

MSDH - Health Facilities Licensure and Certification

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 25CG	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 02/26/2025
NAME OF PROVIDER OR SUPPLIER PINE FOREST HEALTH AND REHABILITATION		STREET ADDRESS, CITY, STATE, ZIP CODE 1116 FOREST AVENUE JACKSON, MS 39206		
(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
M 000	Initial Comments The State Agency (SA) conducted Complaint Investigations (CIs), MS #27918, CI MS #27967, and CI MS #27939, at the facility from 2/24/25 through 2/26/25. During the survey, the SA determined the facility was not in compliance with the Minimum Standards for Institutions for the Aged or Infirm, state licensure requirements. CI MS # 27967 was investigated related to medications, quality of care/treatment, rehabilitation services, missing items, and care not received per physician orders and there were no citations related to this complaint. CI MS # 27939 was a facility reported incident related to employee to resident abuse, resident safety, and resident rights and CI MS #27918 was a complaint related to physical abuse and resident safety and M500. The facility remains out of compliance from the complaint survey conducted on 1/17/25.	M 000		
M 500	45.17.2 Residents' Rights Residents' Rights. The residents' rights policies and procedures ensure that each resident admitted to the facility: 1. is fully informed, as evidenced by the resident's written acknowledgment, prior to or at the time of admission and during stay, of these rights and is given a statement of the facility's rules and regulations and an explanation of the resident's responsibility to obey all reasonable regulations of the facility and to respect the personal rights and private property of other residents; 2. is fully informed, and is given a written statement prior to or at time of admission and during stay, of services available in the facility, and of related charges including any charges for	M 500		3/7/25

Mississippi State Department of Health

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Electronically Signed

03/04/25

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M 500	Continued From page 1 services covered by the facility's basic per diem rate; 3. is assured of adequate and appropriate medical care, is fully informed by a physician or nurse practitioner/physician assistant of his medical conditions unless medically contraindicated (as documented by a physician or nurse practitioner/physician assistant in his medical record), is afforded the opportunity to participate in the planning of his medical treatment, to not be limited in his/her choice of a pharmacy or pharmacist provider in accordance with state law, as referenced in House Bill 1439, which states that the facility shall not limit a resident ' s choice of pharmacy or pharmacy provider if that provider meets the same standards of dispensing guidelines required of long term care facilities, to refuse to participate in experimental research, and to refuse medication and treatment after fully informed of and understanding the consequences of such action; 4. is transferred or discharged only for medical reasons, or for his welfare or that of other residents, or for nonpayment for his stay (except as prohibited by sources of third-party payment), and is given a two weeks advance notice in writing to ensure orderly transfer or discharge. A copy of this notice is maintained in his medical record; 5. is encouraged and assisted, throughout his period of stay, to exercise his rights as a resident and as a citizen, and to this end may voice grievances, has a right of action for damages or other relief for deprivations or infringements of his right to adequate and proper treatment and care established by an applicable statute, rule,	M 500			

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M 500	Continued From page 2 regulation or contract, and to recommend changes in policies and services to facility staff and/or to outside representatives of his choice, free from restraint, interference, coercion, discrimination, or reprisal; 6. may manage his personal financial affairs, or is given at least a quarterly accounting of financial transactions made on his behalf should the facility accept his written delegation of this responsibility to the facility for any period of time in conformance with State law; 7. is free from mental and physical abuse; 8. is free from restraint except by order of a physician or nurse practitioner/physician assistant, or unless it is determined that the resident is a threat to himself or to others. Physical and chemical restraints shall be used for medical conditions that warrant the use of a restraint. Restraint is not to be used for discipline or staff convenience. The facility must have policies and procedures addressing the use and monitoring of restraint. A physician order for restraint must be countersigned within 24 hours of the emergency application of the restraint; 9. is assured security in storing personal possessions and confidential treatment of his personal and medical records, and may approve or refuse their release to any individual outside the facility, except, in the case of his transfer to another health care institution, or as required by law of third-party payment contract; 10. is treated with consideration, respect, and full recognition of his dignity and individuality, including privacy in treatment and in care for his personal needs;	M 500		

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M 500	Continued From page 3 11. is not required to perform services for the facility that are not included for therapeutic purposes in his plan of care; 12. may associate and communicate privately with persons of his choice, may join with other residents or individuals within or outside of the facility to work for improvements in resident care, and send and receive his personal mail unopened, unless medically contraindicated (as documented by his physician or nurse practitioner/physician assistant in his medical record); 13. may meet with, and participate in activities of, social, religious and community groups at his discretion, unless medically contraindicated (as documented by his physician or nurse practitioner/physician assistant in his medical record); 14. may retain and use his personal clothing and possessions as space permits, unless to do so would infringe upon rights of other residents, unless medically contraindicated (as documented by his physician or nurse practitioner/physician assistant in his medical record); 15. if married, is assured privacy for visits by his/her spouse; if both are inpatients in the facility, they are permitted to share a room, unless medically contraindicated (as documented by the attending physician or nurse practitioner/physician assistant in the medical record); and 16. is assured of exercising his civil and religious liberties including the right to independent personal decisions and knowledge of available	M 500			

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M 500	Continued From page 4 choice. The facility shall encourage and assist in the fullest exercise of these rights. This Statute is not met as evidenced by: Level III Based on observation, interview, record review, and facility policy review, the facility failed to ensure a resident's right to be free from physical abuse for one (1) of five (5) sampled residents when Certified Nurse Aide (CNA) #1 used physical force with Resident #1, who was cognitively impaired and had right hemiparesis, was observed with purplish-red discoloration under the right eye, abrasions on the nose, and a hematoma on the forehead following an incident in which CNA #1 admitted to pressing down on Resident #1's left arm (the only functional arm) and using physical force on his face to prevent the resident from hitting her. Findings Included: A review of the facility's policy, "Freedom of Abuse, Neglect and Exploitation Standard," revised 11/2019, revealed, " ...The purpose of this written Freedom of Abuse ...Standard is to outline the preventive and action steps taken to reduce the potential for abuse, mistreatment and neglect of residents ...Standard Statement This facility shall not condone any acts of resident mistreatment, neglect, verbal, sexual, physical and/or mental abuse ...by any facility staff member ...Definitions ..."Abuse" means the willful infliction of injury ...with resulting physical harm, pain or mental anguish ..."Willful" means the individual means the individual must have acted deliberately, not that the individual must have intended to inflict injury or harm ..."Physical Abuse" includes, but is not limited to, hitting,	M 500	1. Res #1 was identified by Licensed Practical Nurses, LPN on 2/9/25 to verify the extent of the incident. The physician and resident's representative were notified promptly upon the completion of the evaluation. On February 9, 2025, The Director of Nursing (DON) conducted a thorough investigation of resident's #1 supporting documentation and staff involved. Res #1 was transferred to hospital around 0130 and returned to facility at 1630 on 2/9/25. Care plan of the resident # 1 was reviewed and updated on 2/26/25 by the Minimum Data Set (MDS) staff. 2. The census count was 104 on 2/9/25. The facility has determined that all residents have the potential to be affected. 3. Facility Quality Assurance Performance Improvement (QAPI) Committee (consisting of Administrator, Director of Nursing (DON), Infection Control Preventionist (IFCP), Medical Director (MD), Assistant Director of Nursing (ADON), Social Services (SS), Corporate Operating Officer (COO), and Corporate Administrative Assistant met on 2/26/25 to review cited regulation. QAPI committee reviewed the Abuse and Neglect Standard with no recommended changes. De-escalation techniques were discussed. An all-staff in-service agenda was formulated by the QAPI committee.	

