

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER / SUPPLIER / CLIA IDENTIFICATION NUMBER 145898	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 09/10/2020
NAME OF PROVIDER OF SUPPLIER BRIA OF CHICAGO HEIGHTS		STREET ADDRESS, CITY, STATE, ZIP 120 WEST 26TH STREET SOUTH CHICAGO HEIGHT, IL 60411	
For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)		
F 0919 Level of harm - Minimal harm or potential for actual harm Residents Affected - Few	<p>Make sure that a working call system is available in each resident's bathroom and bathing area.</p> <p>Based on observation, interview and record review, the facility failed to have a working call light system to alert staff for 4 of 4 (R1, R3, R4, and R6) residents reviewed for call light system. Findings include: On 9/8/20 at 12:06pm, R4 stated that my call light does not work. R7 tried it yesterday. I would say that it's been broken for over a month. When I must go to the bathroom, I just have to call out to find staff. I have to wait 30 minutes to 1 hour to use the bathroom at times. I hate to hold it that long, but I have to. On 9/8/20 at 12:15pm, R7 pressed the call light. He said it wasn't working recently but I think it is now. A red light on the unit in the room went on. I press it for R4. Surveyor did not see it show up on electronic kiosks at either end of the hall. No staff came to the room until 12:45pm to serve lunch tray. The red light on wall was still on. On 9/8/20 at 12:15pm, V13 (Licensed Practical Nurse, LPN) stated that V7 (Maintenance) has been working on call lights because they had an issue. I know they have not been working correctly. The same message keeps showing up on the electronic board (kiosk). On 9/8/20 at 12:48pm, V11 (Licensed Practical Nurse, LPN) stated that the call light kiosks have been frozen. The same numbers are on there all day. On 9/8/20 at 1:16pm, R4 sat in his doorway and asked surveyor who walked by, to go to the front desk and page his Certified Nursing Assistant, CNA. I have to have a bowel movement and I do not like this waiting around game. Resident started calling out V14's name (CNA). R1 walked by and told R4 to use his call button and R4 stated that it did not work. R1 told him if I see a CNA, I will tell them for you. R1 assisted in pushing resident down the hall. R4 started saying out loud, I need a CNA. I will end up pooping myself. V5 (Social Service Director) pushed him back into his room and stated he would get a CNA at 1:20pm. At 1:25pm, V14 walked by and R4 asked her to take him to the bathroom. On 9/8/20 at 1:40pm, V14 (Certified nursing assistant) stated that this is my second day here and I am not sure if the call lights are working. I just round every 2 hours and check on the residents. On 9/8/20 at 3:45pm, V7 (Maintenance) stated that I am in the process of replacing some parts of the call lights. I was notified about a week ago that a call light was not working. I had an outside service come out and look at it and he didn't have all the parts. He assured me though that call lights will go to the computer at the nurses station and the kiosk in that corner to alert the staff that the resident pressed the call light. The issue is that sometimes the notification will not go to the other kiosks in the hallways. We have the overhead paging system then nurses use to tell the CNA's what lights are triggered on the computer. We do not have a policy on maintenance of the call lights, I just monitor them as part of my job. On 9/8/20 at 4:00pm, V7 pulled R4 and R7's call light in room along with R6's call light in the bathroom. These lights did not register at the nurses computer or on any kiosks. V7 stated that when there is a communication problem, the issue is usually low battery. I check the batteries and call lights about once a month in the beginning of the month. I do see that all the kiosks do not have the resident rooms show up. Surveyor stated that the same room numbers have been displayed since 12:00pm. On 9/9/20, V9 (Social Service) stated that R1 stated on 7/14/20 that the call lights were not working. I had V7 take a look at it. Grievance form dated 7/14/20 notes R1 complained of issues with call lights. Review of July maintenance log does not include work orders for call lights. Service ticket reviewed dated 8/18/20 and 8/25/20 which notes no communication with call lights to computer and kiosks. Call light policy documents to report all defective call lights to nurse supervisor or maintenance director promptly.</p> <p>09/08/20 11:54AM Observed R1's call light was activated at 11:56AM and by 12:37PM there was still no response to the call light. R1 stated he had a fall in the shower approximately 3 months ago and he pressed the call light but no one responded. R1 stated he had to go to the nurse directly to inform her that he fell because there was no response to him pressing the call light. 09/08/20 1:08PM R3 stated the call lights are not functioning. R6 stated that his call light is not functioning. Observed R6's call light was activated at 1:14PM and by 1:54PM there was still no response to call light. 09/08/20 3:42PM V7 (Maintenance Director) stated the facility is still in the process of repairing call lights. V7 stated that the call light computers and (kiosks) are located at the nurse's stations. V7 stated the facility is in the process of working on the call light and kiosks issues. V7 stated that they had a guy out last week to address the call light issues. V7 stated staff can view that the call light has been reset in the computer. V7 stated that a resident brought it to his attention that call lights weren't displaying at the kiosks. V7 stated that there is only one beep sounded when the call light is activated. V7 stated that the call light system is not set up for a continuous sound. V7 stated that the call lights in the bathroom beep only once also. V7 stated that the phone system is used as an overhead paging system and nurses use this to alert CNA's that the residents are requesting assistance. 09/09/20 12:49PM R1 stated that the call lights have been broken for as long as he's been in the facility which has been at least a year. 09/09/20 12:53PM R3 stated his call lights have not worked for as long as he's been in the facility which has been over a year. 09/09/20 12:57PM R6 stated the call lights have not worked the entire time he's lived in the facility. 09/09/20 3:07PM V9 (Social Services Co-director) stated that the grievance report dated 07/14/20 was regarding a resident stating that he noticed another resident needed assistance and he had to help her get a nursing aid or nurse. V4 stated the resident also stated that the call light wasn't working so V9 had V7 (Maintenance Director) take a look at it. V9 stated that the grievance reports for July regarding concerns for delivery of care included concerns about call light response time and call lights not working. Grievance log dated 07/11/20 documents concerns expressed regarding delivery of care from nurses and CNAs; grievance log dated 07/14/20 documents concerns expressed regarding delivery of care from CNAs and call light; Grievance log dated 07/29/20 documents concerns regarding delivery of care. The facility's maintenance policy received 09/10/20 states: Check operation of call system (s). o Check lights in (In residents room and main panel). o Check buzzers. o Check all cords.</p>		
