

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6001895	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 09/10/2023
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NAME OF PROVIDER OR SUPPLIER SOUTHVIEW MANOR	STREET ADDRESS, CITY, STATE, ZIP CODE 3311 S. MICHIGAN AVE. CHICAGO, IL 60616
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S 000	Initial Comments Complaint Investigations: 2387097/IL00163867 2386555/IL00162969 2386984/IL00163500 2387120/IL00163681	S 000		
S9999	Final Observations Statement of Licensure Violations 300.610 a) 300.2210 a) 300.2210 b)1)4)5)6)7)8) 300.2220 a)1) Section 300.610 Resident Care Policies a) The facility shall have written policies and procedures governing all services provided by the facility. The written policies and procedures shall be formulated by a Resident Care Policy Committee consisting of at least the administrator, the advisory physician or the medical advisory committee, and representatives of nursing and other services in the facility. The policies shall comply with the Act and this Part. The written policies shall be followed in operating the facility and shall be reviewed at least annually by this committee, documented by written, signed and dated minutes of the meeting. Section 300.2210 Maintenance a) Every facility shall have an effective written plan for maintenance, including sufficient staff, appropriate equipment, and adequate	S9999	Attachment A Statement of Licensure Violations	

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

TITLE

(X6) DATE

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S9999	Continued From page 1 supplies. b) Each facility shall: (B) 1) Maintain the building in good repair, safe and free of the following: cracks in floors, walls, or ceilings; peeling wallpaper or paint; warped or loose boards; warped, broken, loose, or cracked floor covering, such as tile or linoleum; loose handrails or railings; loose or broken window panes; and any other similar hazards. (B) 4) Maintain the interior and exterior finishes of the building as needed to keep it attractive and clean and safe (painting, washing, and other types of maintenance). 5) Maintain all furniture and furnishings in a clean, attractive, and safely repaired condition. 6) Maintain the grounds and other buildings on the grounds in a safe, sanitary and presentable condition. (B) 7) Maintain the grounds free from refuse, litter, insect and rodent breeding areas. 8) The building and grounds shall be kept free of any possible infestations of insects and rodents by eliminating sites of breeding and harborage inside and outside the building; eliminating sites of entry into the building with screens of not less than 16 mesh screen to the inch and repair of any breaks in construction. (B) (Source: Amended at 14 Ill. Reg. 14950, effective October 1, 1990) Section 300.2220 Housekeeping	S9999		

