STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTIONS	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 3000280	(X2) MULTIPLE CONSTRUCTION A. BUILDING B. WING	(X3) DATE SURVEY COMPLETED 01/06/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
ARCADIA CARE MORTON	**190 EAST QUEENWOOD ROAD , MORTON, Illinois, 61550**

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S0000	Initial Comments Complaint Investigation: 25211098/2668054	S0000		01/15/2026
S9999	Final Observations Statement of Licensure Violations: 300.610a) 300.1210a) 300.1210b) 300.1210d)4)B) 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 a) Comprehensive Resident Care Plan. A facility, with the participation of the resident and the resident's guardian or representative, as applicable, must develop and implement a comprehensive care plan for each resident that includes measurable objectives and timetables to meet the resident's medical, nursing, and mental and psychosocial needs that are identified in the resident's comprehensive assessment, which allow the resident to attain or maintain the highest practicable level of independent functioning, and provide for discharge planning to the least restrictive setting based on the resident's care needs. The assessment shall be developed with the active	S9999		01/15/2026

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE

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S9999	Continued from page 1 participation of the resident and the resident's guardian or representative, as applicable. (Section 3-202.2a of the Act) b) The facility shall provide the necessary care 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. d) Pursuant to subsection (a), general nursing care shall include, at a minimum, the following and shall be practiced on a 24-hour, seven-day-a-week basis: 4) Personal care shall be provided on a 24-hour, seven-day-a-week basis. This shall include, but not be limited to, the following: B) Each resident shall have at least one complete bath and hair wash weekly and as many additional baths and hair washes as necessary for satisfactory personal hygiene. These regulations were not met as evidenced by: Based on interview and record review the facility failed to provide showers at least weekly for residents and failed to provide incontinence cares forcing residents to sit in their own urine and feces for long periods of time for five out of six residents (R5, R7, R8, R12, and R13) reviewed for quality of care in the sample of 21. This failure resulted in R5, R7, and R13 experiencing pain/discomfort and developing psychosocial harm leaving them to feel degraded, angry, and helpless. Findings Include: The Resident Rights policy revised 08/2017 documents “Purpose: To promote the exercise of rights for each resident, including any who face barriers (such as communication problems, hearing problems and cognition limits) in the exercise of these rights. A resident, even though determined to be incompetent, should be able to assert these rights based on his or her degree of capability. Guidelines: Notice of resident rights will be provided upon admission to the facility. These rights include the resident’s rights to: Exercise his or her rights. Exercising rights means that residents have autonomy and choice, to the maximum extent possible, about how they wish to live their everyday lives and receive care, subject to the facilities rules, as long as those	S9999		

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S9999	Continued from page 2 rules do not violate a regulatory requirement." The Certified Nursing Assistant Job Description revised 07/2023 documents "Job Summary: The primary purpose of a Certified Nursing Assistant is to provide residents of the facility in your nursing unit with nursing and care under the supervision of a Charge Nurse, and to safeguard the health, safety, and welfare of all residents of the facility, in accordance with the facility's established policies and procedures and applicable laws and regulations, and directions your supervisor, who includes the Administrator, Director of Nursing, Assistant Director of Nursing, House Supervisor, Charge Nurse, Rehabilitation Director or other members of the facility's management to whom such persons report, in order to assure that the highest degree of quality care is maintained at all times. As a Certified Nursing Assistant, you are delegated the administrative authority, responsibility, accountability necessary for carrying out your assigned duties. Essential Duties and Responsibilities: Carry out assignments for resident care including (but not limited to): bathing, dressing, grooming, shaving, feeding, restorative nursing procedures and retraining. Keep resident's bed, dresser, bathroom, and general living area clean and tidy. Answer call lights promptly. Put resident's clothing away properly. Wash, clean, and dry all incontinent residents. Be responsible for well-being and nursing care of all residents assigned to his/her unit while on duty." The Incontinent Care policy revised 4/2021 documents "Purpose: To prevent excoriation and skin breakdown, discomfort and maintain dignity. Guidelines: Incontinent resident will be checked periodically in accordance with the assessed incontinent episodes or approximately every two hours and provided perineal and genital care after each episode." The Concern/Compliment Forms document the following concerns: On 10/2/25 Resident Council complained "Showers are still a concern on all shifts." On 10/23/25 Resident Council complained "Showers are still an issue on first and second shifts." On 12/2/25 R17 complained that she has only had one shower since she has been at the facility and would like another one. On 12/4/25 Resident Council complained "Showers are improving but residents state they have to ask several times to get complete." On 12/2/25 R18 complained that she prefers a shower and is given a bed bath. R18 has to "Nag" staff to get a shower. Resident Council Meeting Minutes for October, November, and December 2025 were reviewed with the following	S9999		

