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A 000	Initial Comment Complaint Investigation of IL201082 295.4010 d) g) 5) 295.4060 a) b) h) 6) 295.6000 a) 5)	A 000		
A4010	Section 295.4010 Service Plan This Regulation is not met as evidenced by: Type 1 Violation-Repeat 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) g) Service plans shall address: 5) Whether the resident requires medication reminders, supervision of self-administered medication, or medication administration. Based on interview and record review the establishment failed to ensure that four (R1-R4's) service plans were followed for medication administration. These failures create a substantial probability of severe harm to all four residents. Findings include:	A4010		

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A4010	Continued From page 1 The undated establishment contract documents on page three II, Terms of Agreement that Bickford agrees to the following including: B. To provide designated services to the resident, as delineated in the Service Agreement. 1.) R1 resides in a secure memory care establishment. R1's service plan dated 3/31.26 documents that R1 requires full assistance with medication administration/management and is severely cognitively impaired. Additionally, R1's service plan documents, " (R1) is a brittle Type 2 Diabetic and requires close monitoring of her blood sugar throughout the day and before meals. The Care Team supports me in the 7 rights of medication management including storing and receiving my medications in a safe and timely manner." R1's March and April medication administration records documents a physician order for Lantus insulin 25 units at 9:00AM, Novolog insulin 4 units to be administered before meals and Novolog insulin sliding scale before meals (7:00AM, 11:00PM, and 4:00PM) based on blood sugar reading. The establishment provided medication variance report documents on 3/29/26 R1 did not receive her 8:00AM Novolog scheduled nor did she received her sliding scale Novolog insulin. R1 did not receive her 9:00AM Lantus, nor did she receive her 11:00AM Novolog insulin or her 12:00 PM Lantus insulin and no blood sugars were recorded during this time for sliding scale. Additionally, on 4/6/26 R1 did not receive her 8:00AM Novolog insulin until 11:08AM and did not	A4010		

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A4010	Continued From page 2	A4010		

received her 9:00AM Lantus insulin until 10:47AM.

2.) R2 resides in a secure memory care establishment.

R2's service plan dated 12/18/25 documents that R2 is severely cognitively impaired and is a brittle diabetic and tends to have extreme lows and highs. R2 needs full assistance with medication administration management. The nurse will monitor R2's blood sugar with regular monitoring. The Care Team supports me in the 7 rights of medication management including storing and receiving my medications in a safe and timely manner.

R2's March and April medication administration records document a physician order for Glargine insulin 10 units daily at 9:00AM, Glargine insulin 5 units to be given daily at bedtime (8:00PM), Novolin sliding scale to be given as needed for blood sugars before meals and Novolin 3 units to be given before meals, (7:00AM, 11:00AM, and 4:00PM).

The establishment provided medication variance report documents on 3/29/26, R2 did not receive his 9:00AM Glargine insulin, nor his Novolog insulin before breakfast and lunch with no blood sugar recorded for sliding scale.

Additionally, on 4/6/26 R2's 9:00AM insulin was given at 10:42AM and his before breakfast insulin with sliding scale was also given at 10:42AM. R2's before supper insulin (5:00PM) was given at 6:54PM and his before bedtime insulin (8:00PM) was given at 10:44PM.

3.) R3 resides in the assisted living portion of the

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A4010	Continued From page 3	A4010		

establishment.

R3's service plan dated 1/30/26 documents that R3 is moderately cognitively impaired and requires full assistance medication administration management by licensed nurses. R3's service plan documents that staff will monitor for signs and symptoms of hyperglycemia or hypoglycemia. If noticed, staff are to report this to the nurse.

R3's March and April medication administration records document physician orders for Lantus 20 units every morning, 9:00AM, Novolog 6 units before meals, and Novolog sliding scale based on blood sugar before meals (8:00AM, 11:00AM, and 4:00PM).

The establishment provided medication variance report documents on 3/29/26, R3 did not receive his before lunch (12:00PM) Novolog insulin 6 units, nor his sliding scale with no blood sugar recorded for sliding scale.

Additionally, on 4/6/26 R3's 8:00AM, Novolog 6 units and sliding scale were given at 10:30AM and R3's 9:00AM Lantus 20 units was not given until 10:43AM.

