STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	ASL510065	A. BUILDING: _____ B. WING _____	03/17/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
TRUSTWELL LIVING OF SPRINGFIELD	2451 W WHITE OAK DRIVE SPRINGFIELD, IL 62704

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A 000	Initial Comment Facility Reported Incident IL200651 295.4010 Complaint Investigation 2643097/ IL 200766 Unsubstantiated	A 000		
A4010	Section 295.4010 Service Plan This Regulation is not met as evidenced by: Type 2 Violation Section 295.4010 Service Plan d) The service plan, which shall be reviewed annually, or more often as the resident's condition, preferences, or service needs change, shall serve as a basis for the service delivery contract between the provider and the resident (see Section 295.2030). (Section 15 of the Act) e) The service plan shall be reviewed and revised if necessary immediately after a significant change in the resident's physical, cognitive, or functional condition (see Section 295.4000). g) Service plans shall address: 1) The level of service the resident is receiving, including: A) assistance with activities of daily living; C) special accommodations for the resident. 2) The amount, type, and frequency of health-related services needed by the resident; 3) Staff responsible for the provisions of the service plan;	A4010		

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A4010	Continued From page 1 h) The service plan shall include all support services provided or arranged for by the establishment. Based on record review and interview the establishment failed to ensure resident service plans were reviewed and revised with fall interventions. This failure resulted in R1 falling on two separate occasions and receving fractures with those falls. Findings include: The establishment's "Emergency Resident Fall Response Police" contains documentation in section 5)b) that is, "Document remedial measures taken to ensure continued safety (i.e. frequent checks, Short Term Health Monitor, Physical Therapy assessment, etc.)." The same policy also contains documentation is section 5)c) that is, "Document measures or intervention to prevent further falls to be added to Short Term Health Monitor and/or Care Plan." 1. R1 was admitted to the establishment on 01-02-2026. R1's diagnoses include dementia, osteoporosis, and hypertension. R1 resides in the establishment's memory care unit. The establishment's "Incident Report Log" for February 2026 contains documentation that R1 fell on 02-27-2026. The establishment's "Incident Report Log" for March 2026 contains documentation that R1 fell on 03-09-2026 resulting in a visit to the local emergency room and a fracture. Documentation also includes that R1 fell on 03-11-2026 resulting in a a fracture.	A4010		

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A4010	Continued From page 2 The establishment's Physical Therapy/Occupational Therapy (PT/OT) census list contains documentation that R1 started PT/OT services on 01-06-2026. R1's 02-27-2026 Universal Incident Report contains documentation that R1 was found sitting on the floor in front of a chair. Further documentation is that R1 denies falling, head injury, and pain. Documentation also includes that R1 was assisted to the bathroom and then back into a chair. R1's February 2026 Resident Notes do not include any documentation regarding R1's 02-27-2026 fall. R1's 03-09-2026 Universal Incident Report contains documentation that R1 was on the floor in the hallway near R1's apartment. Documentation includes that R1 was laying on R1's back, denies pain or discomfort, and has increased confusion from R1's baseline. Documentation also includes that R1 was sent to the local emergency room per Emergency Medical Services (EMS.) R1's 03-09-2026 Resident Notes include documentation that R1 returned from the hospital, has a C2 fracture, and will be using a cervical collar. R1's 03-11-2026 Resident Notes include documentation that R1 was found on the floor in R1's room very confused. Documentation also includes that R1 has a bump to the head, is yelling in pain, that R1 is unable to bear weight on the left side, and that R1's foot is rotated out. Documentation includes that R1's cervical collar was on at the time of the fall and that R1 was	A4010		

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A4010	Continued From page 3	A4010		

sent to the local hospital by ambulance services. R1's 03-11-2026 notes also include documentation that R1 was admitted to the hospital with a fractured hip.

R1's 02-26-2026 service plan includes documentation that staff will provide physical and standby assistance with showering, that R1 requires reminders to use the wheelchair with mobility, and that R1 requires physical assistance with transfers and toileting. The same service plan also includes documentation that R1 is at risk for falling and requires intervention to decrease the fall risk. The service plan includes documentation that R1 requires frequent safety checks. The 02-26-2026 service plan does not include any documentation of fall interventions implemented, that R1 is required to wear a cervical collar, or that R1 is receiving PT/OT services.

On 03-16-2026, at approximately 9:40am, E2 (Assistant Health Services Director,) agrees that R1's service plan does not include any interventions implemented to help prevent falls.

2. R2 was admitted to the establishment on 05-12-2025. R2's diagnoses include Alzheimer's disease. R2 resides in the establishment's memory care unit.

The establishment's February and March 2026 Incident Report Logs contain documentation that R2 had falls on 02-16-2026, 03-01-2026, and 03-08-2026.

R2's 02-16-2026 Universal Incident Report includes documentation that R2 was found lying on the floor with swelling to the right side of the face and left forehead.

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A4010	Continued From page 4 R2's 03-01-2026, 3:39pm Universal Incident Report includes documentation that R2 was found on the floor and noted to have redness to the right back of the head and a dark bruise to the posterior right thigh. R2's 03-08-2026 Universal Incident Report includes documentation that R2 tried to self transfer, missing the chair, and that no injuries were noted. R2's February 2026 progress notes were reviewed and do not include any documentation for 02-16-2026. R2's 03-01-2026 1:32am resident note includes documentation that R2 slid from the wheelchair onto the floor and that no injuries were observed. R2's 03-01-2026 4:29am resident note includes documentation that R2 was found on the floor with no injury noted. R2's 03-08-2026 resident note includes documentation that R2 tried to self transfer, missing the chair, and that no injuries were noted. R2's 12-10-2025 service plan includes documentation that R2 requires staff assistance with bathing, toileting, and grooming. The service plan also includes documentation that R2 is independent with transfers and is a fall risk. The service plan does not include documentation of any fall interventions. The same service plan does not include any documentation of R2 receiving hospice services. On 03-16-2026 at approximately 9:40am, E2 states that R2 is receiving hospice services.	A4010		

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A4010	Continued From page 5 3. R3 was admitted to the establishment on 09-30-2024. R3's diagnoses include osteoporosis. The establishment's February and March 2026 Incident Report Logs contain documentation that R3 had falls on 02-13-2026, 02-14-2026, 02-23-2026, and 02-26-2026. R3's Resident Notes were reviewed for February and March 2026. R3's 02-13-2026 resident note contains documentation that staff reported R3 falling in the employee bathroom, that R3 denied hitting head or having any pain. Documentation also includes that R3 was assessed and no physical injuries were noted. R3's 02-27-2026 resident note contain documentation that a meeting was held to review R3's recent fall. Documentation also includes that a referral was sent to a home health agency for a physical therapy and occupational therapy evaluation. Further documentation is that staff are to continue fall precautions and monitor for any changes in R3's condition. R3's resident notes reviewed do not contain any further documentation of falls. R3's 10-07-2025 service plan contains documentation that R3 requires reminders and standby assistance with showering and that R3 is independent with toileting. Further documentation includes that R3 requires assistance with dressing and grooming. The same service plan includes documentation that R3 uses a walker for ambulation and a wheelchair for long distances. Documentation also includes that R3 is independent with transfers, requires frequent safety checks, and is	A4010		

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A4010	Continued From page 6 identified as a fall risk. The service plan does not include any documentation of fall interventions.	A4010		