staff C said, “If there is a complaint against an aide, the administrative staff would just say ‘a resident said’ and what the complaint was.” Staff C said, “The staff were not stupid and could figure it out.”

The DON and Staff B stated that the residents had not brought concerns of retaliation to them.

The Administrator and the Area Director stated, “Retaliation is not allowed and we just don’t tolerate it.”

Name of Nursing Home	Big Spring Center for Skilled Care / Provider ID: 676380
Address	3701 Wasson Road, Big Spring, Texas
Date investigation completed	September 13, 2018
Type of deficiency issued	F585 – Grievances
Severity level	Minimal Harm or Potential for Actual Harm
Overall Quality Star Rating: 4; Staffing Rating: 2	

Investigation report: No longer available on *Care Compare* website.