

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

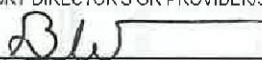
PRINTED: 06/02/2025
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 265795	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 05/22/2025
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NAME OF PROVIDER OR SUPPLIER KINGSWOOD	STREET ADDRESS, CITY, STATE, ZIP CODE 10000 WORNALL ROAD KANSAS CITY, MO 64114
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F 550 SS=D	<p>Resident Rights/Exercise of Rights CFR(s): 483.10(a)(1)(2)(b)(1)(2)</p> <p>§483.10(a) Resident Rights. The resident has a right to a dignified existence, self-determination, and communication with and access to persons and services inside and outside the facility, including those specified in this section.</p> <p>§483.10(a)(1) A facility must treat each resident with respect and dignity and care for each resident in a manner and in an environment that promotes maintenance or enhancement of his or her quality of life, recognizing each resident's individuality. The facility must protect and promote the rights of the resident.</p> <p>§483.10(a)(2) The facility must provide equal access to quality care regardless of diagnosis, severity of condition, or payment source. A facility must establish and maintain identical policies and practices regarding transfer, discharge, and the provision of services under the State plan for all residents regardless of payment source.</p> <p>§483.10(b) Exercise of Rights. The resident has the right to exercise his or her rights as a resident of the facility and as a citizen or resident of the United States.</p> <p>§483.10(b)(1) The facility must ensure that the resident can exercise his or her rights without interference, coercion, discrimination, or reprisal from the facility.</p> <p>§483.10(b)(2) The resident has the right to be free of interference, coercion, discrimination, and reprisal from the facility in exercising his or her rights and to be supported by the facility in the</p>	F 550		
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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE 	TITLE LNHA MO-7812	(X6) DATE 6/4/25
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Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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F 550	<p>Continued From page 1</p> <p>exercise of his or her rights as required under this subpart.</p> <p>This REQUIREMENT is not met as evidenced by:</p> <p>Based on observation, interview and record review, the facility failed to ensure one sampled resident (Resident #1) was treated with dignity and respect when on 5/14/25 Registered Nurse (RN) A grabbed the resident's arm, held it in place while the resident was resisting care resulting in a moon shaped skin tear out of three sampled residents. The facility census was 55 residents.</p> <p>The Administrator was notified on 5/22/25 at 5:12 P.M. of the past noncompliance which began on 5/14/25. The facility in-serviced all staff on the facility's resident rights, abuse and neglect policies. RN A was terminated on 5/16/25. The deficiency was corrected on 5/14/25.</p> <p>Review of the facility Resident Rights Policy dated 2001, revised in 2/2021 showed:</p> <ul style="list-style-type: none"> -Employees shall treat all residents with kindness, respect, and dignity. -These rights include but not limited to: <ul style="list-style-type: none"> --A dignified existence. --Self-determination. --Exercise his/her rights as a resident as a resident of the facility and as a resident or citizen of the United States. --Exercise his/her rights without interference, coercion, discrimination or reprisal from the facility. <p>1. Record review of Resident #1's Profile Face Sheet showed he/she had the following diagnoses:</p> <ul style="list-style-type: none"> -Hemiplegia (a condition characterized by 	F 550	Past noncompliance: no plan of correction required.		

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F 550	<p>Continued From page 2</p> <p>paralysis affecting one side of the body, typically the face, arm, and leg) following a stroke affecting his/her right dominant side.</p> <p>-Major Depressive Disorder (a state of intense sadness or despair that has advanced to the point of being disruptive to a individual's social functioning and/or activities of daily living).</p> <p>-Reduced mobility.</p> <p>-Aphasic (is an impairment in a person's ability to comprehend or formulate language because of damage to specific brain regions).</p> <p>Review of the resident's undated Care Plan showed:</p> <p>-He/She had impaired decision making related to hemiplga following a stroke and major depressive disorder.</p> <p>--Provide cues and supervision for safety awareness.</p> <p>--Avoid use of restraints.</p> <p>--Respect resident's rights to make decisions.</p> <p>-He/She is aphasic related to history of a stroke.</p> <p>--Allow to lip read.</p> <p>--Staff to speak slowly and calmly.</p> <p>--Offer a quite environment to allow for effective communication.</p> <p>--He/She was able to communicate needs through gestures and can effectively wave and use his/her left arm as needed to "shoo you away".</p> <p>-He/She was max assist for all transfers and cares.</p> <p>Review of the resident's Quarterly Minimum Data Set (MDS - a federally mandated assessment instrument completed by facility staff for care planning) dated 5/8/25 showed he/she:</p> <p>-Was severely cognitively impaired.</p> <p>-Was rarely/never understood by others.</p>	F 550			

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F 550	<p>Continued From page 3</p> <ul style="list-style-type: none"> -Was able to understand others. -Had no behaviors. -Did not reject cares. <p>Review of the facility's Suspected Abuse Investigation dated 5/14/25 showed:</p> <ul style="list-style-type: none"> -On 5/14/25, at approximately 11:00 A.M., agency Certified Nurses Aide (CNA) A went and got RN A to assist him/her with attempting to get the resident out of bed as the resident had previously refused. -Policy was to get the nurse and if the resident refuses after multiple attempts allow the resident to refuse and document the refusal and notify the physician. -CNA A and RN A went into the resident's room to attempt to get him/her out of bed. -The resident refused to get out of bed and began to swing his/her left arm wildly towards both staff members. -RN A grabbed the resident's left arm to stop him/her from flailing his/her arm. -When RN A grabbed the resident's left arm he/she caused a small moon shaped skin tear by the resident's elbow. -The resident calmed down and eventually agreed to get out of bed. -CNA A notified the Director of Nursing (DON) of the incident around 1:30 P.M. -RN A indicated he/she put a note into the resident's medical record stating what had happened. -A skin assessment was completed on the resident and showed a small moon shaped skin tear on his/her left arm by the elbow. -The resident was interviewed by social services. -When asked what happened the resident pointed to his/her left arm. -Resident shook his/her head back and forth 	F 550			

