STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTIONS	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 0055020	(X2) MULTIPLE CONSTRUCTION A. BUILDING B. WING	(X3) DATE SURVEY COMPLETED 12/11/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
Citadel of Northbrook, The	**3300 MILWAUKEE AVE. , NORTHBROOK, Illinois, 60062**

(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) COMPLETION DATE
S0000	Initial Comments Annual Certification and Licensure survey	S0000		
S9999	Final Observations STATEMENT OF LICENSURE VIOLATIONS: 300.610a) 300.1210b) 300.1210d)6) 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 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: 6) All necessary precautions shall be taken to assure	S9999		

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

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S9999	Continued from page 1 that the residents' environment remains as free of accident hazards as possible. All nursing personnel shall evaluate residents to see that each resident receives adequate supervision and assistance to prevent accidents. THESE REQUIREMENTS WERE NOT MET EVIDENCED BY: Based on interview and record review, the facility failed to meet a resident's need to have two staff assist while being provided incontinence care per the resident's assessed needs. This failure applied to one (R38) of three residents reviewed for falls and resulted in R38 sustaining a fall while being provided incontinence care that resulted in fractures to the right fourth and fifth ribs and a 6.5-centimeter infrapatellar subcutaneous hematoma to the right knee. R38 is a 70-year-old female admitted to the facility on 07/3/2025 with the diagnoses including but not limited to obesity, heart failure, hemiplegia and hemiparesis following cerebral infarction affecting the right dominant side, chronic obstructive pulmonary disease, and seizures. On the (MDS) Minimal Data Set assessment of 11/06/2025, section C, the BIMS (Brief Interviewed Mental Status) score was 15/15, indicating cognitive intact. On MDS of 10/03/2025, GG section R38 is dependent for toileting hygiene. The helper does all the effort. The resident does none of the effort to complete the activity. Or the assistance of 2 or more helpers is required for the resident to complete the activity. Section GG for Roll left and right: The ability to roll from lying on the back to the left and right side and return to lying on the back on the bed. R38 is Substantial/maximal assistance - Helper does more than half the effort. The helper lifts or holds the trunk or limbs and provides more than half the effort. On 12/10/2025 at 09:13 AM, R38 said, I fell on 10/24/25, and V14(Certified Nursing assistant) was helping me change my brief because I was dirty, V14 first cleaned my front and turned me to my left side towards the door, and V14 stayed on my right side and rolled me. I had my left hand holding the headboard to help with the turning, and I felt my fingers sliding out. I tried to hold myself, but I fell face forward. They called 911 and sent me to the hospital, and I had rib fractures and a badly injured right knee. My right side was really bruised up. I hit my head on the nightstand, and I still have bruises on my face and forehead. V14 was changing me by herself and did not	S9999		

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S9999	Continued from page 2 get any assistance. I cannot use my right arm at all because of the stroke, and I requested a side rail for my bed, but I only received it after I had a fall. On 12/09/2025 at 2:00 PM, V14 (Certified Nursing assistant) said, I was providing care to R38 and turned her towards the door to change her brief. I was trying to wipe her and she tried to reach for something and fell facing down. I was changing her brief by myself and she fell face forward. I was not able to hold her to prevent the fall. I did not call anyone to assist me with her care. On 12/09/2025 at 3:00 PM, V15 (Registered Nurse) said that when V14 called her to the room, R38 was already on the floor and she called 911 and sent her to the hospital. R38 was alert but had a hematoma on her head and complained of pain to her chest and right knee. R38 is dependent on care and V14 was helping her to get changed when R38 fell. On 12/10/2025 at 9:32 AM, V13 (Restorative Nurse/Fall Coordinator) said, I usually review falls, update the care plan, and complete the root cause analysis. R38 is dependent on her toileting needs and substantial/maximum assistance for left-to-right turn mobility and requires two staff assists during care. During the fall, only one certified assistant was providing care. R38 requires two assists during the care. On 12/10/2025 9:25 AM, V3 (Director of Nursing) said, R38 went to the hospital after a fall and had a rib injury and the facility has a restorative/fall coordinator. We meet with the Interdisciplinary team to discuss falls daily and I updated the care plan. Hospital records dated 10/24/2025 reviewed and computerized tomography of the chest noted with Possible right fourth and right fifth ribs and computerized tomography of the right knee showed a 6.5-centimeter infrapatellar subcutaneous hematoma to the right knee. Per hospital V20(Physician)'s notes, R38 has a nondisplaced fracture of the right fourth and fifth lateral/anterolateral ribs. On 12/10/2025 10:23 AM, V2 (Assistant Administrator) provided facility policy titled: Fall, Fall Risks and Managing, Revised March 2018. Which includes: Based on previous evaluation or current data, the staff will identify interventions related to the resident's specific risk and causes to try to prevent the resident from falling and try to minimize complications from	S9999		

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S9999	Continued from page 3 falling. Fall Risks factors 2. Residents conditions that may contribute to the risks of falls: Functional impairment Resident-Centered Approach to manage falls and Fall Risks If a system evaluation of a resident's fall identifies several possible interventions, the staff may choose to prioritize interventions. (B)	S9999		