

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

PRINTED: 08/15/2024  
FORM APPROVED  
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>155846</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____  B. WING _____		(X3) DATE SURVEY COMPLETED  <b>C</b>  <b>08/07/2024</b>
NAME OF PROVIDER OR SUPPLIER  <b>RESTORACY OF CARMEL</b>			STREET ADDRESS, CITY, STATE, ZIP CODE  <b>616 GREEN HOUSE WAY</b> <b>CARMEL, IN 46032</b>		
(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) COMPLETION DATE	
F 000	<p>INITIAL COMMENTS</p> <p>This visit was for the Investigation of Complaint IN00439367.</p> <p>Complaint IN00439367-No deficiencies related to the allegations are cited.</p> <p>Unrelated deficiencies are cited.</p> <p>Survey dates: August 6 and 7, 2024</p> <p>Facility number: 013753 Provider number: 155846 AIM number: 201362150</p> <p>Census bed type: SNF/NF: 66 Total: 66</p> <p>Census payor type: Medicare: 5 Medicaid: 43 Other: 18 Total: 66</p> <p>This deficiency reflects state findings cited in accordance with 410 IAC 16.2-3.1.</p> <p>Quality review was completed on August 14, 2024.</p>	F 000			
F 602 SS=D	<p>Free from Misappropriation/Exploitation CFR(s): 483.12</p> <p>\$483.12</p> <p>The resident has the right to be free from abuse, neglect, misappropriation of resident property, and exploitation as defined in this subpart. This includes but is not limited to freedom from</p>	F 602			

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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 602	<p>Continued From page 1</p> <p>corporal punishment, involuntary seclusion and any physical or chemical restraint not required to treat the resident's medical symptoms. This REQUIREMENT is not met as evidenced by:</p> <p>Based on interview and record review, the facility failed to ensure residents' credit cards were kept safe and secure during their admission for 2 of 3 residents being reviewed for misappropriation of property. (Residents B and C) The deficient practice was corrected on 8/5/24, prior to the start of the survey, and was therefore past noncompliance.</p> <p>Findings include:</p> <p>1. A facility reported incident, dated 7/31/24, indicated Resident B's son reported to the Executive Director (ED) two of her credit cards were fraudulently used by a person identified as CNA 1. The credit cards were canceled. The city police department was notified. CNA 1 was immediately suspended.</p> <p>A facility document, titled "Allegation Investigation Form," dated 8/5/24, indicated CNA 1 was terminated on 8/5/24. Resident B's son reported to the ED there were suspicious charges on his mother's credit cards. The ED and the son called the credit card company to confirm the spelling of a person who had used the resident's credit card to order Door Dash. The son was prompted to look deeper into Resident B's credit card statements and found roughly 18 charges he was not able to account for Resident B making. An investigation was started, which showed CNA 1 worked in the home Resident B was admitted to. Her credit cards were fraudulently used without her knowledge. CNA 1 was terminated, on</p>	F 602	<p>Past noncompliance: no plan of correction required.</p>		

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F 602	<p>Continued From page 2</p> <p>8/5/24, due to probable cause she was involved in the fraudulent credit cards activity.</p> <p>A facility document, titled "Employee Status Change Form," dated 8/5/24, indicated CNA 1 was terminated, on 8/5/24, without being eligible for rehire due to the theft of a resident's credit cards and fraud. The explanation for dismissal was CNA 1 was proven by the credit card company and the police department to have used Resident B's credit cards fraudulently.</p> <p>During an interview, on 8/6/24 at 12:38 p.m., the ED indicated Resident B's son discovered CNA 1 had stolen Resident B's credit card numbers after a Door Dash charge was on the resident's credit card account. He knew his mother would not have ordered Door Dash. He looked through the credit card statements and discovered other charges which he knew Resident B did not make. The ED indicated he terminated the employee, since the police officer felt there was enough evidence to charge CNA 1 with the Door Dash charge. The resident's son and the police officer were continuing to investigate if CNA 1 was responsible for the other charges on both credit cards.</p> <p>During an interview, on 8/6/24 at 2:18 p.m., the ED and Officer 3 were in attendance. Officer 3 indicated he had spoken to Resident B, and she had not given permission for anyone to use her credit cards. The charge as of now for CNA 1 was fraud due to utilization of credit cards without authorization and since the amount she spent was over \$750.00, it would most likely be a level six felony charge. The resident's son noticed multiple transactions on his mother's credit cards which he had disputed all the charges.</p>	F 602			

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F 602	<p>Continued From page 3</p> <p>2. During a phone interview, on 8/7/24 at 3:57 p.m., Resident C indicated after she was discharged from the facility, she discovered her credit cards were missing from her wallet. Two credit card companies were investigating fraudulent charges. She indicated the person who stole her credit cards was CNA 1. The person charged \$705.09, from 7/6/24 to 7/13/24, on one card and charged \$93.00 on another credit card. Her money was reimbursed by the credit card companies. She had not contacted the police, only the credit card companies.</p> <p>A current facility policy, titled "Abuse Policy," dated as revised 8/2/23 and provided by the Director of Nursing on 8/6/24 at 1:45 p.m., indicated "...It is the policy...to ensure that all residents...are free from...misappropriation of resident property and exploitation. This includes but is not limited to...ensure that all employees, residents, family members, consultants, physicians and visitors are aware that...exploitation of residents and misappropriation of resident property...is strictly forbidden by this provider...Misappropriation of Resident property: The deliberate misplacement, exploitation, or wrongful, temporary or permanent use of a resident's belongings or money without the resident's consent. 10. Exploitation: Taking advantage of a resident for personal gain through the use of manipulation, intimidation, threats or coercion. 11. Mistreatment: Inappropriate treatment or exploitation of a resident...."</p> <p>The deficient practice was corrected by 8/5/24, after the facility implemented a systemic plan which included CNA 1 was terminated for credit card fraud on 8/5/24, abuse in-servicing was</p>	F 602			

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F 602	Continued From page 4 initiated for all staff, staff members were interviewed, residents were interviewed, and misappropriation of property was included in the QAPI (Quality Assurance Performance Improvement) program.  3.1-28(a)	F 602			