

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>IL6012686</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>06/07/2024</b>
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NAME OF PROVIDER OR SUPPLIER  <b>PEARL OF ELK GROVE, THE</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>1920 NERGE ROAD ELK GROVE VILLAGE, IL 60007</b>
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S 000	Initial Comments  Complaint Survey: 2474274/IL173805	S 000		
S9999	Final Observations  Statement of Licensure Violations  300.610a) 300.1210b) 300.2050a)1)2)3)4)5 300.2050b)1)2)3)4)5)6)7)8 300.2050c)1)A)B)C 300.2050c)2)A)i)ii)B)C)3 300.2050d)1)2)3)4)5)6)7)8)9)10)11 300.2050e) 300.2050f) 300.2050g)1)A)B)C) 300.2050g)2  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 300.1210 General Requirements for Nursing and Personal Care  b) The facility shall provide the necessary care	S9999		

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

TITLE

(X6) DATE  
06/23/24

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S9999	<p>Continued From page 1</p> <p>and services to attain or maintain the highest practicable physical, mental, and psychological well-being of the resident, in accordance with each resident's comprehensive resident care plan. Adequate and properly supervised nursing care and personal care shall be provided to each resident to meet the total nursing and personal care needs of the resident.</p> <p>Section 300.2050 Meal Planning</p> <p>Each resident shall be served food to meet the resident's needs and to meet physician's orders. The facility shall use this Section to plan menus and purchase food in accordance with the following Recommended Dietary Allowances of the Food and Nutrition Board of the National Research Council, National Academy of Sciences.</p> <p>a) Milk and Milk Products Group: 16 ounces or more of Grade A whole or low fat pasteurized milk where milk is used for fluid consumption. Calcium equivalents for eight ounces of milk:</p> <ol style="list-style-type: none"> <li>1) 1½ ounces natural cheese,</li> <li>2) Two ounces processed cheese,</li> <li>3) One cup yogurt, or one cup frozen yogurt,</li> <li>4) One cup cottage cheese, or</li> <li>5) 1½ cups ice cream or ice milk.</li> </ol> <p>b) Meat Group: A total of 6 ounces (by weight) of good quality protein to provide 38 to 42 grams of protein daily. To ensure variety, food items repeated within the same day shall not be counted as meeting a required serving. The</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>following are examples of one serving.</p> <p>1) Three ounces (excluding bone, fat and breading) of any cooked meat such as whole or ground beef, veal, pork or lamb; poultry; organ meats such as liver, heart, kidney; prepared luncheon meats.</p> <p>2) Three ounces (excluding skin and breading) of cooked fish or shell fish or ½ cup canned fish.</p> <p>3) Three ounces of natural or processed cheese or ¾ cup cottage cheese.</p> <p>4) Three eggs (minimum weight 21 ounces per dozen, considered a medium egg). Note: If one egg is served at a meal, a protein food of good quality may be reduced from six to five ounces for the remaining meals. If two eggs are served at a meal, a minimum of two ounces of good quality protein shall be served at each of the remaining meals.</p> <p>5) 1½ cups cooked dried peas or beans, six tablespoons of peanut butter, or one cup nuts, not more than twice a week and provided that eggs, milk or lean meat is served at the same meal.</p> <p>6) Three ounces of soy protein containing not less than 21 grams of protein or in combination with other sources of quality protein to equal 21 grams of protein, provided that it is acceptable to the resident population.</p> <p>7) Combinations of all above examples are acceptable, provided that the minimum standard of six ounces of a good quality protein food is served daily and provided that the combinations do not conflict with eye appeal or palatability.</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>8) The content of meat alternative products shall be listed on the menu.</p> <p>c) Vegetable and Fruit Group: Five or more servings of fruits or vegetables.</p> <p>1) A serving consists of:</p> <p>A) ½ cup chopped raw, cooked, canned or frozen fruit or vegetables;</p> <p>B) ¾ cup fruit or vegetable juice; or</p> <p>C) One cup raw leafy vegetable.</p> <p>2) The five or more servings shall consist of:</p> <p>A) Sources of vitamin C</p> <p>i) One serving of a good source of vitamin C (containing at least 60 mg of vitamin C); or</p> <p>ii) Two servings of a fair source of vitamin C. This may be more than one food item and shall contain a total of at least 65 mg of vitamin C.</p> <p>B) One serving of a good source of vitamin A at least three times a week supplying at least 1000 micrograms retinol equivalent (RE) of vitamin A.</p> <p>C) Other fruits and vegetables, including potatoes, that may be served in ? cup or larger portions.</p> <p>3) To ensure variety, food items repeated within the same day shall not be counted as meeting a required serving.</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>d) Bread, Cereal, Rice and Pasta Group: Six or more servings of whole grain, enriched or restored products. One serving equals:</p> <ol style="list-style-type: none"> <li>1) One slice of bread,</li> <li>2) ½ cup of cooked cereal, rice, pasta, noodles, or grain product,</li> <li>3) ¾ cup of dry, ready-to-eat cereal,</li> <li>4) ½ hamburger or hotdog bun, bagel or English muffin,</li> <li>5) One 4-inch diameter pancake,</li> <li>6) One tortilla,</li> <li>7) Three to four plain crackers (small),</li> <li>8) ½ croissant (large), doughnut or danish (medium),</li> <li>9) 1/16 cake,</li> <li>10) Two cookies, or</li> <li>11) 1/12 pie (2-crust, 8").</li> </ol> <p>e) Butter or Margarine: To be used as a spread and in cooking.</p> <p>f) Other foods shall be served to round out meals, satisfy individual appetites, improve flavor, and meet the individual's nutritional and caloric needs.</p> <p>g) Meals for the day shall be planned to provide a variety of foods, variety in texture and good color balance. The following meal patterns</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>shall be used.</p> <p>1) Three meals a day plan:</p> <p>A) Breakfast: Fruit or juice, cereal, meat (optional, but three to four times per week preferable), bread, butter or margarine, milk, and choice of additional beverage.</p> <p>B) Main Meal (may be served noon or evening): Soup or juice (optional), entree (quality protein), potato or potato substitute, vegetable or salad, dessert (preferably fruit unless fruit is served as a salad or will be served at another meal), bread, butter or margarine, and choice of beverage.</p> <p>C) Lunch or Supper: Soup or juice (optional), entree (quality protein), potato or potato substitute (optional if served at main meal), vegetable or salad, dessert, bread, butter or margarine, milk, and choice of additional beverage.</p> <p>2) Other meal patterns may be used if facilities are able to meet residents' needs using such plans.</p> <p>These Requirements were NOT MET as evidenced by:</p> <p>Based on observation, interview and record review, the facility consistently failed to serve food items on their facility planned and approved menu to ensure adequate nutritional intake.</p> <p>This failure resulted in weight loss for R3 and R20 due to insufficient calories, prolonged feelings of sadness, anger, frustration, and low self-worth for R1, R2, R4, R13, and R18, and financial hardship to the residents and families of R1, R3, R13, and</p>	S9999		

