

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6010920	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 02/02/2017
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NAME OF PROVIDER OR SUPPLIER KEPLEY HOUSE	STREET ADDRESS, CITY, STATE, ZIP CODE 408 EAST WASHINGTON PITTSFIELD, IL 62363
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Z 000	COMMENTS Complaint Investigation 1740422/IL91241 Statement of Licensure Violations	Z 000		
Z9999	FINDINGS 350.620a) 350.1210 350.3240a) 350.3240d) Section 350.620 Resident Care Policies a) The facility shall have written policies and procedures governing all services provided by the facility which shall be formulated with the involvement of the administrator. The policies shall be available to the staff, residents and the public. These written policies shall be followed in operating the facility and shall be reviewed at least annually. Section 350.1210 Health Services The facility shall provide all services necessary to maintain each resident in good physical health. These services include, but are not limited to, the following: Section 350.3240 Abuse and Neglect a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident. (Section 2-107 of the Act) (A, B) d) A facility administrator, employee, or agent who becomes aware of abuse or neglect of a resident shall also report the matter to the Department. (Section 3-610 of the Act) These requirements were not met as evidenced by:	Z9999	<h2>Attachment A</h2> <h3>Statement of Licensure Violations</h3>	

Illinois Department of Public Health
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

02/17/17

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Z9999	<p>Continued From page 1</p> <p>Based on record review and interview, the facility failed to address and prevent verbal/psychological abuse of 2 of 3 residents (R1 and R3) in the sample and 1 resident (R5) outside the sample when they failed to identify and report a complaint of verbal abuse on 12/9/16 to the administrator and to Illinois Department of Public Health (IDPH). No investigation was initiated and no corrective action was put into place to ensure clients were protected and that further incidents did not happen again when they failed to:</p> <ol style="list-style-type: none"> 1. Promptly identify and appropriately respond to incidences of verbal/psychological abuse per its own policies and procedures. 2. Ensure staff possess required competencies to appropriately interact with clients, nor follow its own policies and procedures when reporting neglect and/or abuse. 3. Proactively monitor its own systems so that effective and immediate actions are taken to address circumstances of abuse, neglect, or mistreatment; and to prevent reoccurrence. <p>These failures have the potential to effect 13 additional residents (R2, R4, R6-R16) residing in the home.</p> <p>Findings include:</p> <p>The resident roster provided on 1/23/17 documents 16 residents reside in the facility.</p> <ol style="list-style-type: none"> 1. R1's Individual Service Plan dated 1/28/16 documents R1 is 24 year old female who functions in the Borderline (Mild) level of 	Z9999		

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Z9999	<p>Continued From page 2</p> <p>Intellectual Disability.</p> <p>R5's Individual Service Plan dated 3/31/16 documents R5 is a 47 year old female who functions in the Mild level of Intellectual Disability.</p> <p>An electronic mail correspondence dated 12/9/16 at 9:27 AM, written by Z1 and sent to E2, QIDP(Quality Intellectual Disability Professional) documents, Z1 overheard some of the clients talking about staff (from the home) cussing and yelling at them for different reasons. In addition, Z1 documents, "They are afraid to say much to me (Z1) because they say when they get home the staff asks them who told on them at DT (Day training). One of them is also scared to say anything to me (Z1) or you (E2) because she thinks she is going to get in trouble."</p> <p>An electronic mail correspondence dated 12/9/16 at 9:40 AM, written by E2 documents, "Thank you for letting me know."</p> <p>Contract for Active Habilitation Services Between Home and Day Program between the Day Program provider and the facility, dated 1/8/16 and updated 1/15/17 documents, "17. Notification of Status Changes: a) Acute Medical and Behavioral issues, as well as allegations of abuse, neglect, and/or exploitation shall be communicated immediately to the HOME Administrator, in addition to reporting to any other mandated Regulatory Agency."</p> <p>The facility's policy titled "Administration-Investigative Committee" dated 7/03 and revised 12/15, documents, "Any home employee or agent who witnesses or suspects a violation if individual rights, peer-to-peer incidents, reasonable suspicion of a crime, abuse, or neglect as well as injuries of unknown</p>	Z9999		
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Z9999	<p>Continued From page 3</p> <p>source shall immediately report the matter to home management using the following protocol: 2. In order for the incident to be considered reported the employee or agent must speak directly to one of the following managers: Administrator, Executive Director." In addition, the policy documents, "C. The home administrator shall report the matter within 2 hours if the event that caused reasonable suspicion resulted in bodily injury to an individual or within 24 hours if the event that caused reasonable suspicion did not result in bodily injury to an individual, and send a written report within five working days to the individual's representative and the Illinois Department of Public Health."</p> <p>The "Emergency Call List-Abuse/Neglect Reporting and Investigation Procedure" dated 2008 documents, "It is the policy of this facility that the following shall occur in the event of alleged/suspected abuse or neglect of a facility resident. Abuse/Neglect may include, but is not limited to: Physical, Mental, Sexual, Injury of Unknown Origin, Verbal, Theft, Neglect, Peer to Peer incidents By any: Staff, Family, Other resident or Visitor toward a facility resident. Such alleged abusive/neglectful acts must be reported immediately to facility management in the following order. (E1) Administrator (E7) Executive Director. You must call one of the above listed managers. You may leave a message, but MUST continue to call until you speak to one of the above IN PERSON."</p> <p>On 1/24/17 at 12:00 PM, Z1 stated, "The clients in the email dated 12/9/16 were (R1 and R5). The staff person (R1 and R5) identified was (E3), DSP (Direct Support Person)."</p>	Z9999		

