

Department of Health & Human Services
Centers for Medicare & Medicaid Services

Printed: 07/06/2025
Form Approved OMB
No. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 225290	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 04/06/2023
NAME OF PROVIDER OR SUPPLIER Haverhill Rehabilitation and Healthcare Center		STREET ADDRESS, CITY, STATE, ZIP CODE 126 Monument Street Haverhill, MA 01832	
For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)		
F 0550 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few	<p>Honor the resident's right to a dignified existence, self-determination, communication, and to exercise his or her rights.</p> <p>15024</p> <p>Based on records reviewed and interviews, for one of three sampled residents (Resident #1) who was moderately cognitively impaired, the Facility failed to ensure Resident #1 was treated in a dignified and respectful manner, when on 03/18/23, during the day shift (exact time unknown), in response to Resident #1's request for assistance during a meal, Certified Nurse Aide (CNA) #1 yelled at and used profane language while interacting with him/her resulting in Resident #1 feeling hurt and scared by how CNA #1 had treated him/her.</p> <p>Findings include:</p> <p>Review of the Facility's Policy titled Resident Rights and Responsibilities, dated January 2021, indicated every effort will be made to respect, promote and protect the rights and the dignity of our residents.</p> <p>Review of Resident #1's medical record indicated his/her diagnoses included Dementia.</p> <p>Review of Resident #1's Quarterly Minimum Data Set (MDS) assessment, dated 02/16/23, indicated he/she had moderately impaired cognition, and displayed behavioral symptoms not directed toward others.</p> <p>Review of Resident #1's Care Plan related to Activities of Daily Living, dated 02/28/23, indicated he/she had self care deficits due to weakness and reconditioning. The Care Plan indicated he/she required set up help with meals.</p> <p>Review of Resident #1's Care Plan related to behaviors, dated 02/28/23, indicated he/she displayed socially inappropriate/disruptive behavioral symptoms by yelling out even when needs are met, and could be verbally abuse toward staff and other residents. The Care Plan indicated interventions for Resident #1 included that staff maintain a calm, slow understandable approach and redirect when exhibiting socially inappropriate behaviors. The Care Plan indicated when Resident #1 begins to become socially inappropriate/disruptive, that staff provide comfort measures for basic needs.</p> <p>(continued on next page)</p>		

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER
REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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<p>F 0550</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>During an interview on 04/10/23 at 12:30 P.M., Nurse Aide #1 said that on 03/18/23 during the first part of the day shift (exact time unknown) she heard Certified Nurse Aide (CNA) #1's voice, and that CNA #1 was yelling. Nurse Aide #1 said she heard CNA #1 say words to the effect of fuck you, not everything is about you. Nurse Aide #1 said as she and Nurse #1 proceeded toward Resident #1's room, she heard CNA #1 say words to the effect of stop making us look like those people. Nurse Aide #1 said she did not know what CNA #1 meant by the statement. Nurse Aide #1 said upon reaching Resident #1's room, she saw CNA #1 exiting, that CNA #1's face was red and she appeared to be crying. Nurse Aide #1 said when she went in to check on Resident #1, his/her eyes were open wide and he/she appeared startled or scared.</p> <p>During an interview on 04/06/23 at 2:25 P.M., Certified Nurse Aide (CNA) #2 said on 03/18/23 during the first part of the day shift (exact time unknown), she was approximately 20 to 30 feet away from Resident #1's room when she heard CNA #1 yell words to the effect of you're not the only one on this fucking floor, there are other people who need help. CNA #2 said she saw Nurse Aide #1 enter Resident #1's room. CNA #2 said a few minutes later, she entered Resident #1's room and asked Resident #1 if he/she was okay. CNA #2 said Resident #1 told her words to the effect of I'm scared and my feelings are hurt.</p> <p>During an interview on 04/06/23 at 8:20 A.M., Certified Nurse Aide (CNA) #1 said on 03/18/23 at approximately 9:00 A.M., Resident #1 asked for a few things, and then asked for his/her spoon, which was already on the meal tray in front of him/her. CNA #1 said she reacted loudly to this request, but did not recall exactly what she said to Resident #1. CNA #1 said she may have sworn, but did not recall saying the words fuck you. CNA #1 said she may have said words to mean that Resident #1 was not the only person at the Facility. CNA #1 said she did not recall Resident #1's reaction. CNA #1 said she remembered shortly thereafter Nurse #1 asked that she take a break and to not reenter Resident #1's room.</p> <p>CNA #1 said she regretted her tone and attitude toward Resident #1. CNA #1 said she was very stressed out that day, that there were too many tasks and a few people were unable to come to work that day. CNA #1 said instead of remembering that Resident #1 had Dementia and could not locate the spoon, she reacted rudely.</p> <p>During an interview on 04/07/23 at 12:42 P.M., Nurse #1 said on 03/18/23, just prior to the incident that occurred at approximately 9:15 A.M., CNA #1 had a negative attitude and appeared more stressed than had been observed in the past. Nurse #1 said she tried to reassure CNA #1 that she would get through the day, that despite two CNAs not coming to work, and if she needed any help, she would help her. Nurse #1 said CNA #1 replied she would try.</p> <p>Nurse #1 said at approximately 09:15 A.M., while she was at the nurses station, she heard a loud, aggressive tone of voice that startled her. Nurse #1 said she proceeded down the hallway along with Nurse Aide #1, who had come out from the dining room. Nurse #1 said at Resident #1's open doorway she heard CNA #1 yell stop making us look like bad people, we are not bad people. Nurse #1 said Resident #1 was lying in bed with the privacy curtain partially drawn blocking view of his/her face. Nurse #1 said CNA #1 appeared flustered, and as she (CNA #1) walked out of the room she stated words to the effect of fucking days.</p> <p>(continued on next page)</p>		