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M 500	Continued From page 5 slapping, punching, biting, and kicking. It also includes controlling behavior through corporal punishment ... A record review of the clinical profile revealed the facility admitted Resident #1 on 6/28/23 and he had diagnoses including Hemiplegia and Hemiparesis following Cerebral Infraction Affecting Right Dominant Side. A record review of the Quarterly Minimum Data Set (MDS) with an Assessment Reference Date (ARD) of 11/28/24 revealed Resident #1 had a Brief Interview for Mental Status (BIMS) score of 7, which indicated his cognition was severely impaired. A review of Section B revealed his speech was unclear, and he is usually understood regarding his ability to express ideas and wants, and he usually understands verbal content from others. A review of Section E revealed he did not exhibit physical or verbal behaviors toward others, and he had not exhibited any behaviors related to rejection of care. A review of Section GG revealed he had impairment on one side for the upper and lower extremity and he was dependent on staff for toileting hygiene. A review of Section H revealed he is always incontinent of urine. A review of Section I revealed a diagnosis of Hemiplegia or Hemiparesis. A record review of the facility's investigation, dated 2/14/25, revealed that at approximately 1:30 AM on 1/9/2025, Licensed Practical Nurse (LPN) #1 reported that Resident #1 made an allegation of abuse related to CNA #1. The resident was immediately evaluated and interviewed by LPN #1 and sent out to the hospital for further evaluation. CNA #1 was questioned and sent home pending the outcome of the investigation. The staff wrote statements.	M 500	All facility staff were assigned an in-service competency using Relias Education Tool on Abuse/Neglect ☐ de-escalating combative behaviors on 2/27/25. A mandatory staff in-person in-service was scheduled starting 2/27/ 25 conducted by Director of Nursing, Assisted Director of Nursing, or Nurse Educator. All Interdisciplinary Care Plan team members responsible for writing care plans were in-serviced on policy and procedures for developing and updating the Comprehensive Care Plan on 3/4/25. 4. Director of Nursing, Assistant Director of Nursing, Nurse Educator, or Licensed Nurse will conduct 4 residents interviews weekly for 30 days beginning 2/26/25 then monthly for three months to ensure compliance with the Freedom of Abuse/Neglect. Any concerns noted will be immediately reported to the Facility Administrator/Director of Nursing for investigation. A thorough investigation will be initiated upon any negative findings. The findings will be reviewed in the monthly Quality Assurance Performance Improvement meeting beginning 3/5/25 for 3 months. The Abuse and Neglect Standard along with De-escalating techniques for combative behaviors will be discussed in the monthly QAPI meetings for 3 months beginning 3/5/24. Care plans will be reviewed weekly in accordance with the care plan review schedule by the MDS Coordinator beginning 2/27/25. All care plans will be updated as indicated. MDS will complete daily audits of 3 care plans for two (2) consecutive weeks; afterwards	

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M 500	Continued From page 6 The resident returned to the facility at 4:30 AM and was evaluated. He had bruising noted to right eye and hematoma noted to right side of head. Resident #1 stated that he hit the CNA first and he bit her after she hit him. The DON conducted a phone interview with Resident #1 who stated that she entered the room to help the resident prepare for bed and he needed to be changed. When she explained that he needed to be changed, he became aggressive and started swatting at her. She again explained to the resident the importance of getting cleaned up. She asked the resident to roll over so she could finish providing care and that's when the resident hit the CNA the first time. CNA #1 stated she put her hand up to prevent him from hitting her again. She admitted she did apply pressure to his arm. Resident #1 continued to be difficult. She stated at this time she called for help from CNA #2 was in the room assisting the resident's roommate. As she was calling for help, the resident bit her finger. CNA #1 said she placed her right hand up the resident's nose to see if he would let her finger go from his mouth. CNA #1 said the resident bit harder and then finally let go and she left the room. Resident #1 was interviewed and stated that he hit her first and bit her after she hit me. When asked what caused the event to happen, resident pointed to his private area. He then stated he did not want to be changed. Internal investigator revealed the allegation of abuse cannot be substantiated because Resident #1 was the aggressor, and staff was attempting to prevent the resident from hitting her again. A record review of the "Employee/Witness Statement Report", dated 2/9/25, revealed Resident #2, who is Resident #1's roommate stated, "The other CNA was giving me care. I heard some scuffling, and I heard a loud pop.	M 500	weekly audits of 3 care plans for 6 weeks. Audits will be completed to ensure that comprehensive care plans are developed and updated according to the facility's policy for all residents reviewed. Audit findings will be reviewed by the Quality Assurance Performance Improvement Committee beginning 3/5/25. Comprehensive Care Plan will be discussed in the QAPI meeting for 2 months to ensure compliance.	

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M 500	Continued From page 7 A record review of a handwritten statement, dated 2/9/25, and signed by CNA #2 revealed she was assisting with Resident #1's roommate into bed and heard Resident #1 resisting care and while going to assist with care, noticed resident was holding tight to the CNA. Once separated, CNA #1 exited the room. A record review of a handwritten statement, dated 2/9/25, and signed by LPN #1, revealed CNA #1 approached the nurse's station to report that Resident #1 became combative during perineal care. CNA #1 presented her finger to LPN #1 and stated that Resident #1 bit down on her finger and wouldn't let go. Finger noted red and swollen with purple spotted discoloration at the base. LPN #1 offered to help due to her stating the resident was "giving us a hard time." CNA#1 assured LPN #1 that everything was "under control." After approximately 20 minutes, CNA's #3 and #4 approached LPN #1 and reported that Resident #1 stated that "the girls" that just left hit him. The CNA's also reported that his roommate stated he heard a lot of commotion from the other side of the room, followed by a loud "pop". The CNAs stated they noted swelling under neath his right eye and a bloody nose, with a knot to right temple. LPN #1 immediately went to Resident #1's room and observed purplish-red discoloration under his right eye. Light red scratches along the perimeters of the discoloration beneath right eye. Scratches noted to bridge of Resident #1's nose on the right side. Dry blood noted at right inner nostril. Spotted drops of blood noted to sheet covering Resident 3#1's lap. Nickle sized knot noted at right temple. LPN #1 notified the DON of the allegation and was advised to interview the resident more thoroughly. Resident pointed towards the	M 500		