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Z9999	<p>Continued From page 4</p> <p>On 1/24/17 at 2:45 PM, E2 stated, "I do not have an investigation for the (incident) for 12/9/16 that Day Training reported."</p> <p>On 1/25/17 at 12:50 PM, E1, Administrator stated, "The allegation made on 12/9/16 was not reported to me, therefore no investigation was initiated." E1 also stated, "I am the Administrator/Abuse Coordinator. All allegations should be reported to me."</p> <p>2. R3's Health History and Assessment documents R3 is a 27 year old female who functions in the Moderate level of Intellectual Disability.</p> <p>R2 is identified on the facility Roster as a female who functions in the Mild level of Intellectual Disability.</p> <p>R4 is identified on the facility Roster as a female who functions in the Moderate level of Intellectual Disability.</p> <p>R6 is identified on the facility Roster as a female who functions in the Moderate level of Intellectual Disability.</p> <p>R7 is identified on the facility Roster as a female who functions in the Moderate level of Intellectual Disability.</p> <p>R8 is identified on the facility Roster as a female who functions in the Moderate level of Intellectual Disability.</p> <p>During review of the facility's allegations of abuse, a correspondence addressed to IDPH dated 1/20/17 documents, "(R3) reported (E3) yells at her when she is incontinent....(E3) has been removed from duty pending the outcome of the investigation."</p>	Z9999		
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Z9999	<p>Continued From page 5</p> <p>On 1/24/17 at 10:45 AM, E4, Cook stated, "(E3) needs to use a different approach, maybe choose her words differently, lower her voice. Very loud. (E3) calls (R7) crazy or says hi crazy lady. I would find those words offensive. R1, R4 and R5 have complained about (E3) cussing and being so loud. I reported to (E2)." E4 was unable to provide specific date/dates of incident.</p> <p>On 1/24/17 at 11:06 AM, E3, DSP stated, "I do talk loud because there are 16 people to talk over and some are hard of hearing. I have in the past cussed while talking to other staff. It was not directed at residents. I have called one lady (R7) crazy lady but only when she has made the statement herself." When asked who abuse or neglect allegations are reported to, E3 responded (E2).</p> <p>On 1/24/17 at 12:10 PM, R1 stated, "(E3) yells at me to clean my room or to say, 'Get over here now.' Could be nicer about it. I get mad when she (E3) does that. (E3) really yells at (R3) for wetting her pants and (R3) gets upset and cries. One time (E3) said to me, 'You look like a dirty hooker.' I did not think so I thought I looked nice."</p> <p>On 1/24/17 at 12:25 PM, R6 stated, "I have lived at (facility) for almost 12 years. It is not so good anymore because of all the cussing by (E3). Cussing makes me feel uncomfortable."</p> <p>On 1/24/17 at 12:30 PM, R5 stated, "(E3) does yell at (R1) and (R3) cusses. I do not like the cussing. Makes me upset and angry."</p> <p>On 1/24/17 at 12:40 PM, R4 stated, "(E3) has yelled at me and cusses at us while we eat</p>	Z9999		

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Z9999	<p>Continued From page 6</p> <p>dinner. (This) makes me nervous and makes me feel bad. (E3) sometimes calls (R7) crazy and I do not like to hear that.</p> <p>On 1/24/17 at 1:11 PM, R3 stated, "(E3) yells at me and (R1). (E3) cusses a lot like f... h... and d..... (E3) yells at me when I am wet. I don't wet on purpose. It is an accident. (E3) tells me I do it on purpose. I can not help it. Makes me cry. Hurts my feeling."</p> <p>On 1/24/17 at 12:48 PM, R2 stated, "Everyone at the house is nice except (E3). (E3) yells at me for programs instead of asking me or having someone come get me. (E3) yells at (R3) saying, 'You need to stop crying.' Yells at (R1) to clean her room room. (E3) could be nicer. It hurts my feelings and makes me upset. (E3) always cusses using words like f... and s... and calls (R7 and R8) crazy or crazy lady."</p> <p>On 1/24/17 at 1:00 PM, R7 stated, "(E3) yells at me, yells at everybody, especially (R3). (E3) cusses a lot. I can not say those words. (E3) calls me crazy. She shouldn't be calling me that and should be nicer."</p> <p>On 1/24/17 at 1:29 PM, R8 stated, "(E3) cussing so much we might all want to move someplace else. (E3) yells at me and (R3) and (it) drives me crazy and hurts my ears. Drives me berserk."</p> <p>On 1/24/17 at 3:30 PM, E5, DSP stated, "I have witnessed (E3) cuss but it was a slip up and when (R5) complained (R3) followed it with an apology. (R3) calls (R7) crazy but only after (R7) calls herself crazy." E5 stated allegations of abuse should be reported to (E2). In addition, E5 stated she does not consider cussing or calling R7 crazy abuse,</p>	Z9999		
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Z9999	<p>Continued From page 7</p> <p>therefore E5 never reported incident to E1 or E2. E5 was unable to provide date or dates of incidents.</p> <p>On 1/24/17 at 3:43 PM, E6, DSP stated, "There used to be cussing but it is much improved. (E3) is working on the cussing but still has slip ups. The yelling witnessed is calling out for programs or for meds. If a resident became upset because of yelling or cussing would ask the staff to stop then call (E2) to report." E6 stated she has never reported the incident of cussing or yelling to E1 or E2. E6 was unable to provide date or dates or incidents.</p> <p>(B)</p>	Z9999		