| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | (X2) MULTIPLE CONSTRUCTION | (X3) DATE SURVEY COMPLETED |
|---|---|---|---|
| | ASL510393 | A. BUILDING: _____ B. WING _____ | 11/06/2025 |

| NAME OF PROVIDER OR SUPPLIER | STREET ADDRESS, CITY, STATE, ZIP CODE |
|---|---|
| VILLAS OF HOLLY BROOK SHELBYVILLE | 2201 W MAIN STREET SHELBYVILLE, IL 62565 |

| (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 |
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| A 000 | Initial Comment<br><br>Annual Licensure Survey<br><br>295.6000 1) 5)<br>295.8000 4)<br>295.9040 a) | A 000 | | |
| A6000 | Section 295.6000 Resident Rights<br><br>This Regulation is not met as evidenced by:<br>Violation<br><br>Section 295.6000 Resident Rights<br><br>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:<br><br>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;<br><br>5) The right to receive the services specified in the service plan, to review and renegotiate the service plan at any time; and to be informed of the cost of the changes;<br><br>Based on observation, interview, and record review the establishment failed to provide housekeeping services for three (R1, R2 and R3) of three resident room reviewed for cleanliness. | A6000 | | |

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| A6000 | Continued From page 1<br>Findings include:<br><br>1.) On 11/5/25 at 1:50PM, R1 stated that the establishment hasn't had a cleaning lady for months.<br><br>On 11/5/25 at 2:00PM, R1's floors were dirty, had not been vacuumed recently. The bathroom sink and toilet riser needed attention due to toothpaste and feces as well as the room smelled stale and sour (unclean).<br><br>R1's service plan dated 11/22/22 documents that housekeeping services will be provided.<br><br>2.) On 11/5/25 at 2:30PM, R2's room smells stale with heavily stained and unvacumed carpets. R2's bathroom sink and toilet are dirty from usage.<br><br>R2's service plan dated 7/21/23 documents that housekeeping services will be provided.<br><br>3.) On 11/5/25 at 3:30PM, R3's room smelled of cat urine and human feces. R3's toilet was covered with feces and the floor was full of dirt and debris.<br><br>On 11/5/25 at 3:35PM, R3 stated, "We haven't had housekeeping for months. They just can't seem to get or keep help. My bathroom is filthy."<br><br>R3's service plan dated 10/5/23 documents that housekeeping services will be provided.<br><br>On 11/5/24 at 2:45PM, E9 Caregiver stated that she was a housekeeper before she went on maternity leave and then someone came in for a little bit but "the building hasn't been cleaned regularly since I went on maternity leave in May." | A6000 | | |

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| A6000 | Continued From page 2<br><br>On 11/5/24 at 2:15PM, E2 Wellness Director stated, "I agree, the building is dirty and it isn't dignified to live in a dirty apartment. We haven't had a housekeeper in over a month."<br><br>The facility provided pay stub for E11 (the last employed housekeeper) at the establishment documents that the last worked shift was on October 13, 2025, from 8:04AM to 11:51AM. | A6000 | | |
| A8000 | Section 295.8000 Food Service<br><br>This Regulation is not met as evidenced by:<br>Violation<br><br>Section 295.8000 Food Service<br><br>a) If food service is provided by the establishment or by contract with a food service provider, the following requirements shall be met:<br><br>4) Menus shall be planned and made available at least 48 hours in advance.<br><br>Based on interview, and record review the establishment failed to make menu's available at least 48 hours in advance and failed to plan for adequate substitutions. These failures create a substantial probability of harm to all twenty-two residents who reside in the establishment.<br><br>Findings include:<br><br>On 11/5/25 at 11:20 AM, reviewed kitchen where a menu was found, inaccessible to residents and | A8000 | | |

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| A8000 | Continued From page 3<br>no menu was posted in the facility.<br><br>On 11/5/25/ at 1:50PM, R1 stated that she is not satisfied with the meals and does not know where they would have a menu.<br><br>On 11/6/25 at 11:00AM, R3 stated that she is not satisfied with the meals has not seen a menu in some time.<br><br>On 11/6/25 at 9:15AM, E5 Dietary Manager stated that the November menu is not posted because she doesn't know how to make copies of it.<br><br>On 11/6/25 at 9:30AM, E1 Executive Director stated that menus are not posted as required. | A8000 | | |
| A9040 | Section 295.9040 Environmental Requirements<br><br>This Regulation is not met as evidenced by:<br>Violation<br><br>Section 295.9040 Environmental Requirements<br><br>a) The establishment shall be kept in a clean, safe and orderly condition and in good repair.<br><br>Based on observation and interview the establishment failed to ensure the cleanliness of three (R1, R2 and R3) of three resident apartments reviewed for cleanliness.<br><br>Findings include: | A9040 | | |

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| A9040 | Continued From page 4<br>1.) On 11/5/25 at 1:50PM, R1 stated that the establishment hasn't had a cleaning lady for months.<br><br>On 11/5/25 at 2:00PM, R1's floors were dirty, had not been vacuumed recently. The bathroom sink and toilet riser needed attention due to toothpaste and feces as well as the room smelled stale and sour (unclean).<br><br>2.) On 11/5/25 at 2:30PM, R2's room smells stale with heavily stained and unvacumed carpets. R2's bathroom sink and toilet are dirty from usage.<br><br>3.) On 11/5/25 at 3:30PM, entered R3's apartment. R3's room smelled of cat urine and human feces. R3's toilet was covered with feces and the floor was full of dirt and debris.<br><br>On 11/5/25 at 3:35PM, R3 stated, "We haven't had housekeeping for months. They just can't seem to get or keep help. My bathroom is filthy and one of the poor caregivers is going to come in on her day off and she told me that she would clean my place. It is much needed."<br><br>On 11/5/24 at 2:15PM, E2 Wellness Director stated, "I agree, the building is dirty. We haven't had a housekeeper in over a month and she called off a lot."<br><br>On 11/5/24 at 2:45PM, E9 Caregiver stated that she was a housekeeper before she went on maternity leave and then someone came in for a little bit but "the building hasn't been cleaned regularly since I went on maternity leave in May." | A9040 | | |

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| A9040 | Continued From page 5<br>On 11/6/25 at 12:00PM, E1 Executive Director confirmed that there was currently no working housekeeper on staff.<br><br>The facility provided pay stub for E11 (the last employed housekeeper) at the establishment documents that the last worked shift was on October 13, 2025, from 8:04AM to 11:51AM. | A9040 | | |