

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

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTIONS		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:		(X2) MULTIPLE CONSTRUCTION A. BUILDING B. WING		(X3) DATE SURVEY COMPLETED 12/10/2024	
NAME OF PROVIDER OR SUPPLIER CHAPTERS LIVING OF CARMEL		STREET ADDRESS, CITY, STATE, ZIP CODE 11610 TECHNOLOGY DR, CARMEL, , 46032					
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES...	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION...			(X5) COMPLETION DATE	
R 0000	INITIAL COMMENTS This visit was for a State Residential Licensure Survey. This visit included the Investigation of Complaint IN00447832. Complaint IN00447832 - State deficiencies related to the allegations are cited at R0064. Survey dates: December 9 and 10, 2024. Facility number: 012309 Residential Census: 30 These State Residential Findings are cited in accordance with 410 IAC 16.2-5. Quality review was completed on December 16, 2024.	R 0000					

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

R 0064	Residents' Rights- Noncompliance 410 IAC 16.2-5-1.2(hh) (hh) The facility shall exercise reasonable care for the protection of residents ' property from loss and theft. The administrator or his or her designee is responsible for investigating reports of lost or stolen resident property and that the results of the investigation are reported to the resident. Based on interview and record review, the facility failed to protect a resident from theft of a bank card and pin number, when a staff member removed the resident's bank card from her apartment and used it at an automatic bank machine and withdrew money for 1 of 1 resident reviewed for misappropriation of property. (Resident C) Finding includes: During an interview, on 12/9/24 at 10:46 a.m., Resident C indicated she was missing her debt card and pin number. She kept the card in her wallet with the pin number tucked down in a pocket of the wallet. She indicated the staff member was a housekeeper in the facility and he had been terminated from employment. She received a letter from the bank with a picture of the housekeeper using the card to remove money from her account. He took	R 0064	1. The bank refunded the resident's money, a police report was filed, the staff member was terminated from employment, and the resident was given a lock box and key to safeguard her valuables. 2. All other residents were interviewed without concerns. 3. The facility policy has been reviewed with no required changes at this time. All staff have been re-educated on abuse prohibition. The facility will continue to in-service all employees on abuse prohibition during orientation and periodically, thereafter. 4. The administrator or designee will be responsible for completing the monitoring form to ensure all employees have been in-serviced on abuse prohibition and residents are interviewed to ensure they are free from misappropriation of resident property. The monitoring will occur weekly for four weeks, monthly for 5 months, then quarterly thereafter. Should a concern be identified, immediate corrective action will occur. The results of this monitoring and any corrective action will be reviewed during the monthly QA meetings on an ongoing basis for a minimum of six months. The frequency of this monitoring will be increased or decreased, according to the findings. 5. Date deficiency will be	12/20/2024
---------------	---	---------------	---	-------------------

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

\$400.00 dollars. Resident C indicated he would enter her room without knocking, while she was sleeping. She would wake up and he was in her room. During the interview, the resident presented a document from the bank and two pictures of the employee, which had been taken while the employee was using the bank machine. The clinical record for Resident C was reviewed on 12/9/24. The diagnoses included, but were not limited to, multiple sclerosis, essential tremor, and anxiety. A facility document, dated 11/22/24, indicated the Unit Manager (UM) had received a call from Resident C at about 9:25 a.m., requesting to speak with the UM. The UM went to the resident's room. The resident presented the UM with the picture of Housekeeper 2 and informed the Unit Manager he had taken money from her account. She provided the Unit Manager with the picture. The Unit Manager reported the incident to the Executive Director. During an interview, on 12/9/24 at 1:13 p.m., the Executive Director indicated the bank refunded the resident's money, a police report was filed, the staff member was terminated from employment, and the resident was given a lock box	corrected: 12/20/2024	
--	------------------------------	--

and key to safeguard her valuables.

During an interview, on 12/10/24 at 11:23 a.m., QMA 1 indicated abuse included the misappropriation of resident property which would be taking any resident's personal belongings and using them, without permission, for another resident or personal use.

During an interview, on 12/10/24 at 11:28 a.m., the Unit Manager indicated abuse included taking a resident's personal property without the resident's consent.

A current facility policy, titled "ABUSE PROHIBITION, REPORTING AND INVESTIGATION," dated 2023 and received from the Executive Director on 12/10/24 at 8:40 a.m., indicated "...This facility shall prohibit and prevent...misappropriation of resident property...."

This citation relates to Complaint IN00447832.

Based on interview and record review, the facility failed to protect a resident from theft of a bank card and pin number, when a staff member removed the resident's bank card from her apartment and used it at an automatic bank machine and withdrew money for 1 of 1 resident reviewed for misappropriation of property.

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

FORM APPROVED

OMB NO. 0938-0391

(Resident C)

Finding includes:

During an interview, on 12/9/24 at 10:46 a.m., Resident C indicated she was missing her debt card and pin number. She kept the card in her wallet with the pin number tucked down in a pocket of the wallet. She indicated the staff member was a housekeeper in the facility and he had been terminated from employment. She received a letter from the bank with a picture of the housekeeper using the card to remove money from her account. He took \$400.00 dollars. Resident C indicated he would enter her room without knocking, while she was sleeping. She would wake up and he was in her room. During the interview, the resident presented a document from the bank and two pictures of the employee, which had been taken while the employee was using the bank machine.

The clinical record for Resident C was reviewed on 12/9/24. The diagnoses included, but were not limited to, multiple sclerosis, essential tremor, and anxiety.

A facility document, dated 11/22/24, indicated the Unit Manager (UM) had received a call from Resident C at about 9:25 a.m., requesting to speak with the UM. The UM went to

the resident's room. The resident presented the UM with the picture of Housekeeper 2 and informed the Unit Manager he had taken money from her account. She provided the Unit Manager with the picture. The Unit Manager reported the incident to the Executive Director.

During an interview, on 12/9/24 at 1:13 p.m., the Executive Director indicated the bank refunded the resident's money, a police report was filed, the staff member was terminated from employment, and the resident was given a lock box and key to safeguard her valuables.

During an interview, on 12/10/24 at 11:23 a.m., QMA 1 indicated abuse included the misappropriation of resident property which would be taking any resident's personal belongings and using them, without permission, for another resident or personal use.

During an interview, on 12/10/24 at 11:28 a.m., the Unit Manager indicated abuse included taking a resident's personal property without the resident's consent.

A current facility policy, titled "ABUSE PROHIBITION, REPORTING AND INVESTIGATION," dated 2023 and received from the Executive

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

Director on 12/10/24 at 8:40 a.m., indicated "...This facility shall prohibit and prevent...misappropriation of resident property...." This citation relates to Complaint IN00447832.			
Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting provided it is determined that other safeguards provide sufficient protection to the patients. (See instructions.)			
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE	