

*“If I Do Speak Up, She Will Retaliate Against Me”*

The nursing home failed to protect and ensure residents were free of mistreatment for two residents.

Resident 39 had “intact cognition,” vision impairment (observed to be blind), and required moderate care from staff. The resident was Spanish speaking.

During an interview, resident 39 stated he had been at the nursing home about two years but calls it jail. The resident stated he’s in jail because of the way he has been treated. The resident added, “I am afraid to say anything because if I do speak up, she will retaliate against me like she did last time.” When asked who he referred to, he stated CNA 1. He said she yells at me and calls me names (ungrateful); that he needs to be spoon fed and taken care of and he doesn’t appreciate anything that was being done for him. Resident 39 expressed he agreed with CNA 1 and stated, “She was right, I don’t deserve anything.”

The resident stated he spoke to the social worker around five months ago and notified her about the ongoing abuse from CNA 1. The resident recounted that within the same week, CNA 1 retaliated against him. The resident stated, “She yelled at me and told me I needed to stop telling on her.”

During a subsequent interview, resident 39 stated he was not happy with the care received from CNA 1 during the last five months, including CNA 1 yelling at and calling him names during this period. Resident 24 was “alert” and required extensive assistance with care from staff. The resident reported CNA 1 called him derogatory names such as Malagradecido (ungrateful), not assisting him with activities of daily living.

During an interview, resident 24 stated, “I don’t have issues with the care I get, unless I get assigned CNA 1.” The resident stated that he was having too many problems with CNA 1 because “she’s just too mean.” When asked for examples, the resident stated, “I asked CNA 1 for hot water for my tea around dinner time the other night, CNA 1 yelled at me saying, I don’t deserve it and said she didn’t have time to be running around to do that. She never brought me the water for my tea. The resident added that one evening he pressed the call light at 9:00 PM to ask for a blanket and she didn’t show up until 10:00 PM and was upset yelling at me asking why I was calling and to stop bothering her, that she didn’t have time for that. The resident said that CNA 1 also did not empty his foley catheter bag despite multiple requests one whole shift. He said, “the bag was about to burst” with over 2,000 mL urine out of 2,000 mL and “I was afraid to get an infection because of it.” He stated that CNA 1 ended up coming only in the morning. The resident showed a picture of the catheter bag on his cell phone which was time stamped for 6:33 AM.

The resident stated he asked the scheduler not to assign CNA 1 to him again and added, “I am alert and know what’s going on. CNA 1 was not going to abuse me like she does others. CNA 1 is too mean.” The resident said CNA 1 treated other residents worse, especially resident 39.

Name of Nursing Home	York Healthcare & Wellness Centre / Provider ID: 055664
Address	6071 York Blvd. Los Angeles, California
Date investigation completed	March 11, 2022
Type of deficiency issued	F600 – Freedom from Abuse, Neglect, and Exploitation
Severity level	Minimal Harm or Potential for Actual Harm
Overall Quality Star Rating: 3; Staffing Rating: 3	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/055664/health/standard?date=2022-03-11>