STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	ASL510199	A. BUILDING: _____ B. WING _____	C 05/05/2026

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HERITAGE WOODS OF HUNTLEY, LLC	12450 REGENCY PARKWAY HUNTLEY, IL 60142

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A 000	Initial Comment Facility Reported Investigation IL00201627 Violations: 295.1100e) 295.6000a)5)13)	A 000		
A1100	Section 295.1100 Alzheimer's and Related Dementias Special Car This Regulation is not met as evidenced by: Type 3 Violation Section 295.1100 Alzheimer's Disease and Related Dementias Special Care Disclosure An establishment that offers, advertises or markets to provide care for persons with Alzheimer's disease and related dementias through an Alzheimer's special care program shall disclose to the Department and to a potential or actual resident of the establishment the following information in writing: e) The establishment's minimum and maximum staffing ratios, specifying the general licensed health care provider to resident ratio and the trainee health care provider to resident ratio This requirement was not met, as evidenced by: Based on record review and interview, the establishment failed to specify the general licensed health care provider to resident ratio and the trainee health care provider to resident ratio in their Alzheimer's Disease and Related Dementias Special Care Disclosure.	A1100		

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A1100	Continued From page 1 Findings include: During record review on 5/4/2026 at 11:06 AM the establishment's 2026 Resident Council Meeting Minutes were shown to contain several complaints of lack of staff. During the 1/15/2026 resident council meeting it was documented "Residents are thankful for the evening hours where there's a nurse on duty [E4] (LPN) works until 10/10:30 when she's here and they're working on filling a second position to fill those hours on the days she's not here. Residents wondering how they can know if a nurse is here/ on duty during off hours ..." During the 2/19/2026 resident council meeting it was documented "Resident expressed concern over staffing." During the 3/19/2026 resident council meeting it was documented "Resident are requesting a schedule of CNAs and nurses on duty to be posted somewhere for them to see so they know who is here/assigned to them ... CNAs sometime take longer to get to you, or they come and say they'll be right back but it takes a while for them to come back ..." During record review on 5/4/2026 at 1:33 PM the establishment's Alzheimer's Disease Special Care Disclosure was reviewed. The establishment is licensed for Assisted Living and Memory Care. The disclosure states that for the 1400-2200 shift there should be 1 LPN and 3 CNAs in the memory care unit of the establishment. The disclosure doesn't truly give a staff to resident ratio as is required. During an interview with E5 (CNA) on 5/4/2026 at 2:18 PM they stated, "I think there is enough staff. Usually 4 out of 5 days we have a nurse on the PM shift. We have a nurse every shift mostly all the time."	A1100		

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A1100	Continued From page 2 An interview with E6 (Memory Care Director) on 5/5/2026 at 12:16 PM went as follows: Surveyor: "For your memory care unit, what is the nurse to resident ratio supposed to be?" E6: "I have 30 rooms and I have 1 nurse. Surveyor: "On every shift?" E6: "On every shift. I have three nurses a day." Surveyor: "What is your CNA to resident ratio supposed to be?" E6: "I have 30 rooms. Mornings its 3 and a half CNA's. PMs is 3. Overnight is 2."	A1100		
A6000	Section 295.6000 Resident Rights This Regulation is not met as evidenced by: Repeat Type 2 Violation Section 295.6000 Resident Rights 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; 13) The right to be free of abuse or neglect or financial exploitation or to refuse to perform labor;	A6000		

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A6000	Continued From page 3 This requirement was not met, as evidenced by: Based on record review and interview, the establishment failed to ensure residents were free from neglect by failing to ensure residents were receiving the services specified in their service plans. This failure involves 3 of 3 residents reviewed for this requirement (R1, R2, & R3). This failure creates a substantial probability of harm to residents. Findings include: It should be noted that Section 295.200 Definitions states, "Neglect - a failure by the establishment to provide services, as outlined in the service delivery contract;" The Illinois Department of Public Health (IDPH) received a report regarding a medication error at the facility. This report stated that R1, a resident at the establishment, had received medications in error on 4/29/2026. R2 & R3 were chosen to be part of the establishment resident sample as they require medication reminders with assistance like R1. During record review on 5/4/2026 at 10:30 AM it was found that that establishment was cited for violation of 295.6000 during their last survey on 3/25/2026. During record review on 5/4/2026 at 12:01 PM R1's service plan, dated 2/26/2026, was found to state that R1 needed medication reminders with assistance. R1's physician assessment, dated 2/4/2026, also states that R1 needs medication reminders with assistance.	A6000		

