

**Iowa Department of Inspections and Appeals
Health Facilities Division
Citation**

Citation Number: #8079		AMENDED 8/17/20		Date: August 13, 2020	
Facility Name: The New Homestead		Survey Dates: 7/22-7/30/20			
Facility Address/City/State/Zip 2306 State Street Guthrie Center, IA 50115		SB			
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date	

56.12(135C)	<p>481—56.12(135C) Class I violation as a result of multiple lesser violations. The director of the department of inspections and appeals may issue a citation for a class I violation when a physical condition or one or more practices exist in a facility which are a result of multiple lesser violations of the statutes or rules, but which taken as a whole constitute an imminent danger or a substantial probability of resultant death or physical harm to the residents of the facility.</p>	I	\$3250	UPON RECEIPT	
58.45	<p>481—58.45(135C) Dignity preserved. The resident shall be treated with consideration, respect, and full recognition of dignity and individuality, including privacy in treatment and in care for personal needs. (II)</p>				
58.45(2)	<p>58.45(2) Schedules of daily activities shall allow maximum flexibility for residents to exercise choice about what they will do and when they will do it. Residents' individual preferences regarding such things as menus, clothing, religious activities, friendships, activity programs, entertainment, sleeping and eating, also times to retire at night and arise in the morning shall be elicited and considered by the facility. (II)</p>				
58.47 58.47(1)	<p>481—58.47(135C) Communications. Each resident may communicate, associate, and meet privately with persons of the resident's choice,</p>				