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S9999	<p>Continued From page 2</p> <p>a) Every facility shall have an effective plan for housekeeping including sufficient staff, appropriate equipment, and adequate supplies. Each facility shall: (B)</p> <p>1) Keep the building in a clean, safe, and orderly condition. This includes all rooms, corridors, attics, basements, and storage areas. (B)</p> <p>These regulations were not met as evidenced by:</p> <p>Based on observation, interview, and record review, the facility failed to protect residents from a facility wide bed bug infestation. The facility also failed to maintain an effective pest control program. The facility also has mice, roaches, and fruit flies. This failure has resulted in residents(R7, R9, R18, R19, R20) receiving multiple bed bug bites all over their bodies, causing depression, anxiety, and sleep deprivation. This failure has a potential to affect all the residents in the facility.</p> <p>Findings include:</p> <p>On 09/09/2023, at 10:41 AM, V2 (Psychiatric Rehabilitation Services Coordinator) stated, "I have had complaints from residents about bed bugs. They have told me that they have some bites. I have not had any complaints from the 4th floor. The last one was the second floor. When a resident tells me about the bed bugs, I report it to housekeeping and maintenance. The room is stripped and treated. Some rooms were treated randomly. This was two days ago. The pest control company came out."</p> <p>On 09/09/2023, at 10:55 AM, V3 (Director of</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>Nursing) stated, "I have been assessing residents for bed bug bites for about two weeks. I am not going to deny the bed bugs. If there is a bite on the resident, the resident gets a shower and a room change. The former room is treated. I have seen the bed bugs. The resident is also given anti-itch cream. No residents have had any adverse reactions. The new intervention is the heat treatment."</p> <p>On 09/09/2023, at 10:57 AM, V4 (Maintenance Director) stated, "I have seen bed bugs in the facility. The pest control company comes out. The bugs are being treated with heat treatments wand heat equipment that have heating elements. This equipment circulates the heat in the room to a temperature of 130 degrees Fahrenheit. This is completed for twenty-four hours. In addition to the pest control company, I believe this treatment is effective. The company does the treatment and they come every Wednesday. It is an active treatment."</p> <p>On 09/09/2023, at 11:24 AM, V1 (Administrator) stated, "The facility does have a problem. I have some new mattress covers coming that are going to seal things. There are ten to fifteen new mattresses a week. The diatomaceous earth, housekeeping vacuuming most rooms and the pest control company. I am getting a company to come to repair the walls and structural stuff. I cannot tell you that there is not a room that has not had a complaint about bed bugs. Staff have also been complaining about bites."</p> <p>On 09/09/2023, at 12:06 PM, R7 stated, "I have been here for almost a year since October. Ever since I have been here, I have been eaten alive by bed bugs. I had bites on my back, arms, legs, head and fingers. This had been going on ever</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>since I have been here. It is horrible. I tell the social workers that I want to leave, and they ask why I want to leave. I tell them they get to leave and go home. I do not. I must stay here. The bed bugs are bad at night, but I get attacked during the day. They have these heaters that heat the rooms up. They tried three times and they do not work. The room next to us had four fans and it has not work. They need to gut it. There are cockroaches to. The bed bugs are affecting my anxiety. It does affect my sleep. I know when they are biting me. I have seen them on my sheets and in my nightstand. They are brown round bugs. I fill like the facility is not doing everything they can to fix this. They are going room by room with heat and not trying to get a professional exterminator. I have seen other residents that are covered from head to toe and scarred up severely."</p> <p>During this interview, R7 lifted up R7's shirt. R7 had bites on his back and torso. Some bites were fresh, and some were healed.</p> <p>On 09/09/2023, at 12:15 PM, R9 stated, "One eye is more swollen than the other from a bed bug bite. I am getting bit in the morning and at night. They did not touch me last night. I live on the fourth floor. I have seen them on the bed rail and the there was one in the bathroom last night. I have been here for three weeks now. I came from the other facility. I can see the baby bed bugs to. They are very tiny. I do not think that the facility is doing very much. It makes me feel depressed. The facility wants to money, and we must live with bed bugs, rats, and mildew on the walls. I believe that the residents should be treated fairly. If it was livable, I would not mind staying here."</p> <p>On 09/09/2023, at 12:30 PM, R20 stated, "I have</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>seen bed bugs in my bed. There are mice at night as well."</p> <p>On 09/09/2023, at 12:46 PM, R18, who is a bedbound resident, stated, "I was bitten by bed bugs. They crawled in my bed."</p> <p>On 09/09/2023, at 12:47 PM, R19 stated, "There are bed bugs all over my bed and walls. I have bites all on my arm. My roommate, who is out on pass, has bites all over his body. I have caught seven mice in two weeks. I do not believe the facility is doing everything they can. This makes me feel worthless."</p> <p>On 09/09/2023, from 12:00PM until 1:00PM, the surveyor toured the facility with V3. During the tour all six floors of the facility had large holes in the walls and crumbling infrastructure.</p> <p>On 09/09/2023, at 1:12 PM, a group meeting was held. R8 thru R20 were in attendance. During this meeting, R8 thru R20 agreed that they have all seen bed bugs, have had bed bugs crawling on them, have seen baby roaches and baby bed bugs, and agree the bed bugs are deep within the walls of the facility. R12 stated, "The bed bugs bite so hard I had to sleep in someone else bed."</p> <p>On 09/09/2023, at 1:38 PM, another surveyor toured the facility shower rooms with V4. Bed bugs were observed on the 6th floor in the shower room. Roaches and fruit flies were observed on the fifth-floor shower room. At 2:30 PM, surveyor 44314 had a roach crawling down her leg while in the conference room conducting investigations. The roach escaped into the kitchen.</p> <p>On 09/09/2023, the facility provided pest control</p>	S9999		

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S9999	<p>Continued From page 6</p> <p>logs from 08/16/2023 and 08/30/2023. The pest control logs document fruit flies and mice in the facility. There is no documentation that the company is addressing the bed bug infestation. On 09/09/2023, the facility provided repair requisitions. On 08/17/2023, roaches, mice, bed bugs and gnats were reported on the entire fourth floor. Bed bugs were reported on the third floor. Bed bugs were also reported all over the sixth floor. In almost every room. On 08/17/2023, 08/18/2023 and 08/19/2023, bed bugs reported on the wall and the sink on the 4th floor. An infestation on the entire 4th floor were reported of bed bugs, roaches, and mice. Bed bugs are reported to be falling from the ceiling.</p> <p>Facility Policy titled Pest Control, dated 04/2020, notes the facility shall maintain an effective pest control program. The facility maintains an ongoing pest control program to ensure that the building is kept free of insects and rodents.</p> <p>(B)</p>	S9999		
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