

“Never Saw Such Evil”

The nursing home failed to treat residents 191, 22, and 192 with respect and dignity.

The following summary focuses only on resident 191.

Resident 191 lived with “severe cognitive deficit” (BIMS score of 3 out of 15) and required extensive 2-person assistance for transfers, walking, dressing, and toilet use and he frequently rejected care. He had “physical behaviors towards others such as hitting, kicking, pushing, scratching, and grabbing firmly.”

Staff F’s Letter of Suspension signed by the Administrator was reviewed. It stated that Staff E was assisting CNA Staff F to change the bedding and clothing of resident 191. While providing care, the resident became agitated and struck Staff F in the face.

According to Staff E, Staff F became angry and retaliated against the resident by prying his clenched hand open, grabbing his pinky finger, and bending it back toward his wrist until he screamed. Staff E later shared that Staff F pulled back his pinky finger so far that resident 191 started to scream. Staff E reported that staff F then said that she wanted to beat the s**t out of him. Staff F continued to tell the resident that he was an “a** hole” and “a pain in the a**.”

When Staff E reported the incident, they told the Administrator they “never saw such evil.”

Staff F was suspended without pay until the completion of the investigation.

Staff H, Registered Nurse (RN) reported that she was the interim Director of Nursing during the time of the incident. She said that she worked with Staff F on other occasions, and that she saw Staff F get verbally harsh and impatient with resident 191.

The Exit Interview revealed that the nursing home was “not willing to bring Staff F back as an employee due to the severity of the abuse case.”

Name of Nursing Home	Thomas Rest Haven / Provider ID: 165358
Address	217 Main Street, Coon Rapids, Iowa
Date investigation completed	April 6, 2022
Type of deficiency issued	F550 – Resident Rights / Exercise of Rights
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/165358/health/standard?date=2022-04-06>