

STATE OF ILLINOIS  
DEPARTMENT OF PUBLIC HEALTH  
STATEMENT OF VIOLATIONS AND PLAN OF CORRECTION

Page 1 of 7

TORRENCE PLACE

Facility Name

0043364

I.D. Number

2601 233<sup>RD</sup> STREET, SAUK VILLAGE, ILLINOIS 60411

Address

January 12, 2006

Date of Survey

Reviewed By

COMPLAINT NUMBERS 0595378,  
0595381, 0595453

Type of Survey

Surveyed By

As a result of a survey conducted by representative(s) of the department, it has been determined the following violations occurred. Please respond to each violation. The response must include specific actions which have been or will be taken to correct each violation. The date of which each violation will be corrected must also be provided. Forms are to be submitted with the original signature.

IMPORTANT NOTICE:

THE STATE AGENCY IS REQUESTING DISCLOSURE OF INFORMATION THAT IS NECESSARY TO ACCOMPLISH THE STATUTORY PURPOSE AS OUTLINED UNDER PUBLIC ACT 83-1530. DISCLOSURE OF THIS INFORMATION IS MANDATORY. THE FORM HAS BEEN APPROVED BY THE FORMS MANAGEMENT CENTER.

**“A” VIOLATION(S):**

- 350.620 a) The facility shall have written policies and procedures governing all services provided by the facility which shall be formulated with the involvement of the administrator. The policies shall be available to the staff, residents and the public. These written policies shall be followed in operating the facility and shall be reviewed at least annually.
- 350.1060 h) There shall be available sufficient, appropriately qualified training and habilitation personnel, and necessary supporting staff, to carry out the training and habilitation program. Supervision of delivery of training and habilitation services shall be the responsibility of a person who is a Qualified Mental Retardation Professional.
- 350.1210 b) The facility shall provide all services necessary to maintain each resident in good physical health. These services include, but are not limited to, the following:
- Nursing services to provide immediate supervision of the health needs of each resident by a registered professional nurse or a licensed practical nurse, or the equivalent.
- 350.1230 d)1)2) Direct care personnel shall be trained in, but are not limited to, the following:
- Detecting signs of illness, dysfunction or maladaptive behavior that warrant medical, nursing or psychosocial intervention.
- Basic skills required to meet the health needs and problems of the residents.

STATE OF ILLINOIS  
DEPARTMENT OF PUBLIC HEALTH  
STATEMENT OF VIOLATIONS AND PLAN OF CORRECTION  
(Continuation Page)

Page 2 of 7

TORRENCE PLACE

Facility Name

0043364

I.D. Number

350.3240 a) Abuse and Neglect

An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident.

These regulations are not met as evidenced by the following:

Based on record verification, review of progress notes, review of policy and procedure and interviews the facility neglected to implement their written policies and procedures prohibiting neglect by failing to:

- 1) Ensure that 1 of 1 client (R1) was bathed in appropriate water temperature. R1 sustained deep partial thickness burns described as total body surface area burns to 30% of his body. On 12/28/05, R1 underwent surgery for debridement and skin graft,
- 2) Ensure that staff reported to Administration their observation that the water was hotter than usual after the mixing valve had been cleaned by the maintenance personnel on 12/1/7/05.
- 3) Ensure that staff implemented the policy on Direct Support Personnel (DSP) Monitoring of Hot Water Temperatures and
- 4) Ensure that administration monitored staff implementation of their policy and procedure on Monitoring Hot Water Temperatures.

Findings include:

- 1) Per resident profile R1 is 54 year old male whose diagnoses includes Profound Mental Retardation, Seizure Disorder and Cranio-facial Anomaly.  
Z2, was interviewed via phone on 12/28/05 at 9:08am. Z2 stated, " R1 sustained 30% total body surface area burns." Z2 further added, "R1 has deep partial full thickness burns." Z2 was asked what could have possibly caused the burn, Z2 answered, "Plausible mechanism is most likely hot water due to the pattern of the burn. R1 had burns to his bilateral lower extremity and right upper extremity." Z2 added, " Today R1 is in surgery for debridement and skin graft. Tomorrow, we will be putting a peg tube in him because we need to give him nutrition, high in protein." Surveyor then asked Z2 for R1's prognosis, Z2 stated, "R1 should be back to baseline hopefully after all the treatments."

STATE OF ILLINOIS  
DEPARTMENT OF PUBLIC HEALTH  
STATEMENT OF VIOLATIONS AND PLAN OF CORRECTION  
(Continuation Page)

Page 3 of 7

TORRENCE PLACE

Facility Name

0043364

I.D. Number

350.3240 a)  
(Cont'd.)