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A6000	Continued From page 4 During record review on 5/4/2026 at 12:10 PM R1's progress notes were shown to corroborate the report sent to IDPH. During record review on 5/4/2026 at 1:00 PM it was found that the establishment gave an in-service on medication reminders and medication assistance on 4/30/2026. Only 7 employees were given this in-service. E1 did not participate in the in-service. During record review on 5/4/2026 at 2:43 PM it was found that R1's medication administration record (MAR) was missing documentation of several required medication reminders with assistance in April of 2026. It should be noted that there are charting options for when the resident refused, was away, or other. None of these options were documented for the missing medication reminders with assistance. The missing medication reminders with assistance are as follows: 4/3/2026- All three 8:00 AM medications, both 10:00 AM medications, 12:00 PM medication 4/4/2026- 12:00 PM medication, all three 4:00 PM medications, 6:00 PM medication, both 8:00 PM medications 4/5/2026- All three 8:00 AM medications, both 10:00 AM medications, 12:00 PM medication 4/9/2026- 12:00 PM medication 4/12/2026- Two of the 8:00 AM medications, both of the 10:00 AM medications, 12:00 PM Medication 4/14/2026- 12:00 PM Medication 4/15/2026- 12:00 PM Medication, One of the 8:00 PM medications 4/16/2026- 12:00 PM Medication 4/18/2026- 12:00 PM Medication 4/25/2026- All three 8:00 AM medications, both 10:00 AM medications, 2:00 PM medication	A6000		

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A6000	Continued From page 5 During record review on 5/4/2026 at 3:45 PM it was found that R3's service plan, dated 10/27/2025, states that they are to receive medication reminders with assistance. R3's April 2026 MAR was found to have several missing medication reminders with assistance. They are as follows: 4/19/2026- One of the 8:00 PM medications 4/22/2026- Both of the 8:00 PM medications 4/26/2026- 8:01 AM medication 4/29/2026- Both of the 8:00 PM medications During record review on 5/5/2026 at 9:11 AM it was found that R2's service plan, dated 12/13/2025, states that they are to receive medication reminders with assistance. R2's April 2026 MAR was found to have several missing medication reminders with assistance. They are as follows: 4/3/2026- Both 8:00 AM medications, 9:00 AM medication 4/4/2026- 8:00 PM medication, 9:00 PM medication 4/5/2026- Both 8:00 AM medications, 9:00 AM medication 4/12/2026- Both 8:00 AM medications, 9:00 AM medication 4/15/2026- 9:00 PM medication 4/25/2026- 8:00 AM medication, 9:00 AM medication During record review on 5/5/2026 at 10:31 AM the establishment's Medication Oversight, Assistance, and Administration policy was reviewed. On page 2 of this policy under the Verbal Reminders with Assistance heading it states, "The Certified Nursing Assistant (CNA) will go to the resident's apartment at the frequency prescribed in the Medication Assistance Record	A6000		

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A6000	Continued From page 6	A6000		

and verbally prompt and assist the resident to take their medications. The CNA will then document on the Medication Assistance Record (MAR) that a verbal reminder with assistance has been provided." On page 4 of this policy under the Verbal Reminder with Assistance continued: heading, it states "2. The CNA will document on the Medication Assistance Record (MAR) that they have provided verbal reminders with assistance to the resident."

During record review on 5/5/2026 at 11:30 AM R1's establishment contract was reviewed. This contract was signed by R1 and by an establishment representative on 2/27/2025. Page 3 of the contract states, "C. Service Plan. An individualized Service Plan is attached to this Contract and is made a part of this contract."

During an interview with E2 (Director of Nursing) on 5/4/2026 at 1:23 PM they stated, "[E1] has been off since that shift. The next day is when I did the in-service. When she comes back she will do the in-service. There are only 7 people who signed the in-service because I just did who was on staff that day. I am continuing to work on it and will have all the employees do it."

During an interview with E4 (LPN) on 5/4/2026 at 1:58 PM, they stated, "The CNA had come to me. I was in the office working on orders. She said the 4 o'clock meds were given with the 8 o'clock meds or something and the 8 o'clock med was missing. So we went through the meds to investigate what happened. It turned out the medication was given early. I stayed until 10:30 PM observing [R1]. I notified the POA and the nurse practitioner right away. The nurse practitioner did tell me to go ahead and give the 8:00 PM meds. I think we have enough staff but

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A6000	Continued From page 7 we need some older staff. That's something that I do see. We can't just keep depending on the same CNAs. We need some older CNAs to help with the kids. I don't think its a lack of staff. I think it's a lack of paying attention. Just being more diligent. They have two part timers that pick up when they can on days I'm not there." An interview with E2 on 5/4/2026 at 2:55 PM went as follows: Surveyor: "What is going on with these dates where there is nothing for [R1]'s verbal remind with assistance?" E2: "These are missed. These aren't signed out unfortunately." During an interview with E5 (CNA) on 5/4/2026 at 2:18 PM they stated, "I think there is enough staff. Usually 4 out of 5 days we have a nurse on the PM shift. We have a nurse every shift mostly all the time. I have definitely had enough medication assistance training. When I first started I got 6 days of training on how to do medication assist. Plus multiple other days since I've been here. It's a nice reminder to have."	A6000		