

Wash Basin with Urine in Bedside Drawer

The nursing home failed to support residents’ right to file grievances anonymously. This had the potential to affect all residents in the nursing home. The failure increased the risk of diminished quality of life as residents were not allowed to freely voice their concerns.

During a Resident Council interview with seven residents, resident 63 stated he had filed a grievance but was also interested to know if he could file a grievance anonymously. When asked if residents felt they could file grievances without fear of retaliation or that staff would get back at them, resident 55 shook her head and said, “I feel like I am retaliated against when I complain. I still say what I have to say but I feel they won’t come to check on my room when my lights are on.”

Resident 42 stated he also felt staff retaliates when he complains and said, “a while back I had to poop on myself because there was a wash basin with urine in it sitting on my toilet. I had to urgently poop but first had to urgently move the basin filled with urine and it took too long and I ended up pooping on myself. I had to clean it all up. It was 2:00 AM. When I was done, I took the urine filled basin and placed it on the desk at the nursing station and when staff asked why I did that, I told them why. Well, a couple of days later, I was smelling urine for like two days and looked all over the place. I finally opened my bedside drawer and found the same basin that had the urine in it in that drawer. Can you believe that?” He asked for the official paper to write the complaint and was given a blank piece of paper instead. He said, “I want the official paper to complain on.” He wanted to know how to file grievances anonymously.

During an interview, Social Services Director (SSD) stated she oversaw grievances and that she would help residents with grievances complete the grievance form. The SSD stated the grievance forms were also available at the nurses’ station by asking the nurse or from the front desk. The SSD stated there is no pamphlet or written information given to residents upon admission specifically related to grievances. She added that no process was available for residents to file grievances anonymously.

Review of the nursing home’s Grievances Policy stated, “A resident has a right to voice grievances without discrimination or reprisal. Such grievances include those with respect to treatment.” The document did not include language consistent with the federal requirement that residents had the right to file grievances anonymously.

Name of Nursing Home	Miracle Mile Healthcare Center, LLC / Provider ID: 555139 [Alternative name: Beverly West Healthcare]
Address	1020 South Fairfax Ave. Los Angeles, California
Date investigation completed	February 15, 2019
Type of deficiency issued	F585 – Grievances
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/555139/health/standard?date=2019-02-15>