STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	ASL5108649	A. BUILDING: _____ B. WING _____	C 10/21/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
WELL CARE HOME NFP, INC	100 FAITH DRIVE HIGHLAND, IL 62249

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A 000	Initial Comment Complaint Investigation #2448255/IL179180-Partially Substantiated. 295.1100, 295.4060 and 295.8000 cited. Complaint Investigation #2448388/IL179369-Partially Substantiated. 295.1100, 295.4060, 295.8000 and 295.9040 cited.	A 000		
A1100	Section 295.1100 Alzheimer's and Related Dementias Special Car This Regulation is not met as evidenced by: Violation Type 3 Section 295.1100 Alzheimer's Disease and Related Dementia's Special Care Disclosure An establishment that offers, advertises or markets to provide care for persons with Alzheimer's disease and related dementia's through an Alzheimer's special care program shall disclose to the Department and to a potential or actual resident of the establishment the following information in writing: a) The form of care or treatment that distinguishes the establishment as suitable for persons with Alzheimer's disease and related dementia's; b) The philosophy of the establishment concerning the care or treatment of persons with Alzheimer's disease and related dementia's; c) The establishment's pre-admission, admission, and discharge procedures; d) The establishment's assessment, care planning, and implementation guidelines in the care and treatment of persons with Alzheimer's disease and related dementia's, including whether residents are or are not monitored about eating, drinking, and personal hygiene; whether	A1100		

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A1100	Continued From page 1 residents will be monitored for potentially dangerous behavior while in their rooms; and whether a resident representative will be contacted with concerns that might require a change in the service plan; e) The establishment's minimum and maximum staffing ratios, specifying the general licensed health care provider to resident ratio and the trainee health care provider to resident ratio; f) The establishment's physical environment, including whether doors are monitored; g) Activities available to residents at the establishment; h) The role of family members in the care of residents at the establishment; and i) The costs of care and treatment under the program. (Section 15 of the Alzheimer's Disease and Related Dementia's Special Care Disclosure Act) (Source: Amended at 36 Ill. Reg. 13632, effective August 16, 2012) Based on observation, interview and record review, the Establishment failed to ensure that an Alzheimer's Disease and Related Dementia's Special Disclosure was developed and provided to the Department of Public Health prior to opening. Findings include: The Establishment is licensed as Assisted Living and Memory Care. The Establishment's Resident roster, undated, identifies 6 residents that reside on the Memory Care Unit of the Establishment. (R1, R2, R4, R5,R6 and R7) During observation on 10/16/24 at 12:00 PM,	A1100		

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A1100	Continued From page 2 during tour of the Memory Care Unit, Residents were observed eating their lunch under supervision of two resident assistants. On 10/17/2024 at 1:40 PM, E1/Business Development Director stated that the Memory Care Unit of the Establishment opened on 9/20/2024 and that the Establishment does not have an Alzheimer's Disease and Related Dementia's Special Disclosure.	A1100		
A4060	Seciton 295.4060 Alzheimer's and Demential Programs This Regulation is not met as evidenced by: Violation Type 3 Section 295.4060 Alzheimer's and Dementia Programs a) In addition to this Section, Alzheimer and dementia programs shall comply with all of the other provisions of the Act. (Section 150(a) of the Act) h) An establishment that offers to provide a special program for persons with Alzheimer's disease and related disorders shall: 1) Disclose to the Department and to a potential or actual resident of the establishment information as specified under the Alzheimer's Special Care Disclosure Act; 2) Staff training: A) All staff members must receive, in addition to the training required in Section 295.3020, four hours of dementia-specific orientation prior to assuming job responsibilities without direct supervision within the Alzheimer's/dementia program. Training must cover, at a minimum, the following topics:	A4060		

