

Illinois State Department of Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTIONS		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 3000840		(X2) MULTIPLE CONSTRUCTION A. BUILDING B. WING		(X3) DATE SURVEY COMPLETED 03/12/2026	
NAME OF PROVIDER OR SUPPLIER La Bella of Aurora				STREET ADDRESS, CITY, STATE, ZIP CODE 1017 WEST GALENA BOULEVARD , AURORA, Illinois, 60506			
(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		S0000				
	Complaint Investigation 2672576/2791854						
S9999	Final Observations		S9999				
	Statement of Licensure Violations:						
	300.610a)						
	300.3210t)						
	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 300.3210 General						
	t) The facility shall ensure that residents are not subjected to physical, verbal, sexual or psychological abuse, neglect, exploitation, or misappropriation of property.						
	These requirements are not met as evidenced by:						
	Based on interview and record review, the facility failed to prevent diversion of resident's money by a staff member.						
	This applies to 1 of 3 residents (R3) reviewed for misappropriation of funds in the sample of 11.						
	This failure resulted in psychosocial harm when R3						

Office of Primary Care and Health Systems Management

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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S9999	Continued from page 1 stated she feels terrible and bothered when the staff member took her hard-earned money without her consent. The findings include: R3 was admitted to the facility on August 1, 2025. R3 had multiple diagnoses including metabolic encephalopathy, type 2 diabetes mellitus without complications, generalized muscle weakness, unspecified lack of coordination, and anxiety disorder, based on the face sheet. R3's quarterly MDS (Minimum Data Set), dated February 6, 2026, showed the resident was cognitively intact. On March 6, 2026, at 2:04 PM, R3 was sitting on her bed inside her room. R3 was alert and was able to answer questions. R3 stated she had a car accident sometime in July 2025 and since admission at the facility, there were several suspicious transactions in her bank account. R3 stated her bank sent the statements, and she noticed her bank card is being used by someone here at the city where she currently resides (city where the facility is located) and she did not recognize the charges. During the same interview, R3 stated after her car accident, she had no place to store her car while she was residing at the facility. R3 also stated V4 (Receptionist) was storing her car for her at her (V4) place. R3 stated she told V4 that she could use the car if she needed it to pick up her kids or get groceries. According to R3, while V4 was using her car, V4 went 10 miles over the speed limit and V4 received a ticket. Since V4 did not have any money to pay for the ticket, R3 stated she paid for it, however, she does not remember how much. On March 6, 2026, at 3:22 PM, the above information shared by R3 was brought to the attention of V1 (Administrator) and V2 (Director of Nursing). On March 9, 2026, at 12:35 PM, during an over the phone interview, V4 (Receptionist) stated she was suspended from the facility starting March 6, 2026. V4 stated from August 2025 through March 6, 2026, she was storing R3's car at the back of her house and V1 (Administrator) and V9 (Social Worker) were aware of it. V4 stated on the afternoon of March 6, 2026, after being told that she was suspended, the facility had R3's car towed to the facility's parking lot. According to V4, "I just wanted to help [R3]", then R3 wanted to pay for storing the car at her property. V4 stated R3 decided to keep the car at her property because eventually the resident wanted to use her car when she got discharged from the facility. V4 stated R3 told her that she could use the car when she needed it. V4		S9999				

