

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 04/15/2015
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 145582	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 04/14/2015
NAME OF PROVIDER OR SUPPLIER ALDEN ESTATES OF NAPERVILLE			STREET ADDRESS, CITY, STATE, ZIP CODE 1525 SOUTH OXFORD LANE NAPERVILLE, IL 60565		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE	
F 000	INITIAL COMMENTS Investigation of Complaint Numbers 1571828 IL/76279 - no deficiencies and 1571778 / IL 76224 F353 cited.	F 000			
F 353 SS=E	483.30(a) SUFFICIENT 24-HR NURSING STAFF PER CARE PLANS The facility must have sufficient nursing staff to provide nursing and related services to attain or maintain the highest practicable physical, mental, and psychosocial well-being of each resident, as determined by resident assessments and individual plans of care. The facility must provide services by sufficient numbers of each of the following types of personnel on a 24-hour basis to provide nursing care to all residents in accordance with resident care plans: Except when waived under paragraph (c) of this section, licensed nurses and other nursing personnel. Except when waived under paragraph (c) of this section, the facility must designate a licensed nurse to serve as a charge nurse on each tour of duty. This REQUIREMENT is not met as evidenced by: Based on interview and record review the facility failed to have sufficient staff to provide nursing services to residents. This applies to 4 of 7 residents (R4 through R7) reviewed for staffing in the sample of 7.	F 353			

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 353	<p>Continued From page 1</p> <p>Findings include:</p> <p>On 4/14/15 at 9:20 AM, R4 said that there is not enough nursing staff, especially at night. Frequently there is only 1 CNA to care for 30 residents on the night shift. On 4/12/15, R4 had to wait for 1 hour for her call light to be answered. R4 said that frequently staff work double shifts which she thinks is not good because staff get tired and are burned out. R4 said staff are in a hurry when they do come to help, they say "what's up, I have someone on the toilet." R4 said that she needs to take medication for Parkinson's on time, even 10 minutes late she feels symptoms, but frequently they are 45 minutes late.</p> <p>On 4/10/15 at 2:30 PM, R7 was observed in her room. R7 said she had been waiting for her shower since 10:00 AM, "I am always ready for them, but they are never ready for me, they are short of staff."</p> <p>On 4/10/15 at 2:45 PM, R5 said they are short of nursing staff, residents have complained, but it still happens.</p> <p>On 4/10/15 at 2:50 PM, R6 said the facility is regularly short handed. He has missed showers in the past because they could not get to him on his scheduled shower days. Residents have to wait for ever to get a call light answered.</p> <p>Review of resident council minutes show the following concerns: 12/3/14 - department concern areas: " CNAs Transporting residents after meal times back to there rooms. Residents have to use the bathroom</p>	F 353			

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F 353	<p>Continued From page 2</p> <p>afterwards and cannot wait too long. We need more CNAs."</p> <p>1/7/15 - " CNA- the 2nd floor staffing pattern. Assigning 1 CNA for 40 people on the overnight shift. A new CNA that was here for only 3 weeks was assigned to oxford unit by herself. "</p> <p>3/4/15 -" staffing pattern problem on the overnight and evening shifts on the second floor."</p> <p>4/1/15 - " CNA: Staffing pattern problem on the overnight and evening shifts on the second floor. Invite the DON and ADON to June's meting to discuss staffing patterns."</p> <p>On 4/14/15 at 11:45 AM E2, the director of nursing said that the facility is trying to hire more CNAs, but when people call in sick they cannot always find a replacement. E2 said the staffing requirements depend on the resident census, but on the night shift we would need a total of 8 CNAs for the current census.</p> <p>The resident census and employee hours worked for eleven days during the past 3 weeks was reviewed. On 4 days the night shift only had 6 CNAs. The second floor has 1 CNA for the medicare section which has a census of 28 on 4/14/15, Oxford has 30 residents with 1 CNA when only 6 CNAs were on duty. E2 said the two CNAs on Medicare and Oxford have to help each other.</p>	F 353			