

Moved To the “Slow Answer List”

The nursing home staff failed to provide a private uninterrupted meeting space for the Resident Council meeting. The nursing home also failed to ensure residents felt able to voice grievances without reprisal.

At 9:24 AM, the surveyor explained to the Activity Director that the Resident Council was gathering to meet privately with the surveyor. The Activity Director left the room.

At 9:30 AM, the Resident Council with the surveyor was called to order by the Council President. The surveyor explained the purpose of the meeting.

At 9:35 AM, a resident asked the surveyor to close the door so it would be quieter. After the surveyor closed the door, CNA 1 entered the room and said she was taking notes. The surveyor explained that the Resident Council meeting was intended to allow the residents to meet the surveyor without staff present. CNA 1 stepped around the surveyor and asked the Resident Council President if it was okay for her to be there. She asked three times, louder with each repetition. The Council President said it was OK after the third time.

At 9:40 AM, the Activity Director returned to the room and CNA 1 said that she was there to observe and learn and asked the Council President if that was okay three times. He agreed after the third time.

The surveyor started asking the residents questions that make up the standard Resident Council interview. When the surveyor asked if residents felt they could file grievances without fear of retaliation, one resident said, “No.” CNA 1 corrected the resident saying that was not true. The surveyor asked CNA 1 not to interrupt residents. Residents reported some concerns during the meeting that were relayed to the administration. Because the residents were not allowed to answer the questions about being able to make complaints without retaliation, the surveyor individually interviewed residents from each nursing unit who had or had not attended the Resident Council meeting.

The surveyor assured the residents that their comments would be anonymous. The residents reported a common concern that if they complained about the amount of time it took staff to answer the call bells, that they would be moved to the slow answer list. One resident said he thought he was currently on the 30-minute answer list and was afraid of being moved to the hour answer list. Another resident, after reiterating that the comments must be anonymous, reported not being toileted on the weekend and only receiving incontinence once a shift.

The concerns related to residents’ right to meet without staff present were reported to the Administrator and the Director of Nursing.

Name of Nursing Home	Choice Healthcare at Roanoke / Provider ID: 495156 [Alternative name: Cuirs at Roanoke Transitional Care & Rehab Center]
Address	324 King George Ave. SW. Roanoke, Virginia
Date investigation completed	April 26, 2019
Type of deficiency issued	F565 – Resident/Family Group and Response F585 – Grievances
Severity level	Minimal Harm or Potential for Actual Harm
Overall Quality Star Rating: 1; Staffing Rating: 2	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/495156/health/standard?date=2019-04-26>