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S9999	Continued from page 3 concerns. The 10/2/25 Minutes document “Showers are still a concern.” The 11/6/25 Minutes document concerns with showers. The 12/4/25 Minutes document “Grievances were written for showers.” Resident Council Meeting Minutes dated 1/1/26 documents “Nursing: Call lights not being answered in a timely manner, showers are still a concern.” 1. R5’s MDS/Minimum Data Set dated 11/11/25 Section C (cognitive patterns) documents R5’s BIMS (brief interview for mental status) score was 15 meaning cognition intact. Section GG (functional abilities) documents R5 requires partial/moderate assistance for toileting. On 1/5/26 at 3:38 PM, R5 stated that earlier that day R5 went to the bathroom and removed her wet disposable brief and turned the bathroom call light on for someone to bring her another one. R5 sat on the toilet for 35 minutes, and no one came. R5 stated that her buttocks were hurting from sitting on the toilet. R5 finally put her wet disposable brief back on, shut off the bathroom call light and left the bathroom. When R5 got back to her call light in her room R5 turned it on. R5 was not sure how long it was before staff came in, but they (staff) shut the light off and said they were going to take R5 to the shower. R5 stated that she had the wet disposable brief on from about 8:45 AM until 10:30 AM when staff took her to the shower. R5 also stated that she is supposed to have help when going to the bathroom, but she does it by herself because there is not enough staff. R5 stated it makes her feel helpless and angry that she does not get cared for properly. Sitting in a wet disposable brief is uncomfortable and causes burning. “I deserve better.” 2. R7’s MDS/Minimum Data Set dated 12/22/25 Section C (cognitive patterns) documents R7’s BIMS (brief interview for mental status) score was 15 meaning cognition intact. R7’s MDS/Minimum Data Set Section GG (functional abilities) dated 12/22/2025 documents R7 is dependent with toileting cares, and dependent with rolling left to right. On 12/29/2025 at 2:43 PM, R7 stated that there are not enough staff to answer call lights or give showers. R7 stated that she had been administered MiraLAX (a liquid laxative). R7 was unable to recall the exact date the medication was given. R7 stated that she subsequently had a bowel movement and activated her call light to notify staff. According to R7, staff did not respond promptly, and R7 was required to remain soiled for more than 90 minutes. R7 further stated that after staff assisted with cleaning her, the bed linens were not	S9999		

