

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: ASL510398	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 05/30/2025
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NAME OF PROVIDER OR SUPPLIER STORYPOINT ROMEOVILLE AL	STREET ADDRESS, CITY, STATE, ZIP CODE 605 S EDWARD DR ROMEOVILLE, IL 60446
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A 000	<p>Initial Comment</p> <p>Complaint Investigation Survey 2572511/IL188629- No Violations</p> <p>Facility Reported Incident Investigation Survey 4/20/25/ IL190941-No Violations 5/6/25/ IL192277- No Violations 5/13/25-5/22/25/ IL193422- 295.6000a)13) cited</p> <p>Investigation unable to be completed for the following due to subjects of the Complaints and Facility Reported Incidents not residing in the facility.</p> <p>COI 2572031/IL187827-Unsubstantiated COI 2573470/IL190613-Unsubstantiated FRI 4/7/25/IL189948-Unsubstantiated FRI 5/19/25/ IL192965-Unsubstantiated</p>	A 000		
A6000	<p>Section 295.6000 Resident Rights</p> <p>This Regulation is not met as evidenced by: General Violation</p> <p>Section 295.6000 Resident Rights</p> <p>a) No resident shall be deprived of any rights, benefits, or privileges guaranteed by law, the Constitution of the State of Illinois, or the Constitution of the United States solely on account of his or her status as a resident of an establishment, nor shall a resident forfeit any of the following rights:</p> <p>13) The right to be free of abuse or neglect or financial exploitation or to refuse to perform labor;</p> <p>This requirement was not met as evidenced by:</p>	A6000		

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

TITLE

(X6) DATE

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A6000	<p>Continued From page 1</p> <p>Based on observation, interview, and record review the facility failed the ensure the residents were free of theft of their personal property. This applies to 5 of 5 residents (R1-R5) reviewed for theft/exploitation in the sample of 13.</p> <p>The findings include:</p> <ol style="list-style-type: none"> 1. R1's Face Sheet shows a diagnosis of Anxiety and Hypertension. R1 has a move-in date of 3/17/25. <p>On 5/30/25 at 10:55 AM, R1 was seated in her recliner chair in her room. R1 was dressed and appeared well groomed. R1 welcomed Surveyor into her room. When asked about the theft of her jewelry, R1 stated, "I think they have given up here. They said they have been to pawn shops, I talked to the police about a week ago. The rings were in a jewelry box on top of my dresser. My pearls were there too and they were moved but they are still there. I have a suspicion but I don't know what the lady looked like or what her name was. I was in here and a woman came in and said, "Oh, I didn't know anyone was in here." She had a uniform on and something about her didn't feel right. She was a little strange. She just stood there and I asked her if there was some reason why she was still there and she didn't say anything- she was kind of behind me. I had my therapy schedule posted on the refrigerator. And I thought that was a good way for the someone to know where I was. I discovered the rings were missing and I told my daughter. My children got mad at me and I deserved it. I wasn't going to report it because I thought there was no way they were going to find them anyway but my daughter told me I had to report it. It was my fault and I really feel guilty about it. I do not lock my door when I leave my room. " R1 then pointed to her</p>	A6000		

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A6000	<p>Continued From page 2</p> <p>dresser in the bedroom and told Surveyor to go ahead and open the jewelry box. The box contained many pieces of jewelry and there were 2 small compartments on the far right side with multiple rings still there. R1 stated that that jewelry was all costume jewelry and had no significant value.</p> <p>On 5/30/25 at 12:56 PM E2 (Assistant Wellness Director) stated, "We had suspicions of an employee we think it was someone new. Many of our employees have tenure. We have been interviewing staff, doing in-services and working with the police. The cameras have been up since the building was built. We reached out to (Security Company) and they reached out to (Security Parent Company). We have always looked at footage in the common areas. Typically they are up and running. But this time there was an IP (Internet Protocol) issue with the cameras - they were not working from April 24th- May 27th. (Thefts occurred ay 13th-May 22nd)</p> <p>The IT division takes care of the cameras- unless we go in to look at something we wouldn't know that they were not working.</p> <p>We have been looking at pawnshops in the area but we don't have any photos of the items- They are hard to replace items. We have been working with the police and the home office.</p> <p>The Nurse's have keys to the apartments- staff don't really go into the apartments unless the resident is in there.</p> <p>Housekeeping does go in when resident may not be in there.</p> <p>The staff that we are suspicious of - the Individual has worked with all the residents- still doing the investigational part of this. Don't have any proof- just a common denominator. Staff moves around if there is a call off they may move to that area. Otherwise they all have a general assignment. "</p>	A6000		

