Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL025034	A. BUILDING: 01 B. WING	R-C 11/12/2015

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
THE COURTYARDS AT BERNE VILLAGE MEM(	2701 AMHURST BOULEVARD NEW BERN, NC 28562

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
(C 000)	Initial Comments Report of a Complaint Follow-up Survey by Chris Sluder and Bob Getchell conducted on 11/12/2015. Deficiencies were cited that will require a plan of correction.	(C 000)	Plan of Correction to Respond to Construction Section Deficiencies in November 19, 2015 Report of November 12, 2015 Inspection This plan of correction constitutes Courtyards at Berne Village's written allegations of compliance for the deficiencies cited. However, submission of the Plan of Correction is not an admission that a deficiency exists or that one was cited correctly. This Plan of Correction is submitted to meet requirements established by state law.	
(C 101)	Existing Licensed Fac- No less than '71 Rules SECTION .0300 - PHYSICAL PLANT 10A NCAC 13F .0301 APPLICATION OF PHYSICAL PLANT REQUIREMENTS The physical plant requirements for each adult care home shall be applied as follows: (2) Except where otherwise specified, existing licensed facilities or portions of existing licensed facilities shall meet licensure and code requirements in effect at the time of construction, change in service or bed count, addition, renovation, or alteration; however in no case shall the requirements for any licensed facility where no addition or renovation has been made, be less than those requirements found in the 1971 "Minimum and Desired Standards and Regulations" for "Homes for the Aged and Infirm", copies of which are available at the Division of Health Service Regulation, 701 Barbour Drive, Raleigh, North Carolina, 27603 at no cost; This Rule is not met as evidenced by: 1. The original findings from 03/23/2015 indicated that staff were not trained on the location and operation of the key operated emergency release switches for the magnetic locks on the exit doors. On 11/12/15 there were no direct care staff working in the building. 2. Based on observation and testing, the facility does not meet the licensure requirements to be	(C 101)	C 101 Physical Plant When hired, direct care staff for Memory Care will be trained on the location and operation of the key operated emergency release switches for the magnetic locks on the exit doors by the Maintenance Supervisor during the orientation process. Staff will be required to demonstrate return demonstration successfully. Annual training will be completed with return demonstration. Executive Director will ensure compliance is maintained through review of success of routine fire drills.	11/30/15

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE: Wesley Hall — TITLE: Maintenance Supervisor — (X6) DATE: 11/30/2015

STATE FORM 6899 — RBWX22 — If continuation sheet 1 of 5

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(C 101)	Continued From page 1 maintained safe and code requirements for special locking systems. The exit doors released when the fire alarm system was activated. However, the doors re-locked when the audible and visual signaling devices were silenced. [2013 NFPA 72 Section 21.8.6]	(C 101)	C 101 Physical Plant 2. A. ADS Security corrected the relay to the exit doors 11/17/15 Maintenance Supervisor will inspect doors monthly for correct operation. ADS Security has been contracted to inspect doors on an annual basis. ADS Security will be notified by the community at any time the doors are not working correctly. Executive Director will ensure compliance is maintained by quarterly review of Maintenance Supervisor's monthly logs documenting inspection results	11/30/15
C 133	Bathrooms-Hand Grips SECTION .0300 - PHYSICAL PLANT 10A NCAC 13F .0305 PHYSICAL ENVIRONMENT (a) The requirements for bathrooms and toilet rooms are: (5) Hand grips shall be installed at all commodes, tubs and showers used by or accessible to residents; This Rule is not met as evidenced by: 1. Based on observation, the facility did not maintain properly mounted hand grips at all tubs. Findings on 11/12/2015: a) The tub room near room 11 has a loose grab bar at the tub	C 133	C 133 Physical Plant- Physical Environment Bathrooms- Hand Grips The loose grab bar at the tub near room 11 was secured by the Regional Maintenance Director on 11/14/15. Grab bars will be checked quarterly by the Maintenance Supervisor or designee to ensure properly mounted. When hired, memory care staff will be trained to report loose grab bars to their supervisor. Executive Director will ensure compliance is maintained by quarterly review of Maintenance Supervisor's log documenting inspections and results	11/30/15
(C 164)	Housekeeping and Furnishings-Clean, Repaired SECTION .0300 - PHYSICAL PLANT 10A NCAC 13F .0308 HOUSEKEEPING AND FURNISHINGS (a) Adult care homes shall: (1) have walls, ceilings, and floors or floor coverings kept clean and in good repair; (2) have no chronic unpleasant odors; (3) have furniture clean and in good repair; (e) This Rule shall apply to new and existing	(C 164)		