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	<p>unless to do so would infringe upon the rights of other residents, and may send and receive personal mail unopened. (II) 58.47(1) Subject to reasonable scheduling restrictions, visiting policies and procedures shall permit residents to receive visits from anyone they wish. Visiting hours shall be posted. (II)</p> <p>Based on record review, staff and family interviews the facility failed to ensure resident rights were met due to a resident was not allowed to have family visit during the end of life for 1 of 2 (Resident #1) residents reviewed. The facility reported a census of 46 residents.</p> <p>Findings include:</p> <p>The quarterly Minimum Data Set dated 2/20/20 for Resident #1 revealed the resident scored 13/15 for her Brief Interview of Mental Status, which indicated she was cognitively intact. It had her coded as requiring extensive assist of 1 person for bed mobility, transfers, dressing and toileting and independent with eating with set up help only. The MDS revealed she weighed 133 pounds and did not have any significant weight loss or gain. It identified her as being at risk for pressure related breakdown but coded her as not having any pressure injury.</p>				
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	<p>The Face Sheet for the resident revealed diagnosis of anemia, hypertension, diabetes, hyperlipidemia, hydronephrosis, disorders of the kidney or ureter, polyarthritis and cerebral infarct.</p> <p>The Care Plan focus screen for Covid-19 dated 3/14/20 included an intervention for staff to follow the guidelines from national, state and local authorities for visitation restrictions.</p> <p>The Progress Note dated 4/27/20 at 4:39 PM revealed a psychosocial assessment completed after the resident's daughter called concerned the resident had "given up". The note revealed the resident stated she was very interested in visiting with family.</p> <p>The Progress Note dated 5/1/20 at 3:04 PM revealed the daughter was concerned the resident was no longer interested in anything that she used to be. The facility notified Hospice and the physician and received new orders for an antidepressant.</p> <p>The Care Plan updated on 5/1/20 revealed the resident now received hospice care.</p> <p>The Hospice Comprehensive Assessment Note dated 5/4/20 revealed the daughter reported to</p>				
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	<p>the chaplain that she was upset she could not see her mom face to face.</p> <p>The Restricted Visitation for Covid-19 Policy updated June 2020 documented that entry only permitted to immediate family and friends whom need to visit for compassionate care situations, such as end of life.</p> <p>The Progress Note dated 5/10/20 at 9:25 PM revealed the resident had started to mottle on her bilateral lower extremities and her hands and her respirations were now shallow.</p> <p>On 7/22/20 at 4:46 PM the resident's daughter stated her mother died at the facility without family allowed in to see her. She stated she had talked to the Administrator at one point voicing her concern that she was going to have to watch her mom die through her window and the Administrator told her they had to keep Covid-19 out of the facility at all costs and the facility would call her when the time was near. She stated she called hospice on the night of 5/10/20 because her mom was mottling and had shallow respirations. The nurse told her it was too soon and to call back the next morning. She stated she called the facility 5:00 AM the next morning and let it ring but no one picked up the call. On 8/17/20 at 9:13 a.m. the daughter reported calling</p>				
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	<p>the facility after the 5 a.m. call around 8:45 a.m. and Staff C told her the resident was transitioning. Staff C reported the resident was mottling with shallow breathing and her arms and feet were cold. The daughter asked to come see her mother and she was informed it was not time yet. At 9:30 the nurse called and informed her that her mom was dead. The daughter went to the nursing home and was told she could come inside and stay as long as she wanted to after the resident expired. The daughter denied that Hospice informed her she could not visit on 5/10/20. The daughter stated Hospice just relayed what the facility said-that it was not time yet. At 9:30 the nurse called and informed her that her mom was dead. The daughter went to the nursing home and was told she could come inside and stay as long as she wanted to after the resident expired.</p> <p>Progress Notes dated 5/11/20 at 1:42 PM revealed the resident passed away at 9:30 AM and the facility informed the daughter at 9:40 AM.</p> <p>On 7/28/20 at 3:05 PM the Director of Nursing (DON) stated residents are allowed to have visitors at end of life. One visitor per day for one hour is allowed. She stated that she considered end of life as any significant change and she considered mottling a significant change and would allow for a family visit. She also stated the</p>				
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	<p>facility recently allowed some other hospice residents at the facility to have visitors for psychosocial health as well and they considered each resident case by case.</p> <p>On 7/29/20 at 2:10 PM the physician identified the resident with underlying health conditions which included chronic kidney disease and condition likely caused her death but he felt the resident had given up in the end and not being able to visit her family could have hastened the process.</p> <p>On 7/30/20 at 8:55 AM the Administrator stated the resident's daughter had a difficult time with accepting her mother's nursing home placement. When the COVID visiting restrictions were put in place the facility made sure to place the resident on the ground floor with a patio window so the family could come and go as they pleased. The Administrator stated that once the resident went to hospice level of care she told the family they could visit with any significant change or with any signs that the resident was actively dying. She stated the resident had been like this for a while so that is why the facility wasn't allowing the family in when she first went to hospice. The daughter saw her in the hospital (5/5/20) when she fell recently and she stated the daughter had a window visit with her the day before she passed. The Administrator stated she was not</p>				
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	<p>aware of any staff or hospice nurse telling the daughter she couldn't visit the day before she passed away and considered mottling and shallow respirations as a significant change.</p> <p>The COVID-19 screening log for May 2020 lacked any signature for the residence daughter 5/1-5/10/20.</p> <p>During an interview with Staff C on 7-30-20 at 10:45 AM she stated she remembered the daughter calling around 7:45 AM on 5-11-20. She stated she was in the middle of medication pass and did not recall the daughter specifically asking if she can come in but did ask for an update on her mom's condition. She stated the resident was resting peacefully and denied any pain. She stated the resident never seemed upset that the family wasn't visiting. The nurse stated the family was upset because the resident would never answer the phone and didn't always want to talk to them. She stated the resident was more reserved and wanted left alone to rest in her recliner. The nurse stated the resident was allowed to have visitors to have at end of life. If the family inquires, she is to let the DON Administrator know so they can make arrangements to screen them to allow them in.</p>				
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	<p>On 7/30/20 at 10:30 AM a call was made to the hospice agency providing cares. The Patient Care Manager stated she remembered the daughter calling after her mother passed away expressing concern about not being allowed in the night before to see her mom.</p> <p>During an interview on 7/30/20 at 11:15 AM Staff D stated she was the primary hospice nurse responsible for taking care of the resident. She stated the hospice nurses are allowed in once every fourteen days and if she feels the resident needs to be seen more often she has to get permission from the Administrator. She stated they are allowed in at end of life only when death of the resident is imminent. The Patient Care Manager was on the call as well and she stated the daughter told her that she was told that her mom was not imminent yet and the facility would not allow her in.</p> <p>During an interview on 7/30/20 at 11:25 AM Staff E stated that she was the on call nurse the night of 5/10-5/11/20. She stated she received calls from the facility updating her that the resident was transitioning. The hospice nurse offered to make a visit and the facility stated it was not time. Staff E does not recall the daughter asking if she could come into the facility. On 8/17/20 at 8:47 a.m. Staff E stated she offered a visit but was told by</p>				
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	<p>the facility it was not necessary due to COVID. Staff E stated did not tell the daughter she couldn't visit. Staff E informed the daughter to try calling the facility in the morning around 7 a.m.</p> <p>During an interview on 7/30/20 at 11:30 AM the DON stated she never saw the resident in any distress over visitor restrictions and that the resident felt very content at the facility. The DON stated staff would have to encourage the resident to answer her phone from family because she would ignore the calls.</p> <p>During an interview on 7/30/20 at 11:40 AM with Staff F she stated that she found the resident passed away the morning of 5/11/20. She stated she had taken care of the resident earlier in the week and the resident never seemed to be in distress or upset about her family not visiting.</p> <p>On 8/14/20 at 12:12 p.m. via email, the Administrator stated facility policy does allow for end of life visits.</p> <p>FACILITY RESPONSE:</p>				
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