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<p>F 0550</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Nurse #1 said as she stepped inside the room, Resident #1 said do you know that girl? and provided CNA #1's first name accurately. Nurse #1 said Resident #1 stated words to the effect of boy, she is a grumpy bitch, if she has any kids, I'd feel bad for them, she just hollered at me. Nurse #1 said she asked Resident #1 if he/she was hurt. Nurse #1 said Resident #1 replied stating words to the effect of no, just my feelings.</p> <p>Nurse #1 said she told CNA #1 she could not speak to Resident #1 that way, told her to take a break and not to return to Resident #1's room. Nurse #1 said although she intended to, she did not report the incident prior to being contacted at approximately 2:00 P.M. on 03/18/23 by the Director of Nurses (DON). Nurse #1 said the DON spoke with CNA #1, sent her home and requested she (Nurse #1) obtain statements from the staff. Nurse #1 said it was not until then that she became aware that CNA #1 was overheard swearing at Resident #1.</p> <p>During an interview on 04/06/23 at 10:00 A.M. and at 12:40 P.M., the Director of Nurses (DON), in the presence of the Administrator, said Nurse Aide #1 reported to her at approximately 2:30 P.M. on 03/18/23 that CNA #1 yelled and swore at Resident #1 stating words to the effect of Fuck you you're not the only one in this place. The DON, said she was not in the facility when she was notified, but said she immediately spoke with CNA #1 on the telephone. The DON said CNA #1 told her she got very angry, it was a tough day and admitted she yelled at Resident #1. The DON said CNA #1 did not recall what she said to Resident #1, but that it was not nice so they immediately suspended CNA #1's employment pending investigation.</p> <p>During an interview on 04/12/23 at 11:35 A.M. and 12:50 P.M., the Director of Nurses (DON) said based the Facility's investigation, although there was conflicting information regarding what time during the day shift on 3/18/23 that Certified Nurse Aide #1 was alleged to have yelled and sworn at Resident #1, said it was determined that CNA #1 had acted inappropriately with Resident #1 that day.</p>		

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<p>F 0607</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Develop and implement policies and procedures to prevent abuse, neglect, and theft.</p> <p>15024</p> <p>Based on records reviewed and interviews for one of three sampled residents (Resident #1), who was moderately cognitively impaired, the Facility failed to ensure that staff implemented and followed their abuse policy related to the need to immediately report an allegation of potential verbal abuse to the Administrator or Director of Nurses in an effort to protect other residents from potential abuse. When on 3/18/23 during the first part of the day shift, staff members overheard Certified Nurse Aide (CNA) #1 engage in verbal altercation with Resident #1, but the incident was not reported to Administration until several hours later.</p> <p>Findings include:</p> <p>Review of Facility's Policy titled Abuse, Neglect, Mistreatment, Misappropriation of Resident Property and Exploitation, dated October 2022, indicated the resident has the right to be free from abuse. The Policy indicated when alleged violations involving abuse is reported to or suspected by an employee, immediately notify the Administrator, or in the Administrator's absence, to follow the chain of command. The Policy indicated that an immediate report should be made, following the chain of command to: a) Immediate Supervisor, b) Administrator, c) Director of Nurses, d) House Manager, and e) the Director of Social Services. The Policy indicated that any person who is accused or suspected of patient abuse may be suspended or transferred to another area or department until an initial investigation is completed.</p> <p>Review of Resident #1's medical record indicated his/her diagnoses included Dementia.</p> <p>Review of Resident #1's Quarterly Minimum Data Set (MDS) assessment, dated 02/16/23, indicated he/she had moderately impaired cognition, and displayed behavioral symptoms not directed toward others.</p> <p>Review of Resident #1's Care Plan related to behaviors, dated 02/28/23, indicated he/she displayed socially inappropriate/disruptive behavioral symptoms by yelling out even when needs are met, and verbal abuse toward staff and other residents. The Care Plan indicated that interventions included for staff to maintain a calm, slow understandable approach, and redirect when exhibiting socially inappropriate behaviors. The Care Plan indicated when Resident #1 begins to become socially inappropriate/disruptive, staff to provide comfort measures for basic needs.</p> <p>During an interview on 04/10/23 at 12:30 P.M., Nurse Aide #1 said on 03/18/23 during the first part of the day shift, she heard Certified Nurse Aide (CNA) #1's voice yelling. Nurse Aide #1 said she heard CNA #1 state words to the effect of fuck you, not everything is about you. Nurse Aide #1 said as she and Nurse #1 proceeded toward Resident #1's room, she heard CNA #1 say words to the effect of stop making us look like those people, but said she did not know what CNA #1 meant by the statement. Nurse Aide #1 said upon reaching Resident #1's room, she saw CNA #1 exiting, CNA #1's face was red and she appeared to be crying. Nurse Aide #1 said Resident #1's eyes were open wide and he/she appeared startled or scared.</p> <p>(continued on next page)</p>		

