| 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 11/20/2025 |

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| VILLAS OF HOLLY BROOK TOWANDA BARNES | 1815 N TOWANDA BARNES ROAD BLOOMINGTON, IL 61701 |

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| A 000 | Initial Comment<br><br>Complaint Investigation 25610954/IL198489<br><br>Section 295.4000 c)<br>Section 295.4010 e)<br>Section 295.4060a)b)h)5)6) | A 000 | | |
| A4000 | Section 295.4000 Physician/s Assessment<br><br>This Regulation is not met as evidenced by:<br>Type 1 Violation<br><br>Section 295.4000 Physician's Assessment<br><br>c) A physician's assessment shall be completed by a physician upon identification of a significant change in the resident's condition.<br><br>Based on interview and record review, the establishment failed to obtain a physician assessment after admission to hospice services for R2, one of three residents reviewed for physician assessments. This creates a substantial probability of severe harm to a resident or residents.<br><br>Findings include:<br><br>R2's hospice certification documents she was admitted to hospice service 9-6-25.<br><br>R2's current physician assessment was completed 5-5-25 which does not reflect R2's current condition.<br><br>On 11-20-25 at 2:50 pm, E1 Executive Director confirmed R2's physician assessment should | A4000 | | |

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| A4000 | Continued From page 1<br>have been updated due to her change of condition. | A4000 | | |
| A4010 | Section 295.4010 Service Plan<br><br>This Regulation is not met as evidenced by:<br>Type 1 Violation<br><br>Section 295.4010 Service Plan<br><br>e) The service plan shall be reviewed and revised if necessary immediately after a significant change in the resident's physical, cognitive, or functional condition (see Section 295.4000).<br><br>Based on interview and record review, the establishment failed to update a service plan after a significant change for R2, one of three residents reviewed for service plans in a sample of three. This creates a substantial probability of severe harm to a resident or residents.<br><br>Findings include:<br><br>R2's service plan dated 5-22-25 documents she does not require assistance with ambulation, transferring, using the bathroom and needs only minimal assistance with dressing. There is no mention of hospice services.<br><br>R2's hospice certification documents she was placed on hospice services 9-6-25.<br><br>R2's 10-27-25 progress note documents R2 uses | A4010 | | |

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| A4010 | Continued From page 2<br>a specialized wheelchair, is incontinent and needs assistance with her activities of daily living.<br><br>On 11-20-25 at 9:35 am, E2 Caregiver stated R2 needs the assistance of two staff for transfers and toileting.<br><br>On 11-20-25 at 9:55 am, E4 Caregiver stated R3 needs the assistance of two and sometimes three staff for care including transfers, toileting and bathing.<br><br>On 11-20-25 at 2:50 pm, E1 Executive Director confirmed R2's service plan was not updated after her change of condition. | A4010 | | |
| A4060 | Seciton 295.4060 Alzheimer's and Demential Programs<br><br>This Regulation is not met as evidenced by:<br>Type 1 Violation<br><br>Section 295.4060 Alzheimer's and Dementia Programs<br><br>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)<br>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 | A4060 | | |

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| A4060 | Continued From page 3<br>in numbers and with appropriate skill to provide such services. (Section 150(b) of the Act)<br>h) An establishment that offers to provide a special program for persons with Alzheimer's disease and related disorders shall:<br>5) Provide, in the service plan, appropriate cognitive stimulation and activities to maximize functioning, which include a structure and rhythm that are comfortable and predictable; offer an appropriate balance of rest and activity and private and social time; allow residents to express their accustomed social roles, whatever they may be; offer residents access to familiar activities that they enjoyed doing and that tap memories and retained abilities; and provide the flexibility to accommodate variations in the resident's mood, energy level, and inclination;<br>6) Provide an appropriate number of staff for its resident population. The establishment shall provide staff sufficient in number, with qualifications, adequate skills, education, and experience to meet the 24-hour scheduled and unscheduled needs of the residents and who participate in ongoing training, to serve the resident population. At a minimum, at least one staff member shall be awake and on duty at all times;<br><br>Based on interview and record review, the establishment failed to have adequate staff present to care for memory care residents. This creates a substantial probability of severe harm or death to a resident or residents.<br><br>Findings include:<br><br>The establishment's schedule and time cards document on 11-9-25, there were three staff present in the building. From about 8:00 am to 11:55 am, there was one caregiver on the | A4060 | | |

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| A4060 | Continued From page 4 | A4060 | | |

assisted living side of the establishment and one caregiver on the memory care unit with one nurse on duty. At 11:55 another caregiver came to work on the memory care unit. The establishment provided census for that day was 22 memory care residents.

On 11-20-25 at 9:35 am, E2 Caregiver stated on 11-9-25, she worked 6:45 am to about 11:30 am. E2 stated she was the only caregiver working on the memory care side with a float nurse who was new to the establishment. E2 stated several night shift caregivers stayed and assisted her with breakfast. These staff left about 8:00 am leaving her to care for all 22 residents by herself. E2 stated R1 and R2 require two persons to assist with their transfers including toileting and repositioning. E2 stated she was unable to toilet/change or transfer/reposition R1 and R2 after breakfast until additional staff came in at 11:00 am. E2 stated the nurse was busy passing medication and could not assist her. E2 stated she was unable to offer any activities due to lack of staff E2 stated several residents are at risks for elopement and falls which require consistant monitoring for a safe environment. E2 stated there are usually two caregivers on memory care and one on assisted living plus a nurse on her weekends which is not enough staff to properly care for the residents.

On 10-19-25 at 10:40 am, E6 Caregiver stated she came in to work on 11-9-25 at 11:00 am. E2 was the only caregiver on memory care at that time. Shortly after, E3 Caregiver joined her and they worked together until about 7:00 pm. E6 stated they could only provide basic care and were not able to complete activities as required. E2 stated they need more staff to help the residents.

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| A4060 | Continued From page 5<br><br>On 10-20-25 at 10:05 am, E3 stated she was offered a bonus to come and work on 11-9-25. E3 came in after 11:00 am and worked with E6 that day. E3 stated some residents were asking about activities but they were not able to provide them due to lack of staff. They were only able to provide basic care.<br><br>R1's 10-15-25 service plan documents she is on hospice and requires assist of two staff for cares. R1 utilized a mechanical lift also requiring two staff to operate.<br><br>R2's nursing note dated documents R2 is on hospice services and requires the assistance of one to two caregivers for her activities of daily living.<br><br>The establishment's Memory Care Disclosure Statement documents "The Community provide specially trained staff and an activity program that focuses on the resident's abilities, allowing residents to function at their highest capability:" "A daily activity program will be available to those person/residents residing in the Memory Care Community." "Our role is not to do for but to assist with each resident's identified needs." | A4060 | | |