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M 500	Continued From page 8 doorway and LPN #1 asked resident if someone had hit him and he nodded his head up and down. Asked who and the resident stated "the girl" and pointed to his doorway. Resident stated he hit her and she hit him. Resident indicated he was hit in the nose. Resident shook his head "No" when asked if he was hit in the eye. Resident was noted to be "wide-eyed" and pressed for words at this time LPN #1 interviewed Resident #2 (Roommate for Resident #1) and he stated he heard a lot of commotion while CNA #2 was assisting him and then CNA #2 rushed over to intervene. The resident denied hearing a "pop" as stated earlier by CNA #3 and #4. Resident #2 shook his head "no" and shrugged his shoulders when asked if he felt anything malicious was going on between the CNAs and Resident #1. LPN #1 asked Resident #1 four (4) times if he was hit by a staff member, which he confirmed verbally and with gestures each time. LPN #1 asked CNA #2 what she knew concerning Resident #1 and she stated that Resident #1 began to resist care and became combative when she ran over to assist. She stated Resident #1 was noted biting down on CNA #1's finger. LPN #1 asked CNA #1 what she knew concerning the changes observed on Resident #1's face and bloody nose. CNA #1 stated that he (Resident #1) gripped her finger with his teeth and refused to let go. CNA #1 stated she grabbed the resident around the bridge of his nose in an attempt to make him open his mouth and that he only began to bite harder. LPN #1 told CNA #1 that Resident #1 stated he was hit in the nose and CNA #1 stated that she "did not" hit him the nose. A record review of the "Employee/Witness Statement Report", dated 2/10/25, revealed CNA #1 went in to provide care and he was putting his	M 500		

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M 500	Continued From page 9 hands down in front of him messing with himself. CNA #1 asked a few times for him to move his hands and let her finish changing him. She only had to put the brief between his legs and fasten it on the right side, but he continued to do it and starting hitting at CNA #1. CNA#1 put her arm up over his hand to keep him from hitting her and he continued to hit at her so she kept her arm up. CNA #1 stated she was pressing down to keep him from swinging out to hit her and his arm was over his chest at the time. The next thing she knew he was biting her finger on the right hand would not let go. She thought he was going to bite it completely off. She asked him to let go at this time and CNA #2 came to help her. She was telling the resident to her her go and he bit down harder so she tried to put her left hand up and put her fingers over his nose and he bit down even harder. He finally let go and she grabbed her right hand with the left hand making a loud clapping noise and left the room. She notified the nurse. She stated that at no point during the encounter she thought it would be better for her to leave out because she was trying to provide care the resident needed and she denied hitting the resident. A record review of the acute hospital documentation, dated 2/9/25, revealed, "...Reportedly concern for patient being struck by an individual at nursing home facility. Patient has abrasion over right side of face as well as dried blood to left nostril ...Discharge Diagnosis: Assault..." A record review of a "Progress Note", dated 2/9/25 at 19:00 (7 PM) revealed, "...noted swelling underneath right eye pink color ..." A record review of a "Progress Note", dated	M 500		