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<p>F 0607</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>During an interview on 04/06/23 at 2:25 P.M., Certified Nurse Aide (CNA) #2 said during the first part of the day shift on 03/18/23, she was approximately 20 to 30 feet away from Resident #1's room when she heard CNA #1 yell words to the effect of you're not the only one on this fucking floor, there are other people who need help. CNA #2 said she noticed Nurse Aide #1 enter Resident #1's room. CNA #2 said a few minutes later, she entered Resident #1's room and asked Resident #1 if he/she was okay. CNA #2 said Resident #1 told her words to the effect of I'm scared and my feelings are hurt.</p> <p>CNA #2 said she and Nurse Aide #1 asked Nurse #1 if she intended to report the incident, and Nurse #1 replied she that she would. CNA #2 said they expected CNA #1 to have been sent home, but she was not and continued to work on the Unit. CNA #2 said since it did not appear that Nurse #1 reported the incident, Nurse Aide #1 texted the Director of Nurses (DON) at approximately 2:00 P.M. and then spoke to her shortly thereafter on the telephone to inform her of the allegation. CNA #2 said after the DON became aware of the incident, CNA #1 was sent home.</p> <p>Nurse Aide #1 said at approximately 2:30 P.M. on 03/18/23, since CNA #1 had not been suspended for alleged verbal abuse, she contacted and reported the incident to the Director of Nurses by telephone.</p> <p>During an interview on 04/06/23 at 8:20 A.M., Certified Nurse Aide (CNA) #1 said on 03/18/23 at approximately 9:00 A.M., Resident #1 asked for a few things, and then asked for his/her spoon, which was already on the meal tray in front of him/her. CNA #1 said she reacted loudly to this request, but did not recall exactly what she said to Resident #1. CNA #1 said she may have sworn, but did not recall saying the words fuck you. CNA #1 said she may have said words to mean that Resident #1 was not the only person at the Facility. CNA #1 said she did not recall Resident #1's reaction. CNA #1 said she remembered shortly thereafter Nurse #1 asked that she take a break and to not reenter Resident #1's room. CNA #1 said she continued to work with other Residents on the Unit until the DON contacted her at 2:30 P.M. on 03/18/23 and suspended her employment.</p> <p>CNA #1 said she regretted her tone and attitude toward Resident #1. CNA #1 said she was very stressed out that day, that there were too many tasks and a few people were unable to come to work. CNA #1 said instead of remembering that Resident #1 had Dementia and could not locate the spoon, she reacted rudely.</p> <p>During an interview on 04/07/23 at 12:42 P.M., Nurse #1 said on 03/18/23 at approximately 09:15 A.M., while at the nurses desk she heard a loud, aggressive tone of voice that startled her. Nurse #1 said as she proceeded down the hallway along with Nurse Aide #1, who had come out from the dining room. Nurse #1 said at Resident #1's open doorway she heard CNA #1 yell stop making us look like bad people, we are not bad people. Nurse #1 said Resident #1 was lying in bed with the privacy curtain partially drawn blocking view of his/her face. Nurse #1 said CNA #1 appeared flustered, and as she walked out of the room she stated words to the effect of fucking days.</p> <p>Nurse #1 said as she stepped inside the room, Resident #1 said do you know that girl? and provided CNA #1's first name accurately. Nurse #1 said Resident #1 stated words to the effect of boy, she is a grumpy bitch, if she has any kids, I'd feel bad for them, she just hollered at me. Nurse #1 said she asked Resident #1 if he/she was hurt, and Resident #1 replied no, just my feelings.</p> <p>(continued on next page)</p>		