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A4060	Continued From page 3 i) basic information about the causes, progression, and management of Alzheimer's disease and other related dementia disorders; ii) techniques for creating an environment that minimizes challenging behavior; iii) identifying and alleviating safety risks to residents with Alzheimer's disease; iv) techniques for successful communication with individuals with dementia; and v) residents' rights. Based on observation, interview and record review, the Establishment failed to 1) Disclose to the Department and to a potential or actual resident of the establishment information as specified under the Alzheimer's Special Care Disclosure Act and 2) ensure all staff members received an additional 4 hours of dementia-specific orientation prior to assuming job responsibilities without direct supervision within the Alzheimer's/dementia program. Findings include: 1) The Establishment is licensed as Assisted Living and Memory Care. The Establishment's Resident roster, undated, identifies 6 residents that reside on the Memory Care Unit of the Establishment. (R1, R2, R4, R5,R6 and R7) During observation on 10/16/24 at 12:00 PM, during tour of the Memory Care Unit, Residents were observed eating their lunch under supervision of two resident assistants. On 10/17/2024 at 1:40 PM, E1/Business Development Director stated that the Memory Care Unit of the Establishment opened on	A4060		

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A4060	Continued From page 4 9/20/2024 and that the Establishment does not have an Alzheimer's Disease and Related Dementia's Special Disclosure. 2) The Establishment's staffing schedule identifies E5/Resident Assistant and E6/Resident Assistant as working on the Memory Care Unit of the Establishment during the month of October 2024. Review of E5 and E6's personnel files, there is no evidence of an additional 4 hours of dementia-specific orientation prior to assuming job responsibilities. On 10/17/2024 at 1:40 PM, E1/Business Development Director confirmed that E5 and E6 as well as additional staff have not yet received the 4 hours of dementia-specific training prior to assuming job responsibilities.	A4060		
A8000	Section 295.8000 Food Service This Regulation is not met as evidenced by: Violation Type 3 Section 295.8000 Food Service a) If food service is provided by the establishment or by contract with a food service provider, the following requirements shall be met: 1) Food services shall meet the Food Service Sanitation Code (77 Ill. Adm. Code 750) and any applicable local requirements. Based on observation, interview and record review, the Establishment failed to ensure that a staff member with the Serve Safe	A8000		

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A8000	Continued From page 5 Certificate/Training was on duty at all times while food is being prepared. Findings include: The Establishment is licensed as an Assisted Living and Memory Care Establishment. The Establishment's staffing roster documents one Cook/Food Service Manager E9. During tour of the Establishment on 10/17/2024, E9 was observed preparing food in the kitchen at approximately 12:00 PM. Review of E9's Personnel file, it is noted that E9 does not have her food protection manager certificate. On 10/17/2024 at 1:40 PM, E1/Business Development Director confirmed that there were no staff currently with a food protection manager certification and that E9 was scheduled to take the course on 11/7/2024. On 10/21/24 at 12:22 PM, Z4/Local Health Department Environmental Coordinator stated that Establishments must have a staff member on duty at all times when food is being prepared with a certified food protection manager certification.	A8000		
A9040	Section 295.9040 Environmental Requirements This Regulation is not met as evidenced by: Violation Type 2 Section 295.9040 Environmental Requirements	A9040		

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A9040	Continued From page 6 a) The establishment shall be kept in a clean, safe and orderly condition and in good repair. Based on observation, interview and record review, the establishment failed to ensure that safeguards were in place to monitor the Memory Care Unit door once it was identified as not locking/functioning properly. This failure has the substantial probability of harm to the residents that reside on the Memory Care Unit. Findings include: The Establishment is licensed for Assisted Living and Memory Care. The Establishments resident roster, undated, documents 6 residents that reside on the Memory Care Unit of the Establishment. (R1,R2,R4,R5,R6 and R7) On 10/16/2024 at 12:00 PM, during tour of the Memory Care Unit of the Establishment, it is noted that the internal door going into the Memory Care Unit does not lock. On 10/17/2024 at 2:40 PM, E1/Business Development Director stated that the Memory Care Unit door broke on 9/30/2024 and does not lock. E1 further stated that the staff were instructed to do more frequent checks on the residents, however there is no documentation on the checks.	A9040		