STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	ASL510478	A. BUILDING: _____ B. WING _____	C 09/25/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
VILLAS OF HOLLY BROOK TOWANDA BARNES	1815 N TOWANDA BARNES ROAD BLOOMINGTON, IL 61701

(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) COMPLETE DATE
A 000	Initial Comment Complaint Investigation IL197660 No Violations Complaint Investigation IL197694 Type 1 295.3000a) General Violations 295.4010g)1)A)2)3) 295.4060b) 295.6000a)1)	A 000		
A3000	Section 295.3000 Personnel Requirmts, Qualifns, and Trng This Regulation is not met as evidenced by: Type 1 Violation Section 295.3000 Personnel Requirements, Qualifications and Training a) The establishment shall have staff sufficient in number with qualifications, adequate skills, education and experience to meet the 24 hour scheduled and unscheduled needs of residents and who participate in ongoing training to serve the resident population. (Section 35(a)(3) of the Act) Based on observation, interview, and record review the establishment failed to ensure a resident's indwelling urinary catheter care was provided in a thorough manner and with hand hygiene for one resident (R1) of three residents reviewed for incontinence care performance in a sample of four. This creates a substantial probability of severe harm to a resident or	A3000		

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A3000	Continued From page 1	A3000		

residents.

Findings include:

The establishment's Certified Nurse Assistant/Resident Assistant job description includes but is not limited to the following: "Provides direct care, assisting residents with their daily activities, as outlined in the resident's customized service plan and as defined through training and policies. Essential Job Functions. Personal Care: Assist residents with activities of daily living (ADLs) including bathing, dressing, grooming, toileting, changing bed linens, positioning, transfer, mobility, and incontinence care." This could cause the probability of harm to the residents.

The establishment's Activities of Daily Living (ADL) Program policy, dated 3/26/19, documents "Procedures: 2. Staff will receive appropriate orientation and training pertaining to ADLs in accordance with state regulations."

The establishment's undated Certified Nursing Assistant/Resident Assistant Orientation Checklist does not include urinary catheter care guidance.

On 9/24/25, at 12:45pm, E4 Certified Nursing Assistant/CNA stated the following: We do not have a catheter care procedure. We do peri-care (perineal care). We clean around the catheter and make sure it is clean if (R1) lets us.

On 9/24/25, at 12:50pm, R1 ambulated to the bathroom and sat on the toilet with his indwelling catheter bag lying on the floor. E4 Certified Nursing Assistant/CNA prepared to perform catheter care. With gloved hands E4 took a washcloth moistened with water and patted

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A3000	Continued From page 2 around R1's penis at the urethral opening. When finished R1 pulled up his pants and hung the bag from the waistband of his pants. E4 put the soiled washcloth in R1's empty laundry basket, removed her soiled gloves, then without performing hand hygiene walked out of R1's room. On 9/24/25, at 12:58pm, E4 CNA stated the following: Normally there are special wipes to use but E4 didn't see any. E4 stated E4 should have used wipes. E4 confirmed that E4 should have washed her hands after removing her soiled gloves. On 9/25/25, at 2:24pm, E10 Regional Clinical Director stated that urinary catheter cares are taught as a part of bathing with using soap and water. Home Health generally manages the maintenance of them, and we have them come in and train according to manufacturer's packaging. If Home Health recommends or brings in special wipes, then we use those, or a clean washcloth then have family bring in extra, so we have enough. Catheter care is individual to the type of catheter and who is maintaining it (Home Health or urologist). We go by Home Health's nursing guidance or orders we receive from a urologist and add it to the care plan. On 9/25/25, at 3:35pm, E1 Executive Director was unable to provide a urinary catheter care policy or guidance for caregivers. E1 stated that staff are trained on catheter care during the bathing task.	A3000		
A4010	Section 295.4010 Service Plan	A4010		

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A4010	Continued From page 3 This Regulation is not met as evidenced by: Section 295.4010 Service Plan g) Service plans shall address: 1) The level of service the resident is receiving, including: A) assistance with activities of daily living; 2) The amount, type, and frequency of health-related services needed by the resident; 3) Staff responsible for the provisions of the service plan; Violation Based on observation, interview, and record review the establishment failed to ensure a resident's Service Plan included the amount, type, frequency and staff responsible for cares of an indwelling urinary catheter for one (R1) of three residents reviewed for incontinent care in a sample of four. Findings include: R1's clinical record documents R1 admitted to the establishment in the Memory Care unit on 2/22/23 with diagnoses including but not limited to Pick's Disease and Unspecified Dementia. R1's Progress note, dated 8/4/25, documents R1 transferred out to a local hospital due to pain and urinary retention. R1's Progress Note, dated 8/5/25, documents R1	A4010		

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A4010	Continued From page 4 returned from the local hospital with an indwelling urinary catheter. On 9/24/25, at 12:40pm, R1 ambulated in his room holding his indwelling catheter bag filled with light yellow urine. R1 unable to answer questions regarding his catheter and kept repeating "I like you. I like you." R1's Home Health records, dated 8/24/25, include but are not limited to the following: Home Health Admission with a Plan of Care Update of "Patient presented to home health due to urinary retention and indwelling (named brand) catheter care." "Intervention Documentation: Goal: Indwelling Catheter Care. Description: Patient/caregiver will demonstrate the ability to properly care for urinary catheter including methods to prevent infection, and signs and symptoms to report ...Intervention: Urethral Catheter Care Description: Skilled nurse to maintain urinary catheter: 16 Fr (French) catheter, 10 ml (millimeter) balloon. Change catheter every 2 weeks and PRN (as needed) dislodgement, leakage, or contamination. Instruct patient/caregiver on signs and symptoms to report including catheter complications, and urinary infection, and methods to prevent." R1's current Service Plan does not include the type, amount, frequency, staff responsible, or any of the interventions from R1's Home Health admission for care of R1's indwelling urinary catheter. On 9/25/25, at 2:24pm, E10 Regional Clinical Director stated that we are to ask Home Health or Urologist about the plan of care then put it on our Service Plan.	A4010		

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A4060	Continued From page 5	A4060		
A4060	Seciton 295.4060 Alzheimer's and Demential Programs This Regulation is not met as evidenced by: Section 295.4060 Alzheimer's and Dementia Programs b) No person shall be admitted or retained in an assisted living or shared housing establishment if the establishment cannot provide or secure appropriate care, if the resident requires a level of service or type of service for which the establishment is not licensed or which the establishment does not provide, or if the establishment does not have the staff appropriate in numbers and with appropriate skill to provide such services. (Section 150(b) of the Act) Violation Based on observation, interview, and record review the establishment failed to do the following: perform thorough indwelling urinary catheter care with hand hygiene after glove removal, ensure a physician order for an indwelling urinary catheter with care instructions, secure placement/positioning of catheter bag, include Home Health interventions in clinical record and follow these interventions for one resident (R1) of three residents reviewed for incontinence care in a sample of four. Findings include: The establishment's Certified Nurse Assistant/Resident Assistant job description includes but is not limited to the following:	A4060		

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A4060	Continued From page 6	A4060		

"Provides direct care, assisting residents with their daily activities, as outlined in the resident's customized service plan and as defined through training and policies. Essential Job Functions. Personal Care: Assist residents with activities of daily living (ADL's) including bathing, dressing, grooming, toileting, changing bed linens, positioning, transfer, mobility, and incontinence care."

The establishment's undated Memory Care Disclosure Statement documents "The Memory Care Community will have procedure to safely manage behaviors, proper nutrition, medication administration, socialization, and nutrition, medication administration, socialization, and daily living needs such as dressing, toileting, and bathing."

R1's Home Health records, which are not a part of R1's electronic medical record, dated 8/24/25, were obtained by E1 Executive Director. These records include but are not limited to the following: "Home Health Admission. Plan of Care Update of: Patient presented to home health due to urinary retention and indwelling (named brand) catheter care." This same Plan of Care Update states that R1's current indwelling urinary catheter was removed and a new one placed. "Intervention Documentation: Goal: Indwelling Catheter Care. Description: Patient/caregiver will demonstrate the ability to properly care for urinary catheter including methods to prevent infection, and signs and symptoms to report ...Intervention: Urethral Catheter Care Description: Skilled nurse to maintain urinary catheter: 16 Fr (French) catheter, 10 ml (millimeter) balloon. Change catheter every 2 weeks and PRN (as needed) dislodgement, leakage, or contamination. Instruct patient/caregiver on signs and symptoms to

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A4060	Continued From page 7	A4060		

report including catheter complications, and urinary infection, and methods to prevent."

R1's current Physician Order Sheet does not include an order for R1's indwelling urinary catheter or any instructions for the care of the catheter.

R1's clinical record does not document any urinary catheter changes since the one completed by Home Health on 8/24/25.

On 9/24/25, at 12:40pm, R1 ambulated in his room carrying his urinary catheter bag containing light yellow urine.
On 9/24/25, at 12:45pm, E4 Certified Nursing Assistant/CNA stated the following: The establishment does not have a catheter care procedure. We do peri-care. We clean around the catheter and make sure it is clean if (R1) lets us. (R1) can empty it out too. The issue is that we have nowhere to hang it.

On 9/24/25, at 12:47pm, R1 stood in his room sorting clean laundry. R1's urinary catheter bag was lying on the floor.

On 9/24/25, at 12:50pm, R1 ambulated to the bathroom and sat on the toilet with his indwelling catheter bag lying on the floor. E4 Certified Nursing Assistant/CNA prepared to perform catheter care. With gloved hands E4 took a washcloth moistened with water and patted around R1's penis at the urethral opening. When finished R1 pulled up his pants and hung the bag from the waistband of his pants. E4 put the soiled washcloth in R1's empty laundry basket, removed her soiled gloves, then without performing hand hygiene walked out of R1's room.

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A4060	Continued From page 8 On 9/24/25, at 12:58pm, E4 CNA stated the following: Normally there are special wipes to use but E4 didn't see any. E4 stated E4 should have used wipes. E4 confirmed that E4 should have washed her hands after removing her soiled gloves. It is a safety issue for E4 to carry the bag around. R1 is mobile and walks so there is no place to hide his bag. R1 has to carry it. E4 stated E4 has asked for a leg bag but was told they don't have supplies here for catheters. Home Health is supposed to supply them. On 9/25/25, at 11:45am, E3 Licensed Practical Nurse/LPN was unable to locate physician order or cares for R1's indwelling urinary catheter or the date of R1's last catheter change. E3 stated the following: E3 called (R1's) Home Health today for catheter supplies and learned that (R1's) Home Health signed off on 9/11/25. Not sure that anyone knew they were no longer following (R1). E3 confirmed they did not receive any notes from Home Health regarding management of (R1's) catheter. E3 is unaware of any indwelling catheter care policy. E3 confirmed R1's catheter bag should be positioned so it hangs below R1's bladder, not hanging from his waistband, and never be lying on the floor. On 9/25/25, at 3:35pm, E1 Executive Director confirmed R1's Home Health ended 9/11/25 and that they (Home Health) would have done the last catheter change. E1 stated that (R1's) Home Health record documents (R1's) last catheter change. E1 was unable to provide urinary catheter care policy or guidance for caregivers.	A4060		
A6000	Section 295.6000 Resident Rights	A6000		

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A6000	Continued From page 9 This Regulation is not met as evidenced by: Section 295.6000 Resident Rights a) No resident shall be deprived of any rights, benefits, or privileges guaranteed by law, the Constitution of the State of Illinois, or the Constitution of the United States solely on account of his or her status as a resident of an establishment, nor shall a resident forfeit any of the following rights: 1) The right to live in an environment that promotes and supports each resident's dignity, individuality, independence, self-determination, privacy, and choice and to be treated with consideration and respect; Violation Based on observation, interview, and record review the establishment failed to ensure resident dignity for one resident (R1) of three residents reviewed for Resident Rights in a sample of four. Findings include: The establishment's undated Resident Rights document "No resident shall be deprived of any rights, benefits or privileges guaranteed by law, the Constitution of the State of Illinois, or the Constitution of the United States solely on account of his or her status as a resident of an establishment, nor shall a resident forfeit any of the following rights: 1. The right to live in an environment that promotes and supports each resident's dignity, individuality, independence, self-determination, privacy, and choice to be treated with consideration and respect."	A6000		

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A6000	Continued From page 10 The establishment's undated Memory Care Disclosure Statement documents "The form of treatment the Memory Care Community will focus on is supporting independence and promoting dignity for residents with Alzheimer's disease or other related memory loss disorders. The establishment's Activities of Daily Living (ADL) Program policy, dated 3/26/19, documents "Policy: The staff will assist residents in maintaining dignity and maximizing independent, healthy individual lifestyles." On 9/25/23, at 11:40am, R1 ambulated from his room in the Memory Care unit into the dining room where other residents were seated. R1's urinary catheter bag containing light yellow urine hung from R1's waist band as he sat at a table in the dining room waiting to be served lunch. On 9/25/25, at 3:35pm, E1 Executive Director confirmed it is a dignity issue that R1 carries his uncovered catheter bag in and around the dining room. A cover should be provided by whoever the provider is (home health or urology).	A6000		