

OFFICE OF THE INSPECTOR GENERAL		INVESTIGATIVE REPORT
Case No.	Report Date	Investigator Name
1317-0208	February 7, 2018	XXXXXX
<b>Agency Name</b>		
Five Star Industries		
<b>Agency Address</b>		<b>Location</b>
1308 Wells Street DuQuoin, Illinois 62832		XXXXXX

### **Allegation**

On January 7, 2017, the Office of the Inspector General received a reported allegation of mental abuse and neglect from Five Star Industries, Inc. It is alleged that XXXXX yelled at Individual XXXXXX, called her names, refused to assist XXXXX after she reportedly fell out of bed and would not get up, and did not provide medical assistance to address XXXXX complaint of arm pain.

### **Synopsis**

On January 7, 2017, at approximately 3am, XXXXX responded to XXXXX cries for help. Video footage showed that XXXXX unsuccessfully attempted to lift XXXXX, also showed XXXXX's body posture and movements indicating she may have been speaking to XXXXX in an aggravated manner. XXXXX failed to notify the nurse for 4 hours and did not provide pain relief to XXXXX. At approximately 11:45am, XXXXX went to the hospital and was found to have two fractures to her wrist.

Prior to her fall on January 7, 2017, XXXXX had numerous falls since January 2016. Also, in March 2016, XXXXX had back surgery for bulging discs and she was moved from an apartment setting to the CILA, so that she could monitor her more closely for falling. However, other safety measures, such as use of a wheelchair, were not implemented because XXXXX valued her independence and staff did not want to interfere with her independence. XXXXX completed XXXXX Risk for Falls Assessment, dated March 21, 2016, and indicated she was at increased fall risk. XXXXX was aware of her repeated falls and implemented some basic measures to try with her falling, but did not implement further precautions. XXXXX and XXXXX did not ensure that effective safety measures were implemented to prevent XXXXX from repeated falls, which resulted in XXXXX continuing to have falls with injuries, including her fall on January 7, 2017.

### **Findings**

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

### **Recommendations**

OIG Case Summary

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The Office of the Inspector General recommends the agency revise XXXXX ISP to include fall prevention measures, which will be effective in preventing XXXXX from repeated falls, and ensure that all staff are trained on the new fall prevention measures.