4.) R4 resides in the assisted living portion of the establishment.

R4's service plan dated 2/4/26 documents that R4 has memory impairment and requires full assistance with medication management. R4 requires nursing staff to be administering medications including storing and receiving medications in a safe and timely manner.

R4's March and April medication administration

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A4010	Continued From page 4 records documents physician orders for blood sugars to be checked before meals and at bedtime. Additionally, orders for Lantus insulin 14 units before bedtime (8:00PM), Novolog insulin 8 units every day with breakfast (8:00AM), Novolog insulin 9 units with lunch and dinner (12:00PM and 5:00PM) and Novolog insulin sliding scale before meals (8:00AM, 12:00PM, and 5:00PM) based on blood sugar. The establishment provided medication variance report documents on 3/29/26 R4 received Novolog insulin with dinner and sliding scale at 3:17PM instead of 5:00PM. On 4/6/26 R4 received Novolog insulin at 10:31AM, instead of with breakfast at 8:00AM and received Lantus insulin at 10:42PM instead of at dinner (5:00PM) and bedtime (8:00PM). On 4/9/26 at 9:30AM, E1 Corporate Executive Director confirmed that there was no licensed nurse in the establishment to administer medications and other care on 3/29/26 from 7:42AM to 2:24PM and again on 4/5/26 from 7:11PM until 9:52AM on 4/6/26. On 4/9/26 at 10:15AM, E2 Corporate Director of Nursing stated that when there is no nurse in the building, the residents are not getting their medications as ordered, nor their accuchecks managed. "We expect the service plans to be followed."	A4010		
A4060	Seciton 295.4060 Alzheimer's and Demential Programs This Regulation is not met as evidenced by:	A4060		

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A4060	Continued From page 5 Type 1 Violation-Repeat Section 295.4060 Alzheimer's and Dementia Programs a) In addition to this Section, Alzheimer and dementia programs shall comply with all of the other provisions of the Act. (Section 150(a) of the Act) b) No person shall be admitted or retained in an assisted living or shared housing establishment if the establishment cannot provide or secure appropriate care, if the resident requires a level of service or type of service for which the establishment is not licensed or which the establishment does not provide, or if the establishment does not have the staff appropriate in numbers and with appropriate skill to provide such services. (Section 150(b) of the Act) h) An establishment that offers to provide a special program for persons with Alzheimer's disease and related disorders shall: 6) Provide an appropriate number of staff for its resident population. The establishment shall provide staff sufficient in number, with qualifications, adequate skills, education, and experience to meet the 24-hour scheduled and unscheduled needs of the residents and who participate in ongoing training, to serve the resident population. At a minimum, at least one staff member shall be awake and on duty at all times; Based on interview and record review the establishment failed to ensure licensed nursing staff were available to provide critical medications	A4060		

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A4060	Continued From page 6	A4060		

as ordered for two (R1 and R2) of two residents reviewed for Alzheimer's and dementia programs. This failure creates a substantial probability of severe harm to both R1 and R2 residents.

Findings include:

1.) R1 resides in a secure memory care establishment and is severely cognitively impaired.

R1's service plan dated 3/31.26 documents " (R1) is a brittle Type 2 Diabetic and requires close monitoring of her blood sugar throughout the day and before meals. The Care Team supports me in the 7 rights of medication management including storing and receiving my medications in a safe and timely manner."

R1's March and April medication administration records documents a physician order for Lantus insulin 25 units at 9:00AM, Novolog insulin 4 units to be administered before meals and Novolog insulin sliding scale before meals (7:00AM, 11:00PM, and 4:00PM) based on blood sugar reading.

The establishment provided medication variance report documents on 3/29/26 R1 did not receive her 8:00AM Novolog scheduled nor did she received her sliding scale Novolog insulin. R1 did not receive her 9:00AM Lantus, nor did she receive her 11:00AM Novolog insulin or her 12:00 PM Lantus insulin and no blood sugars were recorded during this time for sliding scale.

Additionally, on 4/6/26 R1 did not receive her 8:00AM Novolog insulin until 11:08AM and did not received her 9:00AM Lantus insulin until 10:47AM.