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S9999	<p>Continued From page 6</p> <p>R21 who brought in food to supplement their food intake.</p> <p>This applies to 19 of 19 residents (R1-R4, R6-R14, R16-R21) reviewed for menus served as planned in a sample of 22.</p> <p>The findings include:</p> <p>Facility Week At A Glance menu, dated 6/2/24 to 6/8/24 and distributed to facility residents, shows the following menu items were planned to be served at the facility:</p> <p>Sunday, 6/2/24 Breakfast: Juice of choice, milk of choice, coffee/tea, hot/cold cereal, pancakes with margarine/syrup, scrambled eggs Lunch: Hot dog on a bun, onion rings, potato salad, lemon cake, milk, beverage Dinner: Tomato Basil Soup, Grilled Cheese and tomato, coleslaw, brownie, milk, beverage</p> <p>Monday 6/3/24 Lunch: Savory ribs, baked sweet potato, scalloped corn, fruit ambrosia, wheat bread, beverage of choice, milk of choice</p> <p>Tuesday 6/4/24 Breakfast: Juice of choice, milk of choice, coffee/tea, hot/cold cereal, waffles, bacon.</p> <p>1. Face sheet, dated 6/5/24, shows R3's diagnoses included end stage renal disease, dependence on renal dialysis, type 1 diabetes, deficiency of Vitamin K, and depression.</p> <p>POS (Physician Order Sheet), dated 6/5/24, shows R3's diet order included carbohydrate controlled, renal, low concentrated sweets, low</p>	S9999		

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S9999	<p>Continued From page 7</p> <p>potassium.</p> <p>Nutrition progress note, dated 1/22/24, shows R3's weight after dialysis was 174 pounds and R3's "appetite varies but is usually good." The note shows R3's weight appeared to be stabilizing after previous weight loss due to fluid being removed in the hospital. Nutrition progress note, dated 4/27/24 shows R3 experienced a significant weight loss of 19.3 pounds in three months. The note shows R3's "appetite varies but is usually good." Nutrition progress note, dated 5/29/24, shows R3's post dialysis weight was 153 pounds. The progress note shows R3 had a weight decrease of 9.1 pounds in three months. The note shows R3's "appetite varies but is usually good." MDS(Minimum Data Set) Assessment, dated 3/25/24, shows R3 was cognitively intact.</p> <p>On 6/4/24 at 8:35 AM, R3's breakfast ticket showed she was to be served cold cereal, 2 eggs over easy, fresh fruit as available, apple juice, 2 hard boiled eggs, 1 slice of toast, 2 slices of bacon, and milk of choice. R3's tray ticket notes showed, "No scrambled eggs." On R3's breakfast tray she received scrambled eggs, 1 sausage link, cereal, 4 ounces of apple juice and 8 ounces of milk. R3 received no eggs over easy or hard boiled eggs and no fresh fruit.</p> <p>On 6/5/24 at 10:33 AM, R3 stated "I write on my menu, turn it in, and they give me what they want! This has gone on two years! It makes me feel like they don't care! Pepper hurts my tongue and it makes me mad I take the time to fill out the menu and they ignore me! Then they send foods that hurt my tongue!" R3 stated she orders food from outside when she can afford to do so approximately twice a month. R3 stated "It's a financial hardship because I can't buy shoes or</p>	S9999		

