

*“You Will Just Have to Wait”*

The nursing home failed to: a. implement their abuse and neglect policies to prohibit and prevent abuse for residents 1 and 2; b. report alleged abuse to the proper authorities according to state and federal regulations for resident 1 and 2; and c. respond to an allegation of abuse and neglect for resident 1 and 2.

Resident CR 1 had moderate cognitive impairment (BIMS score of 10 out of 15) and required one person to provide limited assistance with bed mobility, transfers, and dressing. The resident, who uses a wheelchair, is occasionally incontinent of bladder and frequently incontinent of bowel.

During a confidential group interview at 10:00 AM, CR 1, tearful, stated that she is afraid of CNA A and afraid to report care concerns about CNA A. CR 1 stated that she was afraid CNA A would retaliate against her and that she told her roommate’s son that staff were being rough with his mother. CR 1 said her roommate’s son complained to the nursing home about it. She said she felt that CNA A treated her differently after that incident by mocking her, refusing to assist her with care, and delaying care.

CR 1 stated she asked CNA A to help her get up from her bed. CR 1 stated she can get to her wheelchair on her own but needed assistance getting up. CR 1 stated CNA A said, “I can’t lift you.” CR 1 said she told CNA A she was not asking to be lifted but just needed assistance to stand. CNA A did not assist her. CR 1 said she told CNA A to get out of her bedroom and as CNA A left the bedroom, CNA A waved and said, “Bye, bye.” CR 1 felt that CNA A was condescending and mocking her. She said she did not report it because she was afraid of CNA A. CR 1 said she cried at the time of the incident.

Resident CR 2 was cognitively intact (BIMS score of 15 out of 15) and required a one-person limited assistance with bed mobility, transfers, and personal hygiene. The resident required extensive one-person assistance with dressing, limited range of motion upper right extremity, and utilizes a wheelchair.

At 10:35 AM, CR 2 entered the confidential group meeting and stated she was late because CNA A did not help her get ready on time for the meeting. In an interview, CR 2 revealed she requested assistance getting ready by 9:00 AM to ensure she could attend the 10:00 AM group meeting. CR 2 stated CNA A told her, “You will just have to wait.” CR 2 stated she had not reported this to staff and was afraid of CNA A. CR 2 also stated she was afraid CNA A would retaliate if she found out that she complained. In an interview a couple of hours later, CR 2 revealed she feared retaliation if she identified the CNA whom had told her she had to wait to get dressed on the same day in the AM. CR 2 became teary eyed stating she feared CNA A because she had reported CNA A to the previous Administrator of being sarcastic, rude, and hateful with her when she had asked her for help standing up. CR 2 stated from that time the CNA will delay her care telling her she has to wait. She was scared to report CNA A because she feared she feared CNA A would retaliate.

Name of Nursing Home	Prestonwood Rehabilitation & Nursing Center Inc / Provider ID: 676156
Address	2460 March LN, Plano, Texas
Date investigation completed	October 3, 2021
Type of deficiency issued	F607 – Develop/Implement Abuse/Neglect, etc. Policies F609 – Reporting of Alleged Violations F610 – Investigate/Prevent/Correct Alleged Violation
Severity level	Minimal Harm or Potential for Actual Harm
Overall Quality Star Rating: 5; Staffing Rating: 4	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/676156/health/standard?date=2021-10-03>