

Missouri Department of Health and Senior Services

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 33016	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 11/04/2025
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NAME OF PROVIDER OR SUPPLIER WELLINGTON SENIOR LIVING, THE	STREET ADDRESS, CITY, STATE, ZIP CODE 1051 KENT STREET LIBERTY, MO 64068
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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
A8030	<p>19 CSR 30-88.010(29) Dignity/Privacy</p> <p>Each resident shall be treated with consideration, respect, and full recognition of his or her dignity and individuality, including privacy in treatment and care of his or her personal needs. All persons, other than the attending physician, the facility personnel necessary for any treatment or personal care, or the department or Department of Mental Health staff, as appropriate, shall be excluded from observing the resident during any time of examination, treatment, or care unless consent has been given by the resident. II/III</p> <p>This regulation is not met as evidenced by: Class II*</p> <p>Based on observation, interview, and record review, the facility failed to ensure all residents were treated with dignity and respect when Memory Care Support Partner (MC Support Partner) A was rude and disrespectful when speaking to Resident #1 on multiple occasions. The facility census was 42.</p> <p>Review of the facility's Resident Rights policy dated 5/1/25 showed that residents would be treated with consideration and respect, with full recognition of their dignity and individual, and would not be forced to do anything against their will.</p> <p>1. Review of Resident #1's medical record showed: -Diagnoses included: Type II diabetes and dementia.</p> <p>Review of the resident's Individualized Service Plan (ISP) dated 10/14/25 showed: -He/She had difficulty communicating at times and needed support and assistance with</p>	A8030		

Missouri Department of Health and Senior Services
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

STATE FORM

6199

20XG11

TITLE

Administrator

(X6) DATE

11/26/25

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A8030	<p>Continued From page 1</p> <p>communication and staff would need to be patient when conversing with him/her and allow plenty of time for him/her to speak; -He/She needed complete assistance with grooming and needed to have his/her teeth brushed, hair brushed and nails cleaned twice per shift; -He/She needed complete assistance with bathing and dressing.</p> <p>Review of a video recorded on 10/7/25 at 7:17 A.M. showed MC Support Partner A was assisting the resident with with toileting and could be heard saying the following to Resident #1: -"We're taking a shower, you know what I'm talking about."; -"We could have been done by now." -"Resident #1! Take a shower!" -"Take a shower!" -"You're not going to get coffee or breakfast." -"One way or another, so you may as well get it done." -"That doesn't make sense! What do you mean you're scared of the shower? So you're scared to get clean?"</p> <p>Review of a video recorded on 10/23/25 at 1:12 P.M. showed MC Support Partner A was assisting the resident with with toileting and could be heard saying the following to Resident #1: -"Don't start that attitude!" -"We're not starting with attitude." -"If you listen, maybe I wouldn't have to repeat myself so many times, ever think of that?"</p> <p>Review of a video recorded on 10/28/25 at 7:28 A.M. showed MC Support Partner A was assisting the resident with taking a shower and could be heard saying the following to Resident #1: -"Do you like being stinky?";</p>	A8030		

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A8030	<p>Continued From page 2</p> <p>-"Sit down!, Just sit down!"; -"Stop fussing. You complaint to much"; -"All you do is complain"; -"You're dramatic! You're so dramatic!".</p> <p>Observation on 11/3/25 at 11:45 A.M., showed Resident #1 was not interviewable and did not remember the above events.</p> <p>During an interview on 11/4/25 at 11:45 A.M., MC Support Partner A said: -He/She was joking around on the above occasions and did not mean to sound rude or disrespectful; -Sometimes we have to match what the resident give us; -He/She was not frustrated with the resident but was frustrated with the job in general due to a lot of changes and issues with management.</p> <p>During an interview on 11/3/25 at 1:30 P.M., the facility Administrator said: -The facility had conducted, and MC Support Partner A had participated in several training's regarding approach, and bathing when a resident resists cares; -She expected all residents to be treated with dignity and respect.</p> <p>*The higher classification merited due to the extent of the violation.</p> <p>MO259125</p>	A8030		

The Administrator signing and dating the first page of the CMS-2567/State Form is indicating their approval of the plan of correction being submitted on this form.