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S9999	<p>Continued From page 8</p> <p>clothes or mouthwash! I get the smaller sizes because I can't afford the economy sizes when I spend money on ordering food! I also buy snacks with my money. I use my social security - that's all I get! So I order twice a month and get stuck with what they give me other meals. I lost weight because I can't stand it! It's nasty! We would rather have something else. And when they send sandwiches, it is no meat and all bread! You're eating a bread sandwich!"</p> <p>On 6/3/24 at 12:55 PM during lunch service, R3 received a deli sandwich with 2 slices of thin deli meat and no cheese on 2 slices of bread for lunch. R3 also received tomato, 2 pickles, ice cream, bag of potato chips, and an unsweetened lemon beverage. R3's tray ticket, dated 6/3/24, shows R3 was to be served scalloped corn, and a choice of milk which she did not receive.</p> <p>Grievance, dated 5/29/24, shows R3 complained a nurse refused to bring R3 a snack requested by R3 around 3:00 AM on 5/28/24 The form shows R3 stated she was hungry and could not sleep.</p> <p>On 6/5/24 at 12:37 PM, V14 (Dietitian) stated R3 weighed 172 pounds in January 2024 and R3 lost 18 pounds in 5 months. V14 stated R3 received dialysis and some weight fluctuation could be fluid but not eating enough at meals could contribute to R3's weight loss. V14 stated R3 was not on a planned weight loss program and R3's weights were trending down since December 2023. V14 stated R3 orders food from outside the facility because she does not like the food the facility served. V14 stated R3 did not want to remain on a renal diet because R3 was requesting more food choices. V14 stated R3's appetite may be good, but did not mean she was eating what was served from the facility. V14 stated it was her</p>	S9999		

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S9999	<p>Continued From page 9</p> <p>expectation that the facility followed the planned menu and should not be making changes to the menu unless products did not come in or there was a diet holiday. V14 stated if the facility was not consistently serving 100% fruit juice she was concerned residents may not be meeting their daily Vitamin C and calorie requirements as the fruit juice at breakfast of the planned menu met the requirement for a high quality Vitamin C product. V14 also stated daily 100% fruit juice provided approximately 90 calories each day. V14 stated if the facility was not consistently serving milk as planned, V14 was concerned residents were not meeting their daily protein, calories, Vitamin D, and calcium requirements as the milk helped meet resident daily requirements for the nutrients and provided approximately 240 calories each day as planned.</p> <p>2. . Face sheet, dated 6/5/24, shows R20's diagnoses included low back pain, hypertension, personality disorder, mild cognitive impairment, delusional disorders, and nonspecific abnormal finding of lung field. MDS, dated 3/27/24, shows R20's cognitive status was moderately impaired.</p> <p>Dietitian note, dated 1/30/24, shows R20 weighed 129 pounds and experienced "unintended weight loss R/T (related to) inadequate energy intake AEB (as evidenced by) weight loss and documented intake of 26-100%." The note shows R20 had a significant weight lost of 16.2 pounds in six months, her appetite varied and R20 was being provided a high calorie drink, yogurt at breakfast, and ice cream at lunch and dinner to supplement her intake.</p> <p>Monthly weight report, dated 1/2024 to 6/2024, shows R20's weight was 123.6 May 2024 representing further weight loss of 5.4 pounds.</p>	S9999		

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S9999	<p>Continued From page 10</p> <p>POS, dated 6/5/24, shows R20 received a no added salt diet and received a high calorie drink 120 milliliters twice a day since 9/14/23.</p> <p>On 6/5/24 at 1:40 PM, R20 stated "I was surprised I lost so much weight! I'm not eating!" R20 stated she loved milk but never receives it on her meal trays. R20 stated once in a while she gets fruit juice, but mainly only receives the unsweetened lemon drink. R20 stated she is provided yogurt at breakfast and ice cream lunch/dinner for calories but is not fond of yogurt and can only eat ice cream once in a while. R20 stated she is able to eat the breakfast most days at the facility but often can not eat the lunches or dinner because the food has no seasoning or taste. R20 stated the facility used to provide seasoning packets that she loved and would put on the food to be able to eat the food but they stopped providing them on her meal trays. R20 stated she did not eat lunch that day because it had no flavor.</p> <p>On 6/5/24 at 12:37 PM, V14 (Dietitian) stated R20's weight loss was due to a lack of calories and was not on a planned weight loss program. V14 stated she had not spoken to R20 about her weight loss and was unsure if she was eating the meals at the facility or taking the supplemental nutritional items she was given. V14 stated she added the high calorie supplement, yogurt at breakfast, and ice cream at lunch and dinner to provide more calories because R20 was losing weight. V14 stated she writes that R20's appetite varied, but meant her intake varied. V14 stated R20 was not mentioned in weight meetings for not eating. V14 stated she was told by the facility diet tech that milk was not being served on trays at dinner approximately a month prior. V14</p>	S9999		

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S9999	<p>Continued From page 11</p> <p>stated she spoke with a corporate food service representative and V14 stated she was told milk was always available. V14 could not confirm that milk was being consistently served at the facility at meals by food service.</p> <p>3. On 6/4/24 at 7:48 AM with R13, R4 (Resident Council Vice President) stated she lived at the facility 10 years and the food has never been as bad as it was currently. R4 stated the dinners were the worst meal at the facility. R4 and R13 provided a copy of the facility menu of the week, dated 6/2/24 to 6/8/24, and R4 stated, "If you look at the menu you get you would say, 'WOW! They are eating well!' But it doesn't come that way!" R4 stated the menu is rarely served as it is written and the foods that are served are very small portions. R4 stated most dinners served are only a sandwich and chips and are served at approximately 5:15 PM. R4 stated the sandwich she received a couple nights prior only had "one paper thin slice of turkey, no cheese, and no mayonnaise or mustard." R4 stated the sandwich may only come with potato chips and an unsweetened lemon beverage. R4 stated, "That's not a real meal!" R4 stated she begged for a different sandwich to be served as a night snack but only gets a few cookies or a peanut butter and jelly sandwich. R4 stated she was diabetic and becomes concerned about her blood sugars. R4 stated recently for dinner they were served a grilled cheese and tomato sandwich but residents did not receive the coleslaw that was planned on the menu. R4 stated her son comes to visit and brings food for R4 to supplement the facility food served.</p> <p>At 8:18 AM, R4's breakfast tray was served and R4 agreed to allow her tray to be used as a test tray. R4's tray ticket showed she was to be</p>	S9999		

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NAME OF PROVIDER OR SUPPLIER  <b>PEARL OF ELK GROVE, THE</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>1920 NERGE ROAD ELK GROVE VILLAGE, IL 60007</b>
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S9999	<p>Continued From page 12</p> <p>served orange juice, cold cereal, low-fat milk, 2 fried eggs over easy, a juice of choice, hot or cold cereal, toast, 2 slices of bacon, milk of choice and coffee/tea. R4 was served scrambled eggs, one sausage link, one slice of bacon, toast in a baggie, unsweetened lemon beverage, and skim milk. R4 stated she does not like skim milk and prefers 2% milk. No waffle was served as planned on the menus distributed to residents. R4 failed to receive her orange juice, cold cereal, and 2 fried eggs. R4 stated this was the first time they received toast in a long time. R4 received no butter for her toast. R4 stated the residents had not been served butter in a long time. R4 stated she complained in a resident meeting they were not receiving butter and the food service manager responded, "If I give it to you, I can't give you something else." R4 stated the residents are served juice only once in a great while. R4 stated the residents are consistently served the unsweetened lemon beverages and not real fruit juice. R4 stated last week the resident council meeting was canceled because R2 (Resident Council President) came to the meeting a stated, 'I'm going to cancel the meeting because it does no good! Every month the write it down on the paper and nothing is done!' I agreed with him and told the staff I wouldn't do the meeting either!" R4 stated she fully supported R2's frustration with the facility not responding to any of the ongoing resident concerns such as menus not served. R4 stated the residents complained but none of the staff were listening.</p> <p>On 6/5/24 at 8:59 AM, R4 received a replacement tray and this time received 2 eggs over easy, 2 sausage, orange juice, cereal and toast.</p> <p>On 6/5/24 at 9:33 AM, R4 stated she lives on</p>	S9999		

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S9999	<p>Continued From page 13</p> <p>food brought from outside by her sons and friends because of the poor food quality and the menus not served properly. R4 stated she has food brought in at least 4 times a week which she pays for. R4 stated she also pays for friends to bring in snacks to eat so she had food when she could not eat the facility food. R4 stated she spends no less than \$40 to \$50 a week on food to supplement the facility meals. R4 stated she was very upset the facility food quality declined drastically in the last year and stated, "What am I, chopped liver!?! Everything they have taken away like the food and not resolved! I feel like they don't care about us as human beings. We are just a number. It's not human!" R4 stated at resident council some residents say the food is all they have to look forward to every day. R4 stated, "It makes me worry about how people in the facility are struggling. That's all they have! That's scary! And we don't ever get a choice about the food! Take it or leave it! If you don't eat your meal, they just pick it up because the staff know there are no options!" R4 stated since IDPH (Illinois Department of Public Health) has been in the building watching food service on 6/3/24 and 6/4/24, she began receiving juice and milk as instructed on her tray tickets. R4 stated, "In the last 2 months I have received juice only 4 to 5 times! How do you think it makes us feel that they can serve us juice all of a sudden when the state is here!?"</p> <p>4. On 6/5/24 at 9:32 AM, R18 stated she has complained about the food quality and menus for two years. R18 stated "It's hard and I am sick and tired of not being able to eat! My sister brings food once a week. There is nothing to eat and it makes me sick! I cry once a day because it's so bad and not enough food!" R18 stated she was angry, sad, frustrated daily for months</p>	S9999		

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S9999	<p>Continued From page 14 regarding the food served at the facility.</p> <p>5. On 6/4/24 at 7:48 AM, R13 stated the residents receive scrambled eggs almost every day in spite of what is listed on the breakfast menu. R13 reviewed the weekly menu which showed a version of scrambled egg being served Sunday, Monday, Wednesday, Thursday and Saturday. R13 stated even the days scrambled eggs are not listed the residents are often served scrambled eggs and not the menued item. R13 stated waffles and bacon were planned for 6/4/24 breakfast, but stated there was a great chance they would receive scrambled eggs. R13 stated she gave up trying to select items on her menus or write in substitutions as it did no good because the kitchen served whatever they wished. R13 stated residents are told to call food service prior to 10:00 AM if they want a substitution for the lunch menu, but no staff answer the phone when residents call.</p> <p>On 6/5/24 at 8:20 AM during breakfast service, R13's tray ticket showed she was to be served juice of choice, hot or cold cereal, 2 hard boiled eggs, a donut, 2 slices of bacon, milk of choice and coffee or hot tea. R13 received only unsweetened lemonade beverage, hot cereal, 2 hard boiled eggs, and 1 slice of bacon on her breakfast tray. R13 stated her eggs felt and tasted cold. R13 stated "I love milk! But they don't give it to me often." No waffles were served. R13 stated, "They give this watered-down sugar free lemon crap! If I get real juice I am thrilled to death!"</p> <p>On 6/5/24 at 9:33 AM, R13 stated "I have to fight to get a proper meal and it makes me sad all day! Breakfast is important to me. Emotionally it just brings me down the whole day if breakfast is bad</p>	S9999		

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S9999	<p>Continued From page 15</p> <p>or not right. It happens here at least three days a week since December when I came! I get pissed off! Food is important to me! I am Italian! I get angry about the food. When it comes to the food, I don't feel taken care of since I have been here." R13 stated her day was ruined at lest 3-4 times a week because her breakfast is bad or not served correctly. R13 stated, " If you have a decent breakfast, you can go on with your day - you have the energy and mindset and you feel satisfied and you can do well with your day!" R13 stated she has friends/family bring in food from outside to supplement the meals at the facility. R13 pulled a chicken and tuna salad meal packages out of her dresser drawer. R13 stated she has to eat them 2-3 times a week because she can not eat the food served. R13 stated the only time in the last three months she received milk was if she received cold cereal for breakfast. Otherwise she was never served milk at breakfast, lunch or dinner. R13 stated, "I know it's on the menu three times a day! But I never get it!"</p> <p>6. On 6/5/24 at 10:16 AM R21 stated, "I used to indicate what I didn't like to eat on the menus and turn them in but I would still get the foods. It makes me mad they don't listen! This has gone on for 6-8 months! It causes me to be frustrated they keep giving me foods I don't eat! I don't like to cause trouble but I gotta eat! I only get \$60 each month and it doesn't go very far. If I want to be happy and have something to eat, I have to use all of the \$60! I don't feel I should have to pay for food when I give every cent to this place to stay here and already pay for the food served! I should be able to do something else with my \$60 other than pay for food I am already paying for! I get anxiety about what they are going to send every day at every meal. I wait to see if they are going to give something I hate! Then</p>	S9999		

