STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	ASL510290	A. BUILDING: _____ B. WING _____	C 10/14/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
REFLECTIONS MEMORY CARE - SAVOY	62 E AIRPORT ROAD SAVOY, IL 61874

(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 IL197948 295.6000 a) 1) 13) 295.9040 a) b) 295.6010 c)	A 000		
A6000	Section 295.6000 Resident Rights This Regulation is not met as evidenced by: Type One Violation 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; 13) The right to be free of abuse or neglect or financial exploitation or to refuse to perform labor; Based on interview and record review the establishment failed to ensure the dignity and protect the right to be free from physical abuse from one (R3) of three residents reviewed for abuse. This failure creates a substantial probability of severe harm to a resident or residents.	A6000		

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A6000	Continued From page 1 Findings include: R3 is a resident of a secured memory care establishment. R3's physician assessment dated 9/28/25 documents diagnoses include Alzheimer's Dementia, Anxiety, Heart Disease and Rheumatoid Arthritis. R3's mini-mental state examination dated 3/19/25 documents a cognitive score of zero. The facility provided, undated contract exhibit D documents resident rights including number one (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. Also, exhibit D documents the resident right number thirteen (13.) the right to be free of abuse, neglect, financial exploitation, or to refuse to perform labor. On 10/9/25 at 11:15AM, E5 caregiver stated that she heard E7 Caregiver say something a couple of weeks ago that included that she thought that if a resident knew what they were doing and they hit staff, staff should be able to retaliate. "That didn't sit well with me and we told her that wasn't ok. I didn't say anything to E1 Executive Director or E2 Director of Nursing. We thought we had handled it." On 10/9/25 at 12:00PM, E2 Wellness Director stated that she had to council E7 recently about saying things in front of residents that was inappropriate and undignified. Including that R3	A6000		

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A6000	Continued From page 2 "stunk." E8 caregiver's personnel file documents on 9/26/25, E8 received a final written warning for not protecting the resident right of dignity when she negatively stated in front of a resident, that she stunk. On 10/9/25 at 12:27PM, E3 Licensed Practical Nurse (LPN) stated "I've seen (E7) be rough with a resident and I corrected her but I don't think she gets it. A couple of weeks ago, (R3) was trying to grab cake in the kitchen and she grabbed her arm roughly and said, "NO!, loudly." On 10/9/25 at 12:30PM, E3 LPN demonstrated how E7 Caregiver grabbed R3, and then stated that she didn't say anything to anyone at the time, but "now I worry that it might happen with others residents. It is definitely undignified and borderline abusive." E7's caregiver personnel file documents on 10/13/25, E7 received a termination notice for laying hands on R3 when she was attempting to grab a piece of cake from the kitchen, resulting in termination from the establishment. On 10/14/25 at 8:15AM, E2 Wellness Director confirmed that E7 caregiver was terminated for abuse on 10/13/25.	A6000		
A6010	Section 295.6010 Abuse, Neglect, and Financial Exploitation Pr This Regulation is not met as evidenced by: Type One Violation	A6010		

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A6010	Continued From page 3 Section 295.6010 Abuse, Neglect, and Financial Exploitation Prevention and Reporting c) Establishment employees and volunteers are obligated to report abuse, neglect, or financial exploitation of a resident to the establishment management and to the Department. Based on interview and record review the establishment failed to ensure the right of one (R3) of three residents to be free from abuse from a total sample list of three residents reviewed for abuse. This failure creates the probability of severe harm to a resident or residents. Findings include: R3 is a resident of a secured memory care establishment. R3's physician assessment dated 9/28/25 documents diagnoses include Alzheimer's Dementia, Anxiety, Heart Disease and Rheumatoid Arthritis. R3's mini-mental state examination dated 3/19/25 documents a cognitive score of zero. The facility provided abuse policy dated 11/2/23 documents that abuse is any physical or mental injury or sexual assault inflicted on a resident, other than by accident. Staff will be informed of the consequences related to resident abuse/neglect or failing to report suspected resident abuse/neglect. Any employee witnessing, suspecting, or having knowledge of abuse is required to report it immediately to the Executive Director or Designee.	A6010		

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A6010	Continued From page 4 On 10/9/25 at 12:27PM, E3 Licensed Practical Nurse (LPN) stated "I've seen (E7) (Caregiver) be rough with a resident and I corrected her but I don't think she gets it. A couple of weeks ago, (R3) was trying to grab cake in the kitchen and (E7) grabbed her arm roughly and told (R3) no, very loudly." On 10/9/25 at 12:30PM, E3 LPN demonstrated how E7 Caregiver grabbed R3, and then stated that she didn't say anything to anyone at the time, " but now I worry that it might happen with others residents." E7's caregiver personnel file documents on 10/13/25, E7 received a termination notice for laying hands on R3 when she was attempting to grab a piece of cake from the kitchen, resulting in termination from the establishment. On 10/14/25 at 8:15AM, E2 Wellness Director confirmed that E7 caregiver was terminated for physical abuse on 10/13/25.	A6010		
A9040	Section 295.9040 Environmental Requirements This Regulation is not met as evidenced by: General Violation Section 295.9040 Environmental Requirements a) The establishment shall be kept in a clean, safe and orderly condition and in good repair.	A9040		

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A9040	Continued From page 5 b) The establishment shall be free of odors. Based on observation, interview and record review the establishment failed to ensure the cleanliness and an odor free environment for one (R2) of three resident's reviewed for their environment. This failure creates a probability of harm to a resident or residents. Findings include: The facility Housekeeping Services Policy dated 3/26/19 documents that the community will maintain a clean environment for residents, staff, and visitors. On 10/9/25 at 11:00AM, R2's room smelled strongly of urine. On 10/14/25 at 10:44AM, R2's room smells strongly of urine; however R2 appears dry and R2's bed has been newly made. When R2's bedding was pulled back, the mattress is stained yellow with an overwhelming smell of urine. On 10/14/25 at 1:55PM, R2's room remains smelling strongly of urine. E11 Housekeeper stated that she has made the managment aware of the need for a different mattress and that R2's recliner is also urine smelling. E11 stated that she had cleaned R2's room today but the smell is penetrating with the chair and the mattress. E11 also stated that R2 is on a daily cleaning schedule because of the odor but until the furniture is changed out there is little that can be done. On 10/14/25 at 11:30AM, E2 Wellness Director stated that she is aware that R2 is a heavy wetter and that his mattress is a problem.	A9040		

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