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A4060	Continued From page 7 R1's progress notes dated 3/7/26 document discharge from the local hospital due to fall caused by hypoglycemia, 4/1/26 discharge from the local hospital for hypokalemia, and 4/6/26 sent to the local hospital for hypoglycemia. 2.) R2 resides in a secure memory care establishment and is severely cognitively impaired. R2's service plan dated 12/18/25 documents "(R2) is a brittle diabetic and tends to have extreme lows and highs. The nurse will monitor R2's blood sugar with regular monitoring. The Care Team supports me in the 7 rights of medication management including storing and receiving my medications in a safe and timely manner." R2's March and April medication administration records document a physician order for Glargine insulin 10 units daily at 9:00AM, Glargine insulin 5 units to be given daily at bedtime (8:00PM), Novolin sliding scale to be given as needed for blood sugars before meals and Novolin 3 units to be given before meals, (7:00AM, 11:00AM, and 4:00PM). The establishment provided medication variance report documents on 3/29/26, R2 did not receive his 9:00AM Glargine insulin, nor his Novolog insulin before breakfast and lunch with no blood sugar recorded for sliding scale. Additionally, on 4/6/26 R2's 9:00AM insulin was given at 10:42AM and his before breakfast insulin with sliding scale was also given at 10:42AM. R2's before supper insulin (5:00PM) was given at 6:54PM and his before bedtime insulin (8:00PM)	A4060		

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A4060	Continued From page 8 was given at 10:44PM. R2's progress notes dated 2/20/26 document that R2 fell on this date resulting in a head strike requiring 6 staples and that upon return from the hospital, his blood sugar was 489. On 4/9/26 at 9:30AM, E1 Corporate Executive Director confirmed that there was no licensed nurse in the establishment to administer medications and other care on 3/29/26 from 7:42AM to 2:24PM and again on 4/5/26 from 7:11PM until 9:52AM on 4/6/26. On 4/9/26 at 9:55AM, E5 Licensed Practical Nurse stated "I do not believe that R1 and R2 can safely be managed because of their unstable diabetes. I have had to send R1 to the hospital twice for hypoglycemia." On 4/9/26 at 11:30AM, E2 Corporate Executive Director stated that R1 and R2 are unstable diabetics who should not be cared for at this establishment. On 4/9/26 at 10:15AM, E2 Corporate Director of Nursing stated that when there is no nurse in the building, the residents are not getting their medications as ordered, nor their accuchecks managed. "This can cause harm."	A4060		
A6000	Section 295.6000 Resident Rights This Regulation is not met as evidenced by: Type 1 Violation-Repeat Section 295.6000 Resident Rights	A6000		

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A6000	Continued From page 9 a) No resident shall be deprived of any rights, benefits, or privileges guaranteed by law, the Constitution of the State of Illinois, or the Constitution of the United States solely on account of his or her status as a resident of an establishment, nor shall a resident forfeit any of the following rights: 5) The right to receive the services specified in the service plan, to review and renegotiate the service plan at any time; and to be informed of the cost of the changes; Based on interview and record review the establishment failed to ensure four (R1-R4) of four residents reviewed for resident rights received licensed nursing services and timely critical medication administration. These failures create a substantial probability of severe harm to all four residents. Findings include: 1.) R1 resides in a secure memory care establishment and is severely cognitively impaired. R1's service plan dated 3/31.26 documents " (R1) is a brittle Type 2 Diabetic and requires close monitoring of her blood sugar throughout the day and before meals. The Care Team supports me in the 7 rights of medication management including storing and receiving my medications in a safe and timely manner." R1's March and April medication administration records documents a physician order for Lantus insulin 25 units at 9:00AM, Novolog insulin 4 units to be administered before meals and Novolog	A6000		

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A6000	Continued From page 10	A6000		

insulin sliding scale before meals (7:00AM, 11:00PM, and 4:00PM) based on blood sugar reading.

The establishment provided medication variance report documents on 3/29/26 R1 did not receive her 8:00AM Novolog scheduled nor did she received her sliding scale Novolog insulin. R1 did not receive her 9:00AM Lantus, nor did she receive her 11:00AM Novolog insulin or her 12:00 PM Lantus insulin and no blood sugars were recorded during this time for sliding scale.