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S9999	<p>Continued From page 16</p> <p>they will serve the same thing every day for a week! They make out a menu and don't stick to it! I circle what I want, send it back, and then they send whatever they want! They run out of food on the weekends. I ask CNAs for something and they tell me food service is out of it when they call. It makes me angry and upset! This has gone on every day for at least 6-7 months but probably longer. They only give us a lemon drink at meals - I can't remember the last time I had real juice at breakfast! I like orange juice! But what is on the menu is not what is served! They just serve bug-juice! Koolaid!"</p> <p>7. On 6/3/24 during initial tour of the facility, R1 stated when he asks for a deli sandwich, he receives two pieces of bread and one thin slice of deli meat and one slice of cheese. R1 stated sometimes he is served only potato chips and a dessert with the deli sandwich as his meal. R1 stated there is not enough food at dinner to not be very hungry by breakfast. R1 stated he asked for salad at lunch and dinner several times during resident meetings. R1 stated he still does not get salads and stated he asked "over and over again. They don't own the problem." R1 stated the staff only respond to residents with what they think residents want to hear and do not solve the problem.</p> <p>On 6/3/24 at 1:12 PM, R1 was eating one of his two hamburgers served at lunch. On his lunch plate, R1 had cooked corn, canned fruit and an unsweetened lemon beverage. R1's tray ticket showed he was to be served, "Daily items: Tossed salad with cucumber if available ... Savory ribs, baked sweet potato, scalloped corn, chilled fruit ambrosia, wheat bread, beverage of choice, and choice of milk which he did not receive.</p>	S9999		

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S9999	<p>Continued From page 17</p> <p>On 6/5/24 at 9:20 AM, R1 stated his sister brings in submarine sandwiches for a standby meal when he is unable to eat the food the facility serves. R1 stated he has been extremely disappointed because he and the residents complain at food and resident meetings and there is nothing done about their concerns. R1 stated he attended the food meetings and the facility "tells you what they want you to hear and you feel let down!" R1 stated, "When the staff in the kitchen don't pick up the phone when you try to ask for a substitution, it doesn't make you feel good! My sister pays for the sandwiches because she wants me to have something to eat. I eat one of the sandwiches three to four times a week. I would like to have a decent meal! I don't expect a five star restaurant food but would like something I enjoy eating! It doesn't make me feel good at all and it has been going on for months!"</p> <p>8. On 6/3/24 at 2:00 PM, R2 stated he was the Resident Council President and he canceled the resident council meeting the week prior because he did not want to participate in another meeting listening to the same complaints from residents and the facility promising to address the problems and then doing nothing. R2 stated issues regarding residents not receiving what they ordered, the food service not serving the planned menus, and other food concerns came up frequently at resident council meetings and the facility decided to have a separate food council to discuss the concerns. R2 stated he was tired of discussing the concerns and describing the problems to administration and none of the issues being resolved by administration. R2 stated, "They cut and cut and cut. They don't maintain the gardens on the patio, the food is terrible. Same s*** all of the time! We are on the fourth dietary manager!" R2 stated he was tired</p>	S9999		

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S9999	<p>Continued From page 18</p> <p>of hearing ongoing concerns about the food with no resolutions from the facility. R2 stated he gave up arguing with the facility about the kitchen because he was "tired of the B.S."</p> <p>On 6/4/24 at 8:52 AM, R2's breakfast tray ticket showed he was to be served cranberry juice, hard fried egg, fresh apple, extra toasted English muffin, juice of choice, donut, and coffee or tea. Review of R2's tray showed R2 failed to be served cranberry juice, hard fried egg, fresh apple, English muffin, juice of choice, donut and coffee/tea. R2 stated he never receives eggs any way but scrambled and never receives English muffins at the facility.</p> <p>On 6/5/24 at 9:10 AM, R2 stated he complained to the facility about the food service for two years since the new company took over at the facility. R2 stated, "It makes me feel bad. It makes me feel horrible inside. We feel like second class citizens since the new food service took over!"</p> <p>Resident council meeting minutes, dated 5/29/24, show the meeting was canceled by R2.</p> <p>Food Focus Group minutes, dated 2/21/24, show residents reported there was not enough coffee and juice available for meals.</p> <p>Food Focus Group minutes, dated 3/20/24, show residents asked for fresh fruits at meals, residents complained snacks were not available at night, that there was still not enough juices available at meals, and the food often did not match the daily menu tickets.</p> <p>Food Focus Group minutes, dated 4/3/24, show residents again asked for fresh fruits at meals, snacks were inconsistently available at night,</p>	S9999		

