

Uncomfortable Speaking Up

The nursing home failed to ensure residents were able to voice concerns and grievances without fear of retaliation.

During a resident group meeting, 10 out of the 14 residents attending expressed that they feel uncomfortable speaking up and making complaints/grievances to staff due to fear of retaliation.

The 10 residents who expressed fear of retaliation stated that they felt that they had experienced retaliation after bringing up concerns about staff to management.

Examples of the alleged retaliation that were provided by the residents:

- Staff turning off call lights without providing the requested care
- Staff taking longer to answer call lights
- Staff not bringing in linen needed for bathing tasks
- Staff’s attitude changed towards them (e.g., not being as friendly; being short with responses)

In addition, the 10 residents said grievances/complaints are often not resolved and feel the nursing home does not take the complaints seriously.

During an interview, the Director of Nursing (DON) said she was unaware that residents were fearful of voicing concerns/grievances. The DON said she was unaware of any concerns with staff retaliating or treating residents differently after having voiced concerns/grievances and that any form of retaliation by staff was unacceptable and should be taken seriously.

The nursing home’s policy titled Grievances/Concerns – Resident/Family indicated:

- No resident will be subject to retaliation by any member of the Center’s staff as a result of the submittal of a concern or recommendation for change.
- All formal concerns will be investigated and responded to within five days.

Name of Nursing Home	Medford Rehabilitation and Nursing Center / Provider ID: 225339
Address	300 Winthrop Street, Medford, Massachusetts
Date investigation completed	April 27, 2021
Type of deficiency issued	F585 – Grievances
Severity level	Minimal Harm or Potential for Actual Harm
Overall Quality Star Rating: 3; Staffing Rating: 4	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/225339/health/standard?date=2021-04-27>