Additionally, on 4/6/26 R1 did not receive her 8:00AM Novolog insulin until 11:08AM and did not received her 9:00AM Lantus insulin until 10:47AM.

2.) R2 resides in a secure memory care establishment and is severely cognitively impaired.

R2's service plan dated 12/18/25 documents "(R2) is a brittle diabetic and tends to have extreme lows and highs. The nurse will monitor R2's blood sugar with regular monitoring. The Care Team supports me in the 7 rights of medication management including storing and receiving my medications in a safe and timely manner."

R2's March and April medication administration records document a physician order for Glargine insulin 10 units daily at 9:00AM, Glargine insulin 5 units to be given daily at bedtime (8:00PM), Novolin sliding scale to be given as needed for blood sugars before meals and Novolin 3 units to be given before meals, (7:00AM, 11:00AM, and 4:00PM).

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A6000	Continued From page 11 The establishment provided medication variance report documents on 3/29/26, R2 did not receive his 9:00AM Glargine insulin, nor his Novolog insulin before breakfast and lunch with no blood sugar recorded for sliding scale. Additionally, on 4/6/26 R2's 9:00AM insulin was given at 10:42AM and his before breakfast insulin with sliding scale was also given at 10:42AM. R2's before supper insulin (5:00PM) was given at 6:54PM and his before bedtime insulin (8:00PM) was given at 10:44PM. 3.) R3 resides in the assisted living portion of the establishment and is moderately cognitively impaired. R3's service plan dated 1/30/26 documents that R3 requires full assistance with medication administration and that staff will monitor for signs and symptoms of hyperglycemia or hypoglycemia. If noticed, staff are to report this to the nurse. R3's March and April medication administration records document physician orders for Lantus 20 units every morning, 9:00AM, Novolog 6 units before meals, and Novolog sliding scale based on blood sugar before meals (8:00AM, 11:00AM, and 4:00PM). The establishment provided medication variance report documents on 3/29/26, R3 did not receive his before lunch (12:00PM) Novolog insulin 6 units, nor his sliding scale with no blood sugar recorded for sliding scale. Additionally, on 4/6/26 R3's 8:00AM, Novolog 6 units and sliding scale were given at 10:30AM and R3's 9:00AM Lantus 20 units was not given	A6000		

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A6000	Continued From page 12 until 10:43AM. 4.) R4 resides in the assisted living portion of the establishment and is mildly cognitively impaired. R4's service plan dated 2/4/26 documents that R4 requires full assistance with medication management and that R4 requires nursing staff to be administering medications including storing and receiving medications in a safe and timely manner. R4's March and April medication administration records documents physician orders for blood sugars to be checked before meals and at bedtime. Additionally, orders for Lantus insulin 14 units before bedtime (8:00PM), Novolog insulin 8 units every day with breakfast (8:00AM), Novolog insulin 9 units with lunch and dinner (12:00PM and 5:00PM) and Novolog insulin sliding scale before meals (8:00AM, 12:00PM, and 5:00PM) based on blood sugar. The establishment provided medication variance report documents on 3/29/26 R4 received Novolog insulin with dinner and sliding scale at 3:17PM instead of 5:00PM. On 4/6/26 R4 received Novolog insulin at 10:31AM, instead of with breakfast at 8:00AM and received Lantus insulin at 10:42PM instead of at dinner (5:00PM) and bedtime (8:00PM). On 4/9/26 at 9:30AM, E1 Corporate Executive Director confirmed that there was no licensed nurse in the establishment to administer medications and other care on 3/29/26 from 7:42AM to 2:24PM and again on 4/5/26 from 7:11PM until 9:52AM on 4/6/26. On 4/9/26 at 9:55AM, E5 Licensed Practical	A6000		

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A6000	Continued From page 13 Nurse stated "I do not believe that R1 and R2 can safely be managed because of their unstable diabetes. I have had to send R1 to the hospital twice for hypoglycemia." On 4/9/26 at 10:15AM, E2 Corporate Director of Nursing stated that when there is no nurse in the building, the residents are not getting their medications as ordered, nor their accuchecks managed. "This can cause harm."	A6000		