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S9999	Continued from page 4 changed. R7 expressed anger and distress regarding the incident, stating that the experience made her feel degraded and that her dignity was compromised. R7 reported that she filed a grievance regarding this incident but stated that no corrective action was taken. On 1/2/26 at 11:10 AM R7 stated that last week R7 asked for a shower and was given a quick bed bath because R7 is a mechanical lift, and it takes two staff to get R7 to the shower. R7 stated then on Tuesday 12/30/25 R7 had to wait two and a half hours to be changed. An agency CNA was working the night shift and said that she had a hernia so she could not lift to change R7 and R7 had to wait until the day shift came in to be changed. R7 stated “It is degrading. I have no dignity whatsoever. I have been at the facility for two years and I deserve better treatment.” 3. R8’s MDS Section C (cognitive patterns) dated 11/19/2025 documents R8’s BIMS (brief interview for mental status) score was 10 meaning moderately impaired. R8’s MDS Section GG dated 11/19/2025 documents R8 is partial/moderate assistance with toileting cares, and partial/moderate assistance with rolling left to right, sit to lying, and toilet transferring. On 12/29/2025 at 11:20 AM, R8 was in her room, lying on her right side underneath her covers, R8 was asleep and not interviewable. R5/R8’s Roommate stated this morning (12/29/25) R8 had told R5 that she (R8) was wet. R5 put the call light on at 6:14 AM for R8 and it was not answered until 6:56 AM. During that time R8 was soiled in her own urine the entire time. 4. R12’s MDS Section C (cognitive patterns) dated 11/20/2025 documents R12’s BIMS (brief interview for mental status) score was 15 meaning cognition intact. R12’s MDS Section GG dated 11/20/2025 documents R12 is dependent for toileting and showers. R12 is always incontinent of urine and has an ostomy. On 12/30/2025 at 1:07 PM, R12 reported that her (family member) typically visits daily and assists R12 with showers, changing R12’s disposable brief, and managing R12’s ostomy bag. R12 stated that staff rely on her (family member) to perform these tasks, despite it not being his responsibility. R12 further stated that when her (family member) does not visit, staff attempt to provide R12 with a bed bath instead of a shower, and R12 must repeatedly request staff to provide her scheduled shower.	S9999		

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S9999	Continued from page 5 5. R13's MDS Section C (cognitive patterns) dated 12/15/2025 documents R13's BIMs (brief interview for mental status) score was 15, meaning cognitively intact. R13's MDS Section GG dated 12/15/2025 documents R13 is dependent on toileting cares, and substantial/maximal assistance for rolling left to right. On 12/30/2025 at 1:25 PM, R13 reported that on 12/29/2025 R13 waited all morning and afternoon for assistance with changing her soiled and wet (disposable brief). R13 stated that a staff member initially began to assist R13 but then left and did not return. R13 reported that both her (disposable brief) and bed linens were soiled. According to R13, the staff member stated there were no clean sheets available and left to locate some but did not return. R13 was visibly upset, tearful, and angry stating "This made me feel terrible, I kept wondering am I going to live the rest of my life like this? Will I always be this mistreated?" On 12/30/2025 at 2:20 PM, V16/Certified Nurse Assistant stated she worked on 12/29/2025 and it was after 3:00 PM when R13 voiced she had been asking for someone to change her all day. V16 stated R13 was covered in R13's urine all over R13's back up to R13's neck and down to R13's feet. V16 stated R13's disposable brief was saturated, and the smell of urine was very strong. V16 stated R13 was reddened everywhere the urine touched R13's skin and V16 "Felt horrible for R13." On 12/30/2025 at 2:00 PM, V14/Certified Nurse Assistant V14 stated all staff are having to choose what resident cares to complete. V14 also stated when agency staff are called, they do not come into the shift until a few hours after the shift has started and that also slows down resident cares. On 12/31/2025 at 9:30 AM, V21/Certified Nurse Assistant stated staffing is becoming an issue, V21 stated the facility has not evaluated the resident load compared to the staff and that the last DON (Director of Nursing) was the only management staff who truly helped on the floor caring for residents and evaluated the true resident load or needs. V21 stated it is hard to care for residents when CNAs are required to do all the resident cares and dietary tasks during mealtimes. V21 also stated that CNAs are required to serve room trays, pick up room trays, serve in the dining room, and feed residents, all while trying to find time to chart and care for residents. V21 stated residents are suffering because CNA staff are not able to care for residents properly.	S9999		

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S9999	Continued from page 6 On 12/31/2025 at 9:50 AM, V1/Administrator stated she was not aware that residents were sitting in their own urine and feces for long periods of time and that is not acceptable. V1 also confirmed CNAs are required to help with dietary tasks. V1 confirmed staff are over worked and V1 “Does not know what to do about it.” On 1/2/25 at 9:36 AM, V20/Ombudsman stated “I got a call from (R7) recently and (R7) was very upset. (R7) was raising her voice saying her call light was on and staff were not coming. (R7) said that she had sat in feces for 90 minutes with her call light on and no one answered it.” V20 also stated that there are a lot of complaints about call lights from residents that say the call lights are not answered or staff will come in and turn the light off saying they will be back, and they do not return.” (B)	S9999		