

OFFICE OF THE INSPECTOR GENERAL		INVESTIGATIVE REPORT
Case No.	Report Date	Investigator Name
1317-0130	June 12, 2018	XXXXXX
Agency Name		
Royal Living Center, Inc.		
Agency Address		Location
200 South Ninth Street New Baden, Illinois 62265		XXXXXX XXXXXX

Allegation

On October 25, 2016, the Office of the Inspector General received a reported allegation of neglect regarding Royal Living Center (RLC). It is alleged that RLC failed to provide timely medical treatment for a rash on XXXXXXXX face. Allegedly, on October 19, 2016, Community Link Developmental Training (DT) site noticed the start of a known rash on XXXXXXXXXXXX's face and notified the agency it was time to start the needed cream treatments. On October 21, 2016, XXXXXXXXXXXX arrived at DT and the rash was worse. DT contacted RLC who advised she had an appointment with her Dermatologist on November 1, 2016. On October 24, 2016, XXXXXXXXXXXX arrived at DT and the condition was again worse. DT again contacted the agency to advise she could not remain at DT until medical treatment was sought. RLC picked up XXXXXXXXXXXX and she was taken to Urgent care.

Synopsis

Royal Living Center failed to provide prompt medical care for XXXXXXXX at the onset of a well-known cyclical facial rash she experiences. XXXXXXXXXXXX's DT site immediately notified RLC on October 19, 2016, at the discovery of the known rash. RLC planned to wait until November 1, 2016, some twelve days later for an appointment with her Dermatologist all while the rash became worse.

Findings

Based on the facts in this case, the following was concluded: The allegation of neglect is substantiated against Royal Living Center.