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M 500	Continued From page 10 2/9/25 at 14:24 (2:24 PM) revealed, " ...Report called from (Proper Name of Acute Hospital) ...Resident does have a hematoma on the forehead ..." A record review of a "Progress Note", dated 2/10/24 at 16:20 (4:20 PM), for Resident #1, authored by LPN #2, revealed, " ...Small red bruise noted under right eye ..." A record review of a "Progress Note", dated 2/10/24 at 8:51 AM, by LPN #1, revealed, "late entry for 2/9/25 at 2045 PM (8:45 PM) - Resident observed sitting upright in wc (wheelchair) ...Pink color remains noted under right eye ..." On 02/24/2025 at 5:22 PM, during an interview, Resident #2 stated that on 02/09/2025, while CNA #2 was assisting him, he heard a hitting sound but did not see anyone hitting Resident #1 when he looked over. He stated that CNA #1 entered the room to check if Resident #1 was wet, and he heard the sound of hitting again while CNA #2 remained with him on the other side of the room. Resident #2 recalled that CNA #2 asked CNA #1 if she needed help. He confirmed that he did not see CNA #1 hit Resident #1, nor did he see Resident #1 hit CNA #1. He stated that he only saw Resident #1's eye injury after both CNAs left the room. Resident #2 also stated that he had never observed Resident #1 refuse care or act aggressively toward staff. On 02/25/2025 at 9:53 AM, during a phone interview, CNA #1 stated that when she entered Resident #1's room on 2/9/25, she asked him if he was ready to lie down, and he nodded in agreement. At that time, CNA #2 entered the room to provide perineal care to Resident #2. CNA #1 stated that she began providing care by	M 500			

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M 500	Continued From page 11 pulling down Resident #1's pants, removing his shoes, and placing a clean brief and draw sheet under him. She noted that Resident #1 placed his hands in his buttocks area, and when she asked him to move his hands, he complied. CNA #1 stated that Resident #1 then placed his hands in the front of his brief in the genital area. She repeatedly told him to stop, and while he would momentarily comply, he continued to place his hands in the genital area. She stated that she continued to provide perineal care and turned the resident on his side, but he repeatedly put his left arm in the way. CNA #1 explained that she applied her arm to his left forearm to prevent him from putting his hand in his genital area. She stated that Resident #1 continued to try to free his arm, and she applied more pressure to his forearm to complete the care. She noted that Resident #1 did not say anything during this interaction but continued to resist. While she was holding his forearm down, Resident #1 managed to get her finger into his mouth and began biting down on her finger. To get him to release her finger, CNA #1 stated that she placed her hand on his nose, hoping he would release her finger to breathe through his mouth, but instead, he bit down harder. At this point, CNA #2 approached and told Resident #1 to let go of CNA #1's finger. CNA #1 stated that her fingernails were longer than they were supposed to be, and she believed that she may have accidentally scratched Resident #1's nose during the incident. CNA #1 stated that she had been trained to leave the room and notify the nurse if a resident refuses care. She reflected that, in hindsight, she should have stopped providing perineal care and left the room. She explained that Resident #1 had previously cursed at staff, called them names, and hit at CNAs. CNA #1 stated that during the incident, she never yelled for help and that CNA	M 500			

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NAME OF PROVIDER OR SUPPLIER PINE FOREST HEALTH AND REHABILITATION		STREET ADDRESS, CITY, STATE, ZIP CODE 1116 FOREST AVENUE JACKSON, MS 39206		
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M 500	Continued From page 12 #2 came over on her own to assist. She confirmed that Resident #1 did not break the skin on her finger but continued to bite down. She denied causing any injury to Resident #1's eye but acknowledged that his nose was scratched by her nails. She reiterated that she did not yell for help at any point during the incident. On 02/25/2025 at 12:17 PM, during an observation, Resident #1 was seen in the hallway. His right hand and arm were contracted, and he was using his left hand to maneuver his wheelchair. On 02/25/2025 at 12:47 PM, during a phone interview, Certified Nursing Assistant (CNA) #2 stated that on 2/9/25 at the time of the incident, she was assisting with Resident #2 and heard CNA #1 say "stop." CNA #1 went over to the Resident #1 's side of the room and observed Resident #1 holding onto CNA #1's shirt collar but did not see Resident #1 biting CNA #1's finger or any hitting between them. She stated that CNA #1 was holding both of Resident #1's arms in her hands. She did not know what had occurred to cause Resident #1 to grab CNA #1's shirt collar. She stated that she had been trained to leave the room if a resident refuses care. She observed a small amount of blood near Resident #1's nose but did not notice any injury to his eye. She stated that by his facial expression, she could tell that Resident #1 was agitated. She gave Resident #1 a paper towel for his bloody nose. She confirmed that CNA #1 never called for help or yelled during the incident. She stated that Resident #1 has a contracted right arm and is unable to use his right hand or arm. She explained that if she were in that situation, she would have left the room and returned later. She also stated that Resident #1 had never yelled, cursed, or tried to hit her or any	M 500		

