

*“You’re Too Old for This S***”*

The nursing home failed to ensure three residents (26, 25, 30) were free of verbal abuse by CNA 23. It also failed to ensure that two other residents (29, 53) were free from physical abuse from CNA 23.

This summary focuses on resident 26 who was moderately cognitively impaired (BIMS score 11 of 15).

During an interview, resident 39 stated that over the holiday weekend, CNA 23 went off on resident 26 again. Resident 26 had an incontinence accident and CNA 23 kept going up and down the hall and in and out of his bedroom while getting him cleaned up screaming things like, “G***** it man! You’re too old for this s***! I can’t believe you s*** yourself again, you’re a f***** baby man! I should be up at the track the way you’ve got me running around like this!” Resident 39 reported that this went on for at least 10 minutes. She/he added that resident 26 was so angry, was visibly shaking, and asked resident 39 to go with him to report it to management. Monday was holiday and no management was at the nursing home so first thing Tuesday morning the two residents reported it to the Social Services Director who notified the Administrator and the Director of Nursing. Resident 39 stated that CNA 23 was suspended again “but it wouldn’t do any good since this was like his third suspension.”

During an interview, resident 26 indicated he did not like CNA 23 at all. He stated that CNA 23 screamed and yelled at him all the time because he would have accidents on himself. It embarrassed him because the whole hall could hear it. Resident 26 said that he wanted to get the hell out of this place if he was going to be treated like that. He said that CNA 23 yelled at him before as well and that he is “fed up with it” and wanted out of the building.

During an interview, resident 29 indicated, “We’ve been warning y’all about him,” referring to CNA 23. The resident indicated that he heard CNA 23 yell up and down the hall, especially at resident 26 things like, “I can’t believe you f***** s*** on yourself! Man, I don’t get paid enough to keep wiping you’re a** like this!” It seemed to resident 29 as though CNA 23 “was just burnt out, he had a really short fuse, and you did not want to be on the wrong side when it went off.”

The nursing home investigated and substantiated the verbal abuse allegation. CNA 23’s employment was terminated, and he was reported to the Attorney General’s Office.

A family member of resident 26 indicated that the resident seemed more depressed lately when she talked with him on the phone. The last conversation they had, there was an increased sense of urgency in the resident’s voice when he told her he wanted to move out of the nursing home because of a recent incident between him and a staff member.

Name of Nursing Home	Alpha Home – A Waters Community / Provider ID: 155717
Address	2640 Cold Spring Road, Indianapolis, Indiana
Date investigation completed	April 13, 2022
Type of deficiency issued	F600 – Freedom from Abuse, Neglect, and Exploitation
Severity level	Actual Harm
Overall Quality Star Rating: 1; Staffing Rating: 2	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/155717/health/standard?date=2022-04-13>