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F 550	<p>Continued From page 4</p> <p>when asked if it hurt.</p> <p>-When asked if the encounter with staff was aggressive or rough the resident stated "yes", did this staff member hurt you he/she stated "yes".</p> <p>-The resident was asked if he/she was upset over the incident, and he/she stated "no".</p> <p>-The resident was asked if he/she understood what he/she was being asked and he/she stated "yes" and pointed at an open area on his/her arm and stated "1 - 2" at the two red marks on his/her left arm.</p> <p>-When asked if he/she wanted RN A to stay out of his/her room he/she stated "yes".</p> <p>-Resident appeared to be very irritated with each question.</p> <p>Review of the resident's Interdisciplinary Note dated 5/14/25 at 11:3 A.M. by RN A showed:</p> <p>-Resident resistant to care this morning.</p> <p>-Resistant to incontinent care and Activities of Daily Living management.</p> <p>-Resident verbally and physically aggressive to him/her.</p> <p>-Resident attempted to hit him/her with closed hand.</p> <p>-Resident deflected from action.</p> <p>-Resident said he/she was "sorry" and caressed the RN A's arms.</p> <p>-Two open areas were noted by CNA A on resident's left arm.</p> <p>-Covered with dressing.</p> <p>-Assistant Director of Nursing (ADON) aware of sites.</p> <p>-Resident compliant with completing care and placed in mobile wheelchair.</p> <p>During an interview on 5/28/25 at 1:05 P.M., RN A said:</p> <p>-He/she had told CNA A several times that</p>	F 550			

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F 550	<p>Continued From page 5</p> <p>morning the resident needed to be up and out of bed.</p> <p>-He/She and CNA A went into the resident's room to change the resident and get the resident up for lunch.</p> <p>-The resident can not stay in bed all day.</p> <p>-The resident did not want to get up and kept saying "no, no, no."</p> <p>-The resident hit him/her in the face and hit the side rail on the bed.</p> <p>-He/She held the resident's arms to keep the resident from hurting his/herself.</p> <p>-The resident had two small skin tears on his/her left arm.</p> <p>-He/she should have walked away.</p> <p>Review of CNA A's written statement dated 5/14/25 showed:</p> <p>-About 10:30 A.M. or 11:00 A.M., RN A told him/her to get the resident up.</p> <p>-He/she went into the resident's room and asked the resident if he/she wanted to get up, the resident told him/her "no."</p> <p>-He/she then went to RN A to explain the resident told him/her "no" on getting up.</p> <p>-RN A told him/her the resident needed to get up for lunch.</p> <p>-He/she said he/she would get another aide to help, and RN A said "no" he/she would help him/her with the resident.</p> <p>-In the resident's room RN A told the resident that he/she needed to get up and the resident said "no".</p> <p>-The resident grabbed the turning hoop (rail).</p> <p>-RN A grabbed the resident's arm off the turning hoop (rail) and then held both arms on the bed resulting in two small skin tears.</p> <p>-The resident then said he/she was "sorry" and RN A stated he/she "should be sorry, that was</p>	F 550			

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F 550	<p>Continued From page 6</p> <p>ridiculous."</p> <ul style="list-style-type: none"> -RN A asked the resident if he/she wanted to give RN A "some sugar." -The resident said "no". -RN A said then he/she would get the resident a coke. -The resident did get up in the wheelchair after he/she was changed. <p>During an interview on 5/22/25 at 2:00 P.M., agency CNA A said:</p> <ul style="list-style-type: none"> -He/She went into the resident's room to get the resident up before lunch. -The resident said "no." -He/She went and told RN A the resident did not want to get up before lunch. -RN A said the resident needed to get up and went into the resident's room with him/her. -He/She went to change the resident, and the resident grabbed the half rail. -RN A pulled the resident's hands off the half rail and held down the resident's arms. -The resident was trying to get his/her arm loose from the hold. -The resident never swung his/her arms at RN A. -RN A never gave the resident an option to get changed and stay in bed. -RN A told the resident he/she was getting up for lunch. -RN A then asked the resident if the resident wanted him/her "to give a kiss" (some sugar), the resident said "no." -RN A then offered to buy the resident a coke. <p>During an interview on 5/22/25 at 2:23 P.M., the resident said:</p> <ul style="list-style-type: none"> - "I have no words to say", over and over. -Observation showed a moon shaped scab area on the resident's left arm by his/her elbow. 	F 550			

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F 550	Continued From page 7 During an interview on 5/22/25 at 3:16 P.M., the Administrator said: -He/She was notified of the incident on 5/22/25 around 1:30 P.M. -The resident has the right to stay in bed if he/she wanted to. -RN A should have just walked away from the resident because the resident was safe in bed. -The resident received a skin tear on his/her left arm by the elbow. -He/she educated for both abuse and resident rights, dignity to all staff but felt this instance with RN A was a customer service dignity issue. MO00254273 MO00254294	F 550			