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M 500	Continued From page 13 other CNAs that she was aware of. On 02/25/2025 at 1:37 PM, during a phone interview, LPN #1 stated she went to Resident #1's room on 2/9/25 after CNA #3 and CNA #4 reported he had injuries to his face, and he had stated he had been hit. Resident #1 was sitting on the side of the bed appearing frightened, nervous, and wide-eyed. She stated that Resident #1 immediately tried to verbally communicate with her. She observed redness above his right eye, a small abrasion near his eye and on the bridge of his nose, and a dime-sized knot on the right side of his face. LPN #1 stated that when she spoke to Resident #1, he pointed to his nose area and stated that "the girl hit me." She noted that he continued to point and make facial gestures throughout the interview. LPN #1 assessed Resident #1 and obtained an order from the Nurse Practitioner to send him to the Emergency Room for evaluation. She stated that Resident #1 is usually not upset, but during the incident, he appeared visibly upset by his facial expressions. She explained that she had seen Resident #1 twice during her shift and did not observe any injuries before the incident. She stated that Resident #1 had never exhibited behavioral issues such as cursing, yelling, or hitting staff, and no CNA had ever reported that he refused care or hit staff members. She noted that approximately 20 minutes before CNA #3 and CNA #4 approached her with the report of the resident's injuries, CNA #1 had told her that Resident #1 had bitten her finger "hard," but that "everything was under control." She stated that she did not go to the room immediately at that time because CNA #1 indicated that the situation was resolved. LPN #1 stated that CNA #1 never mentioned that Resident #1 had hit her or that she had hit him. She confirmed that CNA #1 did	M 500		

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M 500	Continued From page 14 not yell out for help during the incident. LPN #1 also noted that Resident #1's room is located near the nurse's station. On 02/25/2025 at 2:08 PM, during an interview, Resident #1 used hand gestures as he attempted to verbally communicate. When asked if he hit CNA #1, he responded "yes" and nodded his head in agreement. He stated that CNA #1 hit him in his eye area and pointed to his face and nose with his left hand, while his right hand remained contracted at his side. Resident #1 stated that CNA #1 was rough with him and held him down tightly, pointing to his arm to indicate where he was held. He stated that she was hurting him, which caused him to hit her, but he denied biting her finger. Resident #1 stated that CNA #1 hit him with a closed fist in his face near his right eye. On 02/25/2025 at 2:22 PM, during an interview, the Director of Nursing (DON) stated that LPN #1 called her at the time of incident and reported that Resident #1 had bitten CNA #1's finger. She stated that prior to the incident, she had never been informed of Resident #1 displaying any behavioral issues, such as cursing, yelling, or hitting staff. She stated that when she saw Resident #1, he had red discoloration under his right eye. She was informed that CNA #1 was attempting to change Resident #1's brief at the time of the incident. She explained that if a resident refuses care, staff are expected to stop and leave the room, emphasizing that staff should never hold a resident down to provide care. She stated that the facility conducted an investigation but did not substantiate abuse. On 02/26/2025 at 8:48 AM, during a phone interview, CNA #3 stated that CNA #4 asked her to look at Resident #1's swollen face on 2/9/25	M 500			

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M 500	Continued From page 15 after the incident occurred. She stated that when they entered the room, the light was off. Resident #1 appeared jumpy, scared, and terrified and looked around nervously. Resident #1's face was swollen and bruised, with a bruise near his right eye and a small knot on the right side of his head. Resident #1 told her that he hit CNA #1 but did not bite her finger. She stated that she reported the injuries and allegation to the nurse stated that Resident #1 had never hit or bitten her before. On 02/26/2025 at 8:54 AM, during a phone interview, CNA #4 stated she went into Resident #1's room after the incident occurred and noticed that Resident #1's nose was bleeding. She then went outside to get CNA #3, and they both returned to the room. She stated that when they knocked on the door and re-entered the room, they observed bruising near Resident #1's eye and a small knot on his head. She stated that Resident #1 appeared very jumpy and anxious when they entered the room. They reported the resident's injuries to LPN #1. She stated that Resident #1 had never hit or yelled at her before. On 2/26/25 at 2:26 PM, in an interview with the Administrator, he stated that an investigator from corporate reviewed the investigation documentation, as well as himself and the DON, and they concluded that abuse was not substantiated. He also explained that CNA #1 had not returned to work since she was sent home that night due to the injury received from the resident biting her finger.	M 500		