Per the progress notes written by E11, DSP on 12/23/05, "At 4:30 this morning I started getting everyone up and at 5:00am, E13, DSP gets here so I went to get R1 up and give him a shower because he was wet, but when I got ready to get him up, I notice his right arm was all burned. I immediately ran and got E13 because I couldn't believe it. So I immediately got him off of it (his clothes), then I removed his socks and notice burns everywhere."

R1's Individual Service Plan (ISP) dated 3/24/05 was reviewed. Under Self-Care it stated, "R1 can not complete most basic Activities of Daily Living (ADL's) such as eating, dressing, toileting and grooming without considerable staff supervision and assistance. Under Self-Direction it stated, "Requires staff supervision for safety." R1's Speech and Hearing Evaluation dated 2/28/05 stated, "R1 is non-verbal and does not use any other alternative systems." A Regulating Water Temperature Assessment dated 2005 stated, "Individual is physically not capable of completing any of the tasks and total assistance is required from staff." Further review of R1's record showed an annual physical examination dated 12/19/05 stating that R1 is in stable condition and that his skin is dry. Per R1's Quarterly Nutritional Progress Notation dated 12/14/05, R1 is 5'3" tall and weighed 162lbs.

E4, DSP was interviewed via phone on 12/28/05 at 9:40am. E4 stated, "When I walked in (12/22/05) at around 3:30pm, R1 was sitting on the wheelchair, messy (wet and had a bowel movement) then I directly took him to the bathroom. I gave him a bath and a shave then put his clothes on and brought him to eat (dinner). R1 wasn't eating so I asked staff why he wasn't eating and they said maybe he was sick. R1 took his medications at 8:00pm then I took him to bed. When I checked the next time, approximately 11:00pm, he had blisters on his feet, I think it was his right foot. I called E2, Assistant Administrator, and told him the situation. E2 told me to wait for night shift and have them check him every 15 minutes. " E4 added, " I was telling E2, it was swollen and it looked like he'd been scratching. R1 was wearing socks, the blisters were by his shin." Surveyor asked if E4 removed R1's socks, E4 replied, "No, I didn't removed the socks ." Surveyor asked E4 if he checked the water temperature before giving R1 his bath on 12/22/05. E4 answered, "Yes, I checked the temperature with my hand. No I didn't use a thermometer." E4 added, "Yes, I did have issues with the water hotter than normal when they (maintenance personnel) had it fixed." Surveyor asked if E4 was ever in the furnace room on 12/22/05, E4 stated, "Yes, I was in the furnace room that day, maintenance personnel was working on the furnace and he asked me to help him get up there (crawl space), I never touched any of the dials." E4 then told surveyor, " R1 was in the tub, I checked the water (with my hands) before I put him in there. What makes me think if I give him a bath how can he be scald when he wasn't in the bath long . I don't know , maybe he was already scald and my giving him a bath triggered it."

STATE OF ILLINOIS  
DEPARTMENT OF PUBLIC HEALTH  
STATEMENT OF VIOLATIONS AND PLAN OF CORRECTION  
(Continuation Page)

Page 4 of 7

TORRENCE PLACE

Facility Name

0043364

I.D. Number

350.3240 a)  
(Cont'd.)

E11, DSP was interviewed via phone on 12/28/05 at 12:32pm. E11 stated, "I came in at 11:00pm. E4 told me that R1 was acting funny and didn't eat his food. E4 then showed me the front of his right foot/ankle. I saw a busted blister, kind of big almost about 2" in diameter. R1 was laying on his right side. I was thinking somebody burned him but I didn't think about it again because I felt that nobody will burn him. E4 said it looked like somebody burned him. E4 then told me to not take him to the bathroom because he wasn't acting right. Every time I took R3 (R1's roommate) to the bathroom, I checked on R1. R1 always sleeps in a fetal position on his right side so I didn't see his right arm. At 5:00am, I told R1 to grab on to my arm, then I saw his right arm, it was burnt. I ran and called E13, DSP. I then removed R1's clothes and saw the burns. His testicles, his ankles, his heels they were burnt." Surveyor asked E11 if R1 takes a shower or a bath, E11 stated, "R1 takes a shower. I've never seen anybody give R1 a bath." E11 added, "I don't think R1 can get himself in and out of the tub. Staff have to lift R1 up to get him into and out of the tub." Surveyor asked E11 what was R1 wearing, E11 stated, "R1 was wearing a short sleeve T-shirt." E11 added, "R1 sits with his arms always folded up, so it is hard to see it (burn on his right arm)." E11 was asked if she checks the water temperature prior to giving clients baths, E11 answered, "I usually check the water temperature with my wrist."

