

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>ASL510402</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>12/23/2024</b>
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NAME OF PROVIDER OR SUPPLIER  <b>WESTBROOK SENIOR LIVING</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>110 W SCHAUMBURG RD STREAMWOOD, IL 60107</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
A 000	Initial Comment  Annual Survey conducted on 12/23/2024.  295.2040 295.4010	A 000		
A2040	Section 295.2040 Disaster Preparedness  This Regulation is not met as evidenced by: Type 3 Violation Section 295.2040 Disaster Preparedness  e) Drills shall include residents, establishment personnel, and other persons in the establishment.  g) Drills shall involve the actual evacuation of residents to an assembly point as specified in the emergency plan and shall provide residents with experience using various means of escape. If an establishment has an evacuation capability classification of impractical, those residents who cannot meaningfully assist in their own evacuation or who have special health problems shall not be required to participate in the drill; however, other requirements of the Life Safety Code will apply.  h) A written evaluation of each drill shall be submitted to the establishment manager and shall be maintained for one year from the date of the drill. The evaluation shall include the date and time of the drill, names of employees participating in the drill, and identification of any residents who received assistance for evacuation.  These requirements were not met as evidenced by:	A2040		

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

TITLE

(X6) DATE

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A2040	<p>Continued From page 1</p> <p>Based on record review and interview, the facility failed to include residents or visitors in fire drills. This failure involves all residents and visitors of the facility.</p> <p>Findings include:</p> <p>During record review on 12/23/2024 at 12:19 PM it was found that the facility fire drills did not involve the actual evacuation of residents to an assembly point as specified in the emergency plan and shall provide residents with experience using various means of escape. The facility fire drills did not involve visitors.</p> <p>These fire drills listed "Removed person from immediate danger" as "Simulated". These drills did not identify any residents that were evacuated. The dates of these incomplete drills were 11/25/24, 10/31/24, 10/29/2024, 9/4/24, 7/24/24, 6/28/24.</p> <p>There was one drill on 8/14/2024 that did involve evacuation of residents.</p> <p>Findings verbally confirmed on 12/23/2024.</p>	A2040		
A4010	<p>Section 295.4010 Service Plan</p> <p>This Regulation is not met as evidenced by: Type 3 Violation Section 295.4010 Service Plan</p> <p>a) Based on the physician's assessment and</p>	A4010		

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A4010	<p>Continued From page 2</p> <p>establishment evaluation (see Section 295.4000), a written service plan shall be developed and mutually agreed upon by the establishment and the resident. (Section 15 of the Act) The establishment shall respect and accept the resident's choices regarding the service plan.</p> <p>b) The service plan shall be developed by:</p> <p>1) The resident, resident's representative or any individual requested by the resident;</p> <p>2) The manager or manager's designee; and</p> <p>3) A registered nurse, if the resident is receiving nursing services or medication administration, or is unable to direct self-care.</p> <p>c) The service plan shall be signed and dated by all individuals involved in its development.</p> <p>This requirement has not been met as evidence by:</p> <p>Based on record review and interview, the facility failed to ensure that service plans were developed by and signed and dated by the resident and/or the resident representative. This failure involves 4 of 7 residents reviewed for this requirement (R2, R3, R4, &amp; R7).</p> <p>Findings include:</p> <p>Surveyor arrived at the facility at 9:00 AM. At 12:45 PM the surveyor received the requested service plans for R1-R7.</p> <p>During record review on 12/23/2024 at 1:00 PM it was found that R7's service plan, activated</p>	A4010		

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A4010	<p>Continued From page 3</p> <p>11/25/2024, was not signed by the resident/resident representative.</p> <p>During record review on 12/23/2024 at 1:18 PM it was found that R2's service plan, activated 10/25/2024, did not have a registered nurse signature or a resident/resident representative signature.</p> <p>During record review on 12/23/2024 at 1:51 PM it was found that R4's service plan, activated 10/20/2024, did not have a registered nurse signature or a resident/resident representative signature.</p> <p>During record review on 12/23/2024 at 2:30 PM it was found that R3's service plan signature page had an activation date of 9/11/2024 but a print date of 12/23/2024. It was noted that the signatures on the page were freshly inked and had pen impressions. The signatures were dated 9/11/2024 even though they were clearly signed on 12/23/2024.</p> <p>They surveyor was given another service plan for R7 with the same activation date, 11/25/2024, as the first one that was missing signatures they received. This new service plan had been clearly signed today as the print date on the signature page was 12/23/2024 and the signatures were freshly inked and left pen impressions. The signatures on the page were dates 11/23/2024, two days before the service plan had even been developed.</p> <p>At 2:35 PM E2 (Director of Nursing) and E1 (Executive Director) were asked about the signatures on R7's service plan being dated two days before the service plans development. E1 and E2 remained silent.</p>	A4010		

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A4010	<p>Continued From page 4</p> <p>At 2:38 PM the facility was unable to provide signatures for R4 or R2's service plans. They stated, "We don't have signatures for R4 or R2".</p> <p>On 12/23/2024 at 2:40 PM the following interview occurred with E2 with E1 and the business office manager as witnesses:</p> <p>Surveyor: " I can tell these are originals because of the pen impressions. Why does the print date say a different date than the signatures? Did you obtain these signatures today and then backdate them?"</p> <p>E2: "We had them sign today and put the date of the service plan meeting."</p> <p>Surveyor: "Why didn't they sign on the day of the service plan meeting? They need to put the date of the date that they signed."</p> <p>E2: "We didn't have time to find them. IF YOU WANT TO GET ALL TECHNICAL ABOUT DATES AND THINGS, YOU ARE HERE TOO EARLY. YOU AREN'T SUPPOSED TO BE HERE UNTIL JANUARY. THE LAST SURVEYOR DIDNT COME UNTIL MARCH."</p> <p>Surveyor: "I am on time. I am within your survey window. If you are upset that the past surveyor came late, you'll have to discuss it with them."</p> <p>E2: "WELL MERRY CHRISTMAS EVE!!! FOR HOW HARD I WORK! FOR HOW HARD I WORK!"</p> <p>E2 then scooped up all the documents in an aggressive manner and stormed out of the room.</p> <p>At 2:50 PM E1 apologized for E2's behavior and signed the exit conference.</p>	A4010		