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A6000	<p>Continued From page 3</p> <p>R1's Facility Incident Investigation dated 5/28/25 states. "The resident explained the last time she saw the rings was about 2 weeks ago, Tuesday, April 29, 2025. She went on to say she keeps the rings in her bedroom, stored in a jewelry box, located in the middle drawer of the dresser. She noticed the rings missing on Monday, May 12, 2025. The director reached out (Security Company), the company the facility uses to manage our camera security to request footage of the resident's apartment entry door beginning April 29, 2025- May 12, 2025 for review. (Security Company) informed the director that due to the company experiencing a glitch during the dates requested to review, they are unable to provide the footage requested.... In conclusion of the investigation, the residents' rings were not found."</p> <p>2. R2's Face Sheet shows she is a 93 years old female with a diagnosis of Hypertension and Gastric Reflux Disease. R2 has a move-in date of 9/8/21.</p> <p>On 5/30/25 at 10:30 AM, R2 was walking down the hallway using her wheeled walker. R2 was approached by Surveyor and R2 used a key to unlock her door and welcomed Surveyor to join her in her room. R2 stated, "The rings were in ring boxes inside another box in my dresser. I have not been able to wear my rings since I have arthritis. I was going to try them on, as a fluke. The lid was partially off the box. There were 3 engagement rings, my mom's, mine and my sister-in-law's, a ruby ring (my birthstone) and my wedding ring with several small diamonds. They were all gone. I always lock my door, most people don't. I last saw the rings about 3 weeks ago so I don't know exactly when they went</p>	A6000		

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A6000	<p>Continued From page 4</p> <p>missing. I have never had a problem with someone coming into my room before." R2 then walked with Surveyor to her bedroom to show Surveyor where the rings were stored. In R2's second drawer, R2 had a small square decorative box. Inside that box were 5 ring boxes and a velvet bag. All were empty except for 1 box with a small ring which resident stated she did not know how "good" it was and in another box there was a gold and rhinestone cross necklace. R2 also stated that she gave one ring to her son for him to store at his house.</p> <p>R1's Facility Incident Investigation dated 5/28/25 states, "The resident explained the last time she saw the rings was 2 weeks ago, Tuesday, May 6, 2025. She went on to say she keeps the rings in one large square box in her drawer and noticed the most expensive ring was left (diamond ring with 25 little stones). She noticed the rings missing on Tuesday, May 20, 2025. The director reached out to (Security Company); the company the facility uses to manage our camera security to request footage of the resident's apartment entry door beginning May 6, 2025- May 20, 2025 for review. (Security Company) informed the director that due to the company experiencing a glitch during the dates requested to review, they were unable to provide the footage requested. .." "Upon conclusion of the investigation, the resident's rings were not found."</p> <p>3. R3's electronic medical record (EMR) show R3's move in date was 8/16/24 with diagnoses that include prediabetes and hypertension.</p> <p>R3's Service Plan dated 9/9/24 under reasoning documents, R3 is oriented to person, place, time and situation.</p>	A6000		

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A6000	<p>Continued From page 5</p> <p>The Facility Reported Incident (FRI) as final sent to the state agency dated 5/29/25 (date of incident 5/14/29) documents, "missing coins that she used in bingo she stored in medicine bottle. [R3] said the last time she saw the coins was Tuesday 5/13/25. The bottle was missing the next day Wednesday 5/14/25 . All employees who worked with R3 were interviewed. The company the facility uses to manage camera requested a footage on resident's apartment entry door beginning May 13-May 14, but due to company experiencing glitch with requested particular date, they cannot provide footage requested."</p> <p>On 5/30/25 at 10:30 AM, R3 was sitting in her recliner watching TV with husband. R3 stated " I use nickels to play bingo and put all my nickels in a medication bottle . That Tuesday (5/13/25) I left that bottle in the dining room table which I have done in the past, and went to bed. The next day, (5/14/25) I looked for it , it was gone. I knew someone took it because that was the only place I normally leave my nickels. It was a total of 2\$ nickels. I reported my missing money." R3 said she was offered a locked box after the incident but said she will just keep her money herself, "I am independent and know what I am doing."</p> <p>On 5/30/25 at 11 AM, E1 (Executive Director) said staff searched R3's room and was not able to find the medicine bottle with R3's \$2.00 worth of nickels. No matter the amount, when it was missing it is considered a theft. Most of the staff have been here for 10 years or more except for one staff, a caregiver (V10) - suspended pending investigation. Unfortunately video surveillance was not working. Police is involved with this investigation</p>	A6000		