E3, DSP was interviewed on 12/27/05 at 3:35pm. E3 stated, "On 12/22/05 R1 was sitting in the living room for 8pm medications and after medications he was taken by E4 to his room." E3 added, "R1 was already wearing his pajamas when he took his medications, he already had his bath." Surveyor asked E3 what R1 was wearing, E3 stated, "I believe he had a T-shirt on with dark jogging pants and socks on." When asked if she noticed anything on R1, E3 answered, "No, I didn't notice anything on him, I didn't notice his arms just that he had a T-shirt on." E3 added, "When I gave R1 his medications he was sitting down and he looked tired and not well." Surveyor asked E3 if she had any problems with the water being hotter than usual, E3 stated, "For a couple of days the water was very hot but I always made sure the water the residents get into is lukewarm." Surveyor asked what the water temperature was, E3 answered, "The temperature was over 110 degree ( F), after I read over 110 degrees (F), I regulated the water until it read less than 110 degrees ( F ) per policy."

E6, DSP was interviewed on 12/27/05 at 3:15pm. E6 stated, "On 12/22/05 R1 didn't show any signs of pain, he just looked like he was coming down with a cold because he didn't eat dinner." Surveyor asked E6 if she checked the water temperature prior to giving clients a bath or a shower. E6 stated, "I used my hand every time I give someone their bath, if it's too hot for me, I know it's too hot for them even though I like hot showers." When asked if she had problem with the water being hotter than usual, E6 answered, "Monday (12/19/05) when they fixed it, it was hotter than normal. Tuesday (12/20/05),

STATE OF ILLINOIS  
DEPARTMENT OF PUBLIC HEALTH  
STATEMENT OF VIOLATIONS AND PLAN OF CORRECTION  
(Continuation Page)

Page 5 of 7

TORRENCE PLACE

Facility Name

0043364

I.D. Number

350.3240 a)  
(Cont'd.)

Wednesday (12/21/05) and Thursday (12/22/05) it was the same as Monday, the water temperature is supposed to be 110 degrees F but I'm sure it was over it." Surveyor asked if she ever used a thermometer to check the water temperature, E6 stated, "I looked at the thermometer but neglected to use it." Surveyor then asked if E6 reported the water temperature to anybody, E6 stated, "No, I didn't report it to anybody."

E5, the cook was interviewed on 12/27/05 at 3:02pm. E5 stated, "On 12/22/05 (Thursday) R1 was here for dinner, he ate very little. He looked like he was coming down with a cold, other than that he seemed fine." E5 was asked if she had any problems with the water being hotter than usual, E5 stated, "I don't have any issue with the water being hotter than usual that I can remember."

Z4 was interviewed via phone on 1/10/06 at 10:25am. Z4 stated, "R1 was fine. He wasn't sick that day (12/22/05). R1 ate all his lunch and he ate all his snack. He came in nice and happy, he was smiling and was in a great mood." Surveyor asked if Z4 toileted R1 on 12/22/05, Z4 stated, "When I toileted him, he had on a yellow and green patterned boxer shorts (mostly green) and he was fine, nothing unusual that I observed."

E2, was interviewed on 12/27/05 at 11:50am. E2 stated, "E4 had told me that R1 had scratched his foot and there was a section in his foot that he scratched it raw. E4 stated R1 wasn't feeling well and said R1 appeared to be coming down with a cold. E4 told me a little bit after 11:00pm. I told E4 to do first aid, bandage it up and call the nurse and tell the night staff to monitor him every 15 minutes." E2 continued, "E4 never paged the nurse."

Record verification showed no documentation of any assessment on R1 performed by any of the staff on 12/22/05 when he was noted to be not feeling well and "might be coming down with something".

On 12/23/05 at approximately 1:30pm surveyor checked the water temperature in the furnace room. It read 106 degrees F and the water heater had been turned off. E2, Assistant Administrator was interviewed at 2:00pm. E2 stated, "I got here at 7:00am (12/23/05) and the water temperature was 132 degrees F." E2 added, "The water heaters were turned off after 8:30am after the Chief of Detectives was here." Surveyor asked what the facility policy was with regards to bathing the clients, E2 answered, "Staff should have checked the water temperature before every bath, if it is below a 100 degrees F or over 110 degrees F they (staff) can't give a bath." E2 added, "Staff does not need to log it (water temperature), our maintenance personnel check it quarterly." E2 then added, "The mixing valve was just serviced 12/17/05 and the water temperature after it was done was 106 degrees F." E2 then stated, "The knobs of the water heater were tampered with, the setting was set all the way to hot."

STATE OF ILLINOIS  
DEPARTMENT OF PUBLIC HEALTH  
STATEMENT OF VIOLATIONS AND PLAN OF CORRECTION  
(Continuation Page)

Page 6 of 7

TORRENCE PLACE

Facility Name

0043364

I.D. Number

350.3240 a)  
(Cont'd.)