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S9999	<p>Continued From page 19</p> <p>there was still not enough juice served with meals, some residents asked for double portions, and food service would order English muffins to be available the next week.</p> <p>Food Focus Group minutes, dated 5/8/24, shows residents again asked for fresh fruits at all three meals, fruit juices served were watery and weak, an alternative menu was promised but was not available, food portions were served small, too many hot dogs were served on the menu, English muffins were not available, and cucumbers were requested in salad but residents were told cucumbers were very perishable and did not last long.</p> <p>9. On 6/3/24 during initial tour of the facility, R6 stated she is usually served food items completely different from the facility weekly menu and different from her tray ticket for the meal. R6 stated the residents rarely receive the menu items listed on the facility menu passed to residents weekly. R6 stated she once received a breakfast sausage patty served on two slices of bread when she was supposed to receive a hamburger. R6 stated when she does receive a hamburger there is usually no onion, lettuce, tomato or other condiments. R6 showed a picture of a meal from her phone which showed a hamburger on a bun with a scoop of mashed potatoes on the plate. The picture showed a mustard packet, a yellow beverage and a piece of unfrosted cake in a plastic baggie. R6 showed a picture of her tray ticket for that meal which showed, "No substitute found for deli sandwich with cheese on a bun, lettuce, tomato, onion, macaroni salad, no substitute for carrot cake, choice of milk, unsweetened beverage of choice." R6's tray failed to include macaroni salad, lettuce, tomato, onion, ketchup and milk. R6 also stated</p>	S9999		

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S9999	<p>Continued From page 20</p> <p>the residents received scrambled eggs almost every day in spite of what is listed on the weekly menu they are provided. R6 stated they often did not receive waffles if they were planned on the menu. R6 stated the last milk she was served was a while ago. R6 stated, "They don't give a decent meal." R6 stated the residents complained at resident council and food council with no resolutions. R6 stated, "We just want a decent meal."</p> <p>10. On 6/4/24, observations during the breakfast service included:</p> <ul style="list-style-type: none"> <li>- At 8:22 AM, the beverage cart in the 100 hall had coffee, hot water, and unsweetened lemon beverage on the cart. No 100% fruit juices were present on the cart.</li> <li>- At 8:25 AM, R7's tray ticket showed she was to be served a donut, juice of choice. R7's tray had no donut but was served a small croissant. R7 stated she often did not receive juice and the last time she received 100% fruit juice was a week ago.</li> <li>- At 8:30 AM, R14 had her breakfast tray in her room and was waiting for the nurse to bring milk which she was not served on her meal tray. R14's tray ticket showed she was to to be served orange juice, low-fat milk, donut, and fresh fruit as available. R14's received a small croissant in a baggie that was very hard on the bottom but no orange juice, donut, milk or fresh fruit were served.</li> <li>- At 8:40 AM, R10 stated she only received a little amount of food for breakfast. R10's tray card showed she was to receive orange juice, hot coffee, and milk of choice. Review of R10's tray</li> </ul>	S9999		

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S9999	<p>Continued From page 21</p> <p>showed R10 did not receive any juice, milk, or coffee which R10 stated she enjoyed if she receives them.</p> <p>- At 8:43 AM, R11's breakfast tray ticket showed she was to receive orange juice, donut, milk, and coffee. Review of R11's tray showed R11 did not receive juice, coffee, milk or the donut. R11 stated she preferred to receive all of the items.</p> <p>- At 8:45 AM, R16's breakfast tray ticket showed he was to receive juice and a donut. Review of R16's tray showed R16 failed to receive either.</p> <p>- At 8:48 AM, R17's breakfast tray ticket showed she was to receive a toasted English muffin, donut, and juice. None of the items were served to R17 for breakfast on her tray.</p> <p>- At 8:50 AM, when asked if she ever received fruit juice at breakfast, R18 stated, "Never!" R18's breakfast tray ticket showed she was to be served 2% milk, juice, donut, and coffee or tea. None of the items were served to R18 for breakfast. R18 received skim milk and only one slice of bacon instead of two listed on the tray ticket. R18 stated she liked tea and preferred 2% milk and not skim but did not receive either.</p> <p>- At 8:56 AM, R19's ticket showed he was to receive eggs over easy, bacon, toasted English muffin when available and juice. Review of R19's tray showed R19 received scrambled eggs, no bacon, no juice, and no toast or English muffins. R19 received skim milk and stated he only liked whole milk.</p> <p>- At 9:29 AM, V11 (Activities) had a weekly menu on her activity cart and confirmed the waffles were on the weekly menu for 6/4/24 breakfast.</p>	S9999		