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S9999	Continued from page 2 admitted R3 had given her a total of \$1,490.00 from January through February 2026. According to V4, the \$1,490.00 payments were made by R3 using her (V4) phone-based application (an application that enables her to accept credit card payments). V4 was asked how those transactions were made. V4 stated randomly, R3 would tell her she wanted to give some money for storing the car, so she (V4) would accept the money by using the phone-based application. R3 would enter the amount she wanted to give on the phone-based application then R3 would tap the credit card on the phone, and the credit card would be charged paid to V4. V4 was asked to account for the \$1,490.00 that she received from R3. According to V4, out of \$1,490.00, the \$500.00 was for the release of R3's car from the impound. V4 stated while driving R3's car, she received a speeding ticket and the car was impounded. She (V4) showed R3 the ticket and told the resident she was working on paying for the \$500.00 ticket so the car could be released, but R3 offered to pay for it, and since R3 was the owner of the car, the resident also had to sign the documents for the car to be released. Per V4, the remaining \$990.00 was given to her by R3 randomly, as payment for storing the resident's car. V4 stated she did not know she cannot receive any money or other financial compensation from the residents. On March 9, 2026, at 1:14 PM, R3 was sitting on her bed. In the presence of V1 (Administrator), R3 stated since V4 was keeping her car at her property, she offered V4 to use her car if she needed to pick up her kids, shop, or do groceries. According to R3, she remembered giving money to V4 for cleaning the car because according to V4 her friend offered to clean it. R3 added she also remembered giving money to V4 at least twice for gas, which she claimed was not much, possibly between 20 to 50 dollars, and she also gave some money to V4 possibly around Christmas time. R3 stated the money was sent through the phone. R3 denied giving money to V4 "through the phone" as payment for storing her car. During the same interview, R3 expressed she had suspicion that V4 might be the one using her bank card, but she could not be certain. On March 9, 2026, at 1:50 PM, V9 (Social Worker) stated she was aware V4 (receptionist) was keeping R3's car at her property and thought V4 was just being helpful. V9 was not aware V4 was receiving money from R3 for storing the car, nor was she aware R3 had to pay for the release of the resident's car from the impound because V4 had the driving ticket. On March 9, 2026, at 1:57 PM, V1 (Administrator) was informed V4 (receptionist) admitted to receiving money			S9999			

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S9999	Continued from page 3 from R3 in the amount of \$1,490.00 for storing the car at her property and for the release of R3's car that was impounded because of a speeding ticket that was incurred by V4. V1 stated he was aware V4 was keeping R3's car at her property. According to V1, V4 told him that she has space to keep the car and since R3 was residing at the facility, she (V4) can keep it until such time. V1 commented he thought V4 was doing it out of the goodness of her heart. V1 was not aware V4 was receiving money from R3 for storing the car and was also not aware R3 paid for the release of the car from the impound because of V4's driving ticket. During the same interview, V1 stated the facility staff, including V4, had received an in-service regarding abuse, which included the prohibition of accepting and/or receiving money or financial assistance from any resident. On March 9, 2026, at 3:15 PM, R3 stated she used to be a bank auditor and an accountant, "I know how to account for my money and other people's money." According to R3, if someone from the facility was taking money from her without her consent, she would feel terrible and bothered because she had worked her whole life for her money. R3 stated, "I might lose sleep over it." The facility's policy regarding abuse, neglect, and exploitation, with implementation date of October 1, 2025 and last reviewed/revised on March 6, 2026, showed, "It is the policy of this facility to provide protections for the health, welfare and rights of each resident by developing and implementing written policies and procedures that prohibit and prevent abuse, neglect, exploitation and misappropriation of resident property." The facility's policy regarding prohibition on staff requesting or accepting money, gifts or financial assistance from residents or resident representative, with implementation date of October 1, 2025 and last reviewed/revised on March 6, 2026, showed the purpose of this policy is, "To protect residents from financial exploitation and ensure compliance with resident rights by prohibiting staff from requesting or accepting money, gifts, loans, or financial assistance from residents or their family members, representatives or visitors." The policy showed under the policy statement that, "Employees, contractors, volunteers, students, and agency staff are strictly prohibited from requesting, borrowing, soliciting or accepting money, gifts, or any form of financial assistance from residents or their family members, representatives, or visitors. This policy supports the facility's commitment to preventing financial exploitation, abuse,			S9999			

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S9999	Continued from page 4 and misappropriation of resident property and ensuring residents are protected from undue influence or coercion." The same policy showed in-part, under prohibited conduct, "Staff members shall not: ... 4. Accept gift cards, checks, or electronic payments (e.g., CashApp, Venmo, Paypal)." (B)			S9999			