

*“She Was Out for Blood”*

The nursing home did not thoroughly investigate an allegation of abuse involving a staff member.

The resident was cognitively intact (BIMS score of 15 out of 15) and used a wheelchair for mobility.

The resident notified the Administrator that she had a bowel movement and then left in incontinence for two hours by CNA C during the late evening hours. CNA C was suspended pending the investigation.

Camera footage revealed CNA C entered the resident’s bedroom at 8:25 PM and then again at 10:12 PM.

An RN stated she had received a telephone call around 10:00 PM from the resident requesting help. The RN sent CNA C to assist the resident. According to CNA C’s statement, CNA C responded to the resident’s bedroom at around 8:00 PM to answer her call light but the resident was unable to state what she needed assistance with, so CNA C exited the bedroom. Upon being notified later by the RN at around 10:00 PM, CNA C went back to the resident’s bedroom and assisted her with her bowel incontinence.

The nursing home unsubstantiated the resident’s allegation due to lack of evidence. CNA C returned to work 10 days after the resident’s allegation was originally reported to the Administrator. The next day, staff reported that CNA C and the resident had a verbal altercation. The nursing home suspended CNA C immediately.

Multiple staff stated, through witness statements, CNA C pursued the resident near the dining room after the resident had originally approached CNA C. These staff members stated that CNA C had made these statements to the resident, “You’re a liar and you’re messy” and “You’re not going to whoop me.” A Medication Aide who witnessed it described CNA C’s behavior: “It was like she was out for blood.”

The nursing home concluded the investigation by substantiating verbal abuse because CNA C’s actions were deemed inappropriate and caused the resident to become fearful of retaliation. CNA C’s employment was terminated.

Surveyors interviewed the resident who stated she had heard from other people that CNA C was telling other staff and residents that “she is going to lay in it” (referring to the resident’s bowel incontinence). When the resident saw CNA C, she approached CNA C and questioned CNA C as to why she (CNA C) would let her lay in it. The resident stated that the two began to argue loudly and, at one point, CNA C stated the resident was “messy” and “Nobody is going to whoop me.” The resident reported to the surveyor that she wasn’t afraid CNA C would physically hit or hurt her but was afraid CNA C would purposely not provide care for her or not tend to her needs out of spite.

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| Name of Nursing Home                               | Bay at Belmont Health and Rehabilitation Center / Provider ID: 525074<br>[Alternative name: Belmont Health and Rehabilitation Center] |
| Address  | 110 Belmont Road, Madison, Wisconsin  |
| Date investigation completed                       | August 11, 2021   |
| Type of deficiency issued                          | F610 – Investigate/Prevent/Correct Alleged Violation.   |
| Severity level                                     | Minimal Harm or Potential for Actual Harm   |
| Overall Quality Star Rating: 2; Staffing Rating: 4 |   |

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/525074/health/complaint?date=2021-08-11>