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>IL6012686</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>06/07/2024</b>
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NAME OF PROVIDER OR SUPPLIER  <b>PEARL OF ELK GROVE, THE</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>1920 NERGE ROAD</b> <b>ELK GROVE VILLAGE, IL 60007</b>
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(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
S9999	<p>Continued From page 22</p> <p>11. On 6/3/24 all residents were distributed a piece of paper which stated, "Date: 6/3/24 Instead of BBQ Ribs for lunch on 6/3/24, we will be serving Salmon Filets and Breaded Fish. Management" Observations during the lunch meal included:</p> <ul style="list-style-type: none"> <li>- At 12:55 R7 stated, "I don't want this s***!" R7's lunch tray included salmon, a roll, and mashed sweat potato. R7's tray ticket showed R7 was to be served savory ribs (3 ounces), baked sweet potato (1 each), scalloped corn (4 ounces), chilled fruit ambrosia (4 ounces), and wheat bread (1 slice).</li> <li>- At 1:00 PM, R8 received salmon on her lunch tray. R8 stated she wanted the ribs on the planned menu distributed to residents. R8's tray ticket showed she was to be served savory ribs, baked sweet potato, scalloped corn, fruit ambrosia, wheat bread and choice of milk which she did not receive.</li> <li>- At 1:05 PM, R9 stated the facility fails to serve the planned menu "more than you would like." R9 stated the food served at the facility was "terrible on a normal day." R9 stated the residents were not served cole slaw or macaroni salad when on the menu, and the facility rarely served milk. R9 stated, "We don't get a choice. We just have to accept the regular menu. We have no choices on what we eat here at all." R9 was eating a lunch of salmon, cooked plain corn, mashed sweet potato, canned fruit cocktail, and two unsweetened lemon beverages. R9's tray ticket showed she was to receive savory ribs, baked sweet potato, scalloped corn, drained fruit, wheat bread which she did not receive.</li> </ul>	S9999		

Illinois Department of Public Health

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S9999	<p>Continued From page 23</p> <p>-At 1:09 PM, R10 and R11 were both eating their lunch which included a piece of breaded fish, corn, fruit cocktail, mashed sweet potato and unsweetened lemon beverage. R10's and R11's tray tickets both showed they were to be served the savory ribs, baked sweet potato, scalloped corn, chilled fruit ambrosia, wheat bread, unsweetened beverage, and choice of milk which they did not receive.</p> <p>- At 1:13 PM, R12's lunch tray ticket showed R12 was to be served ribs, baked sweet potato, diced carrots, fruit ambrosia, buttered wheat bread, unsweetened beverage, and milk. R12 did not receive any of the food items on his meal ticket.</p> <p>On 6/5/24 at 11:56 AM, V15 (Food Service Manager) stated she worked at the facility for three weeks and she witnessed the food service staff were not cooking and/or serving items on the planned menu. V15 stated she was not aware ribs were not available for lunch until the morning they were to be served, was not aware the staff did not prepare the ambrosia salad, and was not sure why the whole baked sweet potatoes were not served. V15 stated she observed the food service staff serving unsweetened lemon beverages on breakfast trays instead of providing the 100% juice and milk as planned on the facility menu. V15 reviewed the menu passed out to the residents and stated the menu they were following in the kitchen was different than the menu which was circulated to the residents. V15 stated there were waffles in house, but the menu she was following the kitchen did not have waffles on the planned menu as written on the menus the residents received.</p> <p>On 6/3/24 at 4:04 PM, V13 (Corporate Food Service Manager) stated the facility orders frozen</p>	S9999		

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S9999	<p>Continued From page 24</p> <p>bread for the residents and the facility had no ribs on hand for lunch. V13 stated there was no cream corn to make the corn casserole and V13 was not sure why the ambrosia salad was not sure. V13 also stated she was unsure why milk was not served during the lunch.</p> <p>Grievances, dated 1/1/24 to 6/2/24, show three grievances (3/11/24, 3/16/24, and 3/25/24) regarding residents not receiving correct menu items from dining services.</p> <p>Review of the menus show juice of choice milk of choice, and coffee/tea were to be served every breakfast. The menus show choice of milk was to be served at every lunch and dinner except Friday. The menus show a variation of scrambled eggs was served on Sunday, Monday, Wednesday, Thursday, and Saturday.</p> <p>Menu extensions, dated 6/3/24 and 6/4/24, show all diets, other than those with physician orders for clear and full liquids, were to be served milk at all three meals. The extensions showed all diets were to be served a choice of juice at breakfast.</p> <p>Policy and Procedure Menu Portion Sizes, revised 3/17/23, shows, "Follow 'Serving Instructions' on the Daily Production Sheet versus the Extensions Sheets for portion size and plating instructions for each diet...."</p> <p>Policy and Procedure Menu Planning, revised 4/1/23, shows "Menus will be written to provide nourishing, well-balanced diets... 2. Menus are reviewed by menu committee meetings with input from dietary managers and regional/facility dietitians. 3. Menu planning will consider the cultural backgrounds and food habits of residents. 4. Menus are written to meet Federal</p>	S9999		

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S9999	Continued From page 25  and State dietary recommendations for all nutrients,... 5. A computerized nutritional analysis is used to evaluate nutritional adequacy in menu planning. The menus have been evaluated for Dietary Reference Intake (DRI) base don the Recommended Dietary Allowances (RDA). 6. All menus and therapeutic diets are planned in advance. Cycle menus are dated and posted in the kitchen at least (1) week in advance. 7. Menus are written to include at least three meals daily at regular times, in amounts consistent with nutritional needs...."  (B)	S9999		