F 0921 Level of harm - Minimal harm or potential for actual harm Residents Affected - Few	<p>Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</p> <p>Based on observations, interviews, and record reviews the facility failed to follow their maintenance policy and failed to keep the common shower area free of black colored substance this failure affected 2 of 4 (R1, R6) residents reviewed for environment. Findings include: 09/08/20 11:54AM R1 stated the facility has black colored substance. 09/08/20 1:08PM R6 stated there is black colored substance on the ceiling in the shower room. 09/09/20 1:19PM Observed black mold spots on the ceiling in the shower room near the beauty salon in the facility. Observed the black colored spots to span across approximately 4 feet of the ceiling. V7 (Maintenance Director) stated the stains on the ceiling did appear to be mold. V7 stated he would treat the mold stains with a product that would eliminate the mold stains and then paint over it. V7 stated</p>		
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE		TITLE	(X6) DATE

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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F 0921 Level of harm - Minimal harm or potential for actual harm Residents Affected - Few F 0925 Level of harm - Minimal harm or potential for actual harm Residents Affected - Few	<p>(continued... from page 1) mold should be treated by cutting out the ceiling and having the ceiling treated for [REDACTED].</p> <p>Make sure there is a pest control program to prevent/deal with mice, insects, or other pests. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on observations, interviews, and record reviews the facility failed to follow their pest control policy and failed to keep the resident's environment free of pests. This failure affected 3 of 4 (R1, R3, and R6) residents reviewed for pest control. Findings include: 09/08/20 11:54AM R1 stated that he has reported pests to maintenance. R1 stated that he's only seen the facility be sprayed for pests twice in the last year. Observed multiple small brown flat back crawling bugs in R1's bathroom that appeared to be roaches. 09/08/20 1:08PM R6 stated bugs come out of the vent at night and because of this he sleeps with the lights on. R6 stated a bug once crawled on him and he found a roach in his sink. R6 showed the surveyor a picture of a roach in a sink. R6 stated now the facility seems to have a lot of baby roaches. 09/08/20 3:42PM V7 (Maintenance Director) stated that he has seen water bugs within the last week. V7 stated that he uses a pest control company that is contracted to come twice a month or as needed. V7 stated he is not aware of any other pest issues. V7 stated that if a resident has pest complaints and informs him he will contact the pest control company that same day and the company will follow up the next day. V7 stated that residents verbally report maintenance or pest control issues, or report them to CNAs (Certified Nursing Assistants), or can report them at the front desk and by completing a requisition form that goes in a binder. V7 stated he is the only maintenance staff at the facility. V7 stated that if no pest complaints have been reported, the pest control company will normally treat common areas. V7 stated the pest control company treats for all pests including roaches, water bugs, mice. V7 stated that one resident had just reported to him today that he sees water bugs. V7 stated that until the pest control company comes to treat for pests he keeps glue boards and may catch them that way. On 9/8/20 at 4:00pm, R1's bathroom had over 15 small brown and tan bugs running on the floor. V7 (Maintenance Director) stated that he observed them. He then stated that R1 reported to him maybe on Friday that there was bugs in the bathroom. He stated when he went in there to look, there was 1 dead black bug. When asked how he responded to the report, V7 stated he was waiting for the pest control company to call him back. 09/09/20 12:30PM Observed with V7 (Maintenance Director) several dead large brown flat back crawling bugs that appear to be roaches in the kitchen. V7 stated they could be roaches or water bugs. Observed 3 dead large brown bugs on the floor near the hand washing sink. Observed 2 dead large brown bugs behind the large freezer. Observed one dead large brown bug under the 3 compartment sink and under the stove. Observed one large silver bug trap box under a table in the kitchen. V20 (Cook) stated that there was a water issue in the kitchen last year and traps were laid down in multiple areas in the kitchen. V20 stated there is another trap in the kitchen storage area. 09/09/20 12:49PM R1 stated that the facility has had roaches for as long as he's been in the facility which has been at least a year. 09/09/20 12:53PM R3 stated the brown bugs have been consistently present in the facility for as long as he's been in the facility which has been over a year. 09/09/20 12:57PM R6 stated the facility has had roaches the entire time he's lived in the facility. 09/09/20 3:07PM V9 (Social Services Co-director) stated that the grievance report dated 07/20/20 was regarding a resident stating there was an issue with bugs. 09/09/20 4:15PM V7 (Maintenance Director) stated that the facility had not been treated for [REDACTED]. Pest Control Invoice documents one preventative maintenance treatment that include treatment for [REDACTED]. The facility's pest control policy received 09/10/20 states: The facility shall maintain an effective pest control program. Maintenance services assist, when appropriate and as necessary, in providing pest control services.</p>		