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F 0607 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few	<p>Nurse #1 said although she intended to, she was very busy and did not report the incident prior to being contacted at approximately 2:30 P.M. by the Director of Nurses (DON). Nurse #1 said the DON spoke with CNA #1, and sent her home. Nurse #1 said the DON requested she obtain statements from the staff. Nurse #1 said it was not until then that she became aware that CNA #1 was overheard swearing at Resident #1.</p> <p>During an interview on 04/06/23 at 10 A.M. and at 12:40 P.M., the Director of Nurses (DON), in the presence of the Administrator, said Nurse Aide #1 reported at approximately 2:30 P.M. on 03/18/23 that CNA #1 yelled and swore at Resident #1 stating words to the effect of Fuck you you're not the only one in this place. The DON said since she was not in the facility, she immediately spoke with CNA #1 on the telephone. The DON said CNA #1 told her she got very angry, it was a tough day and admitted she yelled at Resident #1. The DON said CNA #1 did not recall what she said to Resident #1, but it was not nice. The DON said she immediately suspended CNA #1's employment pending investigation.</p> <p>The DON said Nurse #1 should have immediately reported to her that CNA #1 was heard yelling at Resident #1. The DON said if she had been notified immediately by Nurse Aide #1, CNA #2 or Nurse #1 right after the incident occurred, CNA #1 would have been immediately suspended pending investigation.</p> <p>Review of CNA #1's Time Card indicated on 03/18/23 she arrived at the Facility at 6:43 A.M. and at 2:41 P. M. she punched out to leave the Facility.</p>		

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<p>F 0609</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Timely report suspected abuse, neglect, or theft and report the results of the investigation to proper authorities.</p> <p>15024</p> <p>Based on records reviewed and interviews, for one of three sampled residents (Resident #1), who was alleged to have been subjected to verbal abuse by a staff member, the Facility failed to ensure they submitted a report to the Department of Public Health within the required timeframe, when their report regarding the allegation was not submitted until approximately 46 hours later.</p> <p>Findings include:</p> <p>Review of Facility's Policy titled Abuse, Neglect, Mistreatment, Misappropriation of Resident Property and Exploitation, dated October 2022, indicated the resident has the right to be free from abuse. The Policy indicated when alleged violations involving abuse is reported to or suspected by an employee, immediately notify the Administrator, or in the Administrator's absence, to follow the chain of command. The Policy indicated the Administrator or Designee will submit an initial report via the web based Health Care Facility Reporting System (HCFRS) to the Department, immediately following an alleged or actual case of abuse.</p> <p>Review of Resident #1's medical record indicated his/her diagnoses included Dementia.</p> <p>Review of Resident #1's Quarterly Minimum Data Set (MDS) assessment, dated 02/16/23, indicated he/she had moderately impaired cognition, and displayed behavioral symptoms not directed toward others.</p> <p>During an interview on 04/06/23 at 10 A.M. and at 12:40 P.M., the Director of Nurses (DON), in the presence of the Administrator, said Nurse Aide #1 reported at approximately 2:30 P.M. on 03/18/23 that Certified Nurse Aide (CNA) #1 yelled and swore at Resident #1 stating words to the effect of Fuck you you're not the only one in this place. The DON said she immediately spoke with CNA #1 on the telephone. The DON said CNA #1 told her she got very angry, it was a tough day and admitted she yelled at Resident #1. The DON said CNA #1 did not recall what she said to Resident #1, but that it was not nice. The DON said she immediately suspended CNA #1's employment pending investigation.</p> <p>Review of the Report submitted by the Facility via the Health Care Facility Reporting System (HCFRS) indicated the facility submitted the report regarding the allegation of verbal abuse at 12:13 P.M. on 03/20/23, approximately 46 hours after the DON had been notified of the alleged incident by Nurse Aide #1 (at 2:30 P.M. on 3/18/23).</p> <p>During an interview on 04/12/23 at 11:35 A.M., the Director of Nurses (DON) said she was aware that allegations of suspected abuse needed to be reported within two hours to the Department of Public Health via HCFRS. The DON said although she became aware of the allegation CNA #1 verbally abused Resident #1 at approximately 2:30 P.M. on 03/18/22, she did not report the alleged incident until two days later at approximately 12:00 P.M. on 03/20/23.</p>		