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A6000	<p>Continued From page 6</p> <p>4. R4's EMR show R4's move in date to the facility was 11/13/19 with diagnoses of hypertension and malignant neoplasm to skin. R4 was discharged home yesterday 5/29/25.</p> <p>R4's Service Plan dated 3/23/25 under reasoning documents, R4 is oriented to person, place, time and situation.</p> <p>R4's (FRI) as final sent to the state agency dated 5/28/25 (date of incident 5/13/25) documents, "missing wedding rings. With the permission of the resident, the Executive Director (E1) searched R4's apartment for the missing rings with no results. R4 explained the last time she saw the missing rings was two weeks ago, Friday April 25, 2025. She keeps the rings in her bedroom, stored in a little dish located in her bed end table on top drawer. All employees who worked with R4 were interviewed. The company the facility uses to manage camera requested a footage on resident's apartment entry door beginning 4/25/25 to 5/9/25 but due to company experiencing glitch with requested particular date, they cannot provide footage requested."</p> <p>On 5/30/25 at 11:10 AM, E1 said R4 had discharged home, but R4 and family were wanting to see if the facility can pinpoint who took R4's wedding rings. The rings were fused rings, wedding ring and engagement ring, a total of 2 rings. E1 said she was provided a copy of the appraisal of the rings, picture and description of the rings. R4 said the appraisal for the engagement ring was \$975.00, and wedding band was \$450.00 R4 was not wearing the rings because her finger was contracted and swollen. R4 stored them in a dish on top of her night stand which was unlocked. R4 was going through her drawer and noticed her rings were missing.</p>	A6000		

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A6000	<p>Continued From page 7</p> <p>There was another ring that was still there in the dish, not significant and not as expensive as the missing rings. E1 said V10 (Caregiver) who was the newest staff also worked with R4 on those dates when the rings went missing. V10 was still suspended. Police were involved.</p> <p>On 5/30/25 at 12:45 AM, E2 (Asst Wellness Director) said as long as the resident/families can provide a description of the missing jewelry, the facility can look into pawnshops. R4's family had provided a picture and appraisal of the missing wedding rings, however, E2 said the facility had not gone to pawnshops to look for R4's ring at this time of the investigation. "That's something we plan to do."</p> <p>5. R5's EMR show R5's move in date was 11/8/22 with diagnoses of multiple sclerosis and arthritis.</p> <p>R5's Service Plan dated 4/7/25 under reasoning documents, R5 is oriented to person, place, time and situation.</p> <p>R5's FRI as final sent to the state agency dated 5/29/25 (date of incident 5/16/25) documents, "R5 reported she was missing a heavy gold rope-like chain. E1 searched R5's apartment with no results. Notified police. R5 was unable to specify the last time she saw the gold chain but it may have gone missing while she was in rehab over four months ago. She kept the chain in the top drawer of her dresser located in her bedroom. Interviewed staff that worked with R5. Also explained to staff to work in their designated areas and not allowed to roam the building."</p> <p>On 5/30/25 at 10:45 AM, R5 was sitting in her recliner in her apartment alert and pleasant. R5</p>	A6000		

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A6000	<p>Continued From page 8</p> <p>said she's missing an 18 carat Italy gold chain with cross. It was a gift from an aunt, an heirloom. R5 stated, "I fell last Thanksgiving. Then I was sent to rehab. All that time, my apartment was locked. I came back January 2025 from the rehab place. Last month (April 2025), I had to go to a funeral. I looked for my gold chain to wear, I cannot find it. I kept the chain in a drawer inside my closet. I only use this chain during special occasions. This was important to me. For 2 weeks, I looked for it, still cannot find it. That's when I reported my missing necklace (gold chain with cross pendant) to the management. I'm not accusing anyone but someone took it, when they know I was not in my apartment, probably when I was at rehab."</p> <p>On 5/30/25 at 11:30 AM, E1 said R5 was unable to specify the last time she saw the gold chain but it may have been gone missing while she was in rehab. When R5 reported the missing chain, the video surveillance also had a glitch. E10 (the newest caregiver) also worked with R5, was still suspended.</p> <p>E1 said caregivers have no keys to apartments, only management, housekeeping and Nurses has access to locked apartments.</p> <p>E1 said all allegation of theft is investigated. Theft is considered abuse. We do not tolerate abuse at the facility.</p> <p>The facility policy entitled Abuse, Neglect or exploitation dated 6/7/23 states, "Exploitation-misuse of an adult funds, property or personal dignity (e.g humiliation, objectification, degradation, dehumanization) by another person."</p>	A6000		