The facility's hot water heaters remained turned off until 12/28/05 at approximately 11:00am after Z1 had checked the system. Z1 was interviewed via phone on 12/28/05 at 11:28am. Z1 stated, " The water heaters are fine. The mixing valve is running fine; the maintenance personnel had cleaned it again Friday 12/23/05. If something got stuck then it must have been released." Z1 added, "If the water temperature in the water heater is turned all the way hot, and you have a working mixing valve it should still be okay. Sometimes your gates/ spring in the mixing valve gets stuck. If stuck on cold, only hot water flows through and water would be hot and if stuck on hot, only cold water flows through and your water would be cold."

E9,a Maintenance Personnel was interviewed on 12/27/05 at 12:07pm. E9 stated " On 12/22/05 in the afternoon, when I walked in the furnace room to pull the door to the crawl space, E4 walked into the furnace room before me and turned the mixing valve all the way to cold, then he left the furnace room." E9 added, "The mixing valve usually is in the center." Surveyor asked if they changed the mixing valve back to it's original setting, E9 stated "No."

E10, a Maintenance Personnel was also interviewed on 12/27/05 at 11:50am. E10 stated, "After working on the crawl space(on 12/22/05) I washed my hands and the water didn't feel hot." E10 added, "You can regulate it (the water) at the shower with the cold water tap on."

R5 was interviewed on 12/27/05 at 10:21am. R5 stated, "I remembered seeing E4 going into the furnace room while the maintenance guy was working in there." R5 was asked who gave him a bath on 12/22/05, R5 stated, "E4 gave me a bath that night after 8pm, the water was kind of hot but not very hot." Surveyor then asked R5 if he saw E4 checking the water temperature, R5 stated, "No, he (E4) didn't check the water temperature." R5 added, "He did check the water temperature some other times." R5 was asked how staff treat him and the other clients, R5 answered, "Staff treat me fine. E4 is always nice but that Thursday (12/22/05), he was always on the phone, somebody was always calling him."

R3 was interviewed on 1/10/06 at 3:25pm. R3 stated, "R1 is in the hospital because he got hurt." When asked why R1 got hurt, "R3 stated, "He fell down." Surveyor then asked R3 if the water is hot, R3 answered, "Yeah."

The facility's DSP Monitoring of Hot Water Temperatures Policy was reviewed. The policy's procedures includes the following:

1. Water temperature will be monitored prior to bathing any individual deemed incapable of regulating water temperatures as determined by the Water Regulation Assessment.
2. DSP will check the water temperature using the following procedure:

STATE OF ILLINOIS  
DEPARTMENT OF PUBLIC HEALTH  
STATEMENT OF VIOLATIONS AND PLAN OF CORRECTION  
(Continuation Page)

Page 7 of 7

TORRENCE PLACE

Facility Name

0043364

I.D. Number

350.3240 a)  
(Cont'd.)

- A. Run the water for no less than three minutes
- B. Place a cup under hot running water
- C. Put the thermometer into the cup and test the temperature for 30 to 60 seconds.

3. If the water temperature exceeds 110 degrees, immediately implement the following procedures to ensure the safety of the individuals, suspend use of hot water until steps A-F are completed.

A. Calibrate the thermometer by completely filling a glass with ice and adding enough water to cover the ice. Insert the probe and let sit until temperature stabilizes. Read the thermometer. If it is not reading 32 degrees F adjust the thermometer according to directions until it reads 32 degrees F.

B. Re-test hot water temperature. If it remains above 110 degrees proceed to 3C.

C. Shut off hot water at the main hot water shut off.

D. Document the water temperature on a GA-26 for a review by management and

E. Contact the personnel listed on the emergency contact phone list.

F. Contact the maintenance staff to examine the system.

G. After system malfunctions and prior to resident use of hot water, staff will be in serviced using the approved GA-9 for hot water system failure.

E8 was interviewed on 12/27/05 at 1:55pm. E8 stated, "I worked the first shift and I usually give baths during the weekends." Surveyor asked if E8 checks the water temperatures prior to giving clients their baths, E8 answered, "Yes, usually with my hand. We had a thermometer but I didn't use it. "

E12 was interviewed via phone on 1/10/06 at 9:38am. E12 stated, "Yes, I do check the temperature with my hand before , we had a thermometer but it broke and recently (after the incident of 12/22/05) we've gotten a new thermometer and I've been checking the water with the thermometer."

Z3 was interviewed on 12/27/05. Z3 stated, "Nobody among the staff I interviewed stated that they checked the water temperature with a thermometer prior to bathing a client."

(A)

STATE OF ILLINOIS  
DEPARTMENT OF PUBLIC HEALTH  
STATEMENT OF VIOLATIONS AND PLAN OF CORRECTION  
(Continuation Page)