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{C 164}	Continued From page 2 facilities. This Rule is not met as evidenced by: 1. Based on observation, all of the facility was not kept clean. Findings on 11/12/2015: a. The HVAC returns and thier associated fire dampers are caked up with dust and dirt.	{C 164}	C 165 A new sanitation inspection was conducted on 11/17/15. The preliminary results were received from the inspectors. and Courtyards was informed that no major issues were identified during the inspection. At the exit interview, the inspectors did not indicate that the sanitation score would be less than 85 points. When the final report is received from the inspectors, any deficient areas identified on the final report will be corrected. Executive Director will ensure compliance by observing completion of corrections to any of deficient areas that are identified.	11/30/15
{C 165}	Housekeeping and Furnishings-Sanitation Grade SECTION .0300 - PHYSICAL PLANT 10A NCAC 13F .0308 HOUSEKEEPING AND FURNISHINGS (a) Adult care homes shall: (4) have a North Carolina Division of Environmental Health approved sanitation classification at all times in facilities with 12 beds or less and North Carolina Division of Environmental Health sanitation scores of 85 or above at all times in facilities with 13 beds or more; (e) This Rule shall apply to new and existing facilities. This Rule is not met as evidenced by: The previous Sanitation inspection documented 22.5 demerits. Interview with facility staff indicated a re-inspection is scheduled for 11/17/2015.	{C 165}	C 166 Physical Plant Housekeeping and Furnishings Shower heads were installed to replace hand wand hoses by the Regional Maintenance Director on 11/16/15. Regional Maintenance Director inspected all rooms and replaced hand wands with shower heads. Maintenance Supervisor has been updated Regarding parameters of permissible shower hoses and shower heads. Maintenance Supervisor will ensure that any replacement shower heads or hoses installed in the future will be in compliance with regulatory requirements.	11/30/15
{C 166}	Housekeeping-Maintained Free of Hazards SECTION .0300 - PHYSICAL PLANT 10A NCAC 13F .0308 HOUSEKEEPING AND FURNISHINGS (a) Adult care homes shall: (5) be maintained in an uncluttered, clean and	{C 166}		

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(C 166)	Continued From page 3 orderly manner, free of all obstructions and hazards; (e) This Rule shall apply to new and existing facilities. This Rule is not met as evidenced by: 1. Based on observation, the facility was not maintained free of hazards as relates to cross connections between the potable and waste water systems. Findings from 11/12/2015: a. Some of the original resident shower spray hoses have been replaced with hoses that are long enough to reach below the flood rim level of the tub or shower and were not equipped with a vacuum breaker.	(C 166)		
(C 189)	Building Equipment Maintained Safe, Operating SECTION .0300 - PHYSICAL PLANT 10A NCAC 13F .0311 OTHER REQUIREMENTS (a) The building and all fire safety, electrical, mechanical, and plumbing equipment in an adult care home shall be maintained in a safe and operating condition. (k) This Rule shall apply to new and existing facilities with the exception of Paragraph (a) which shall not apply to existing facilities. This Rule is not met as evidenced by: 1. Based on observation, the facility was in the last stages of replacing all of the HVAC units and the fire protection equipment associated with the units had not all been re-installed. This does not affect any residents as there were no residents admitted to the facility.	(C 189)	C 189 Physical Plant – Other Requirements a) Dining Room HVAC radiation damper was activated with new fuse by the Maintenance Supervisor on 11/16 /15. b) A new fuse was installed at the damper in the mechanical room near the dining room. c) A new fuse was installed at damper in the mechanical room near room 14. d) Scotts Plumbing installed a screw at the fire collar to the ceiling in the mechanical room near room 2 on 11/12 /15. Scotts Plumbing finished installation of all fire collars 11/12/15 Maintenance Supervisor will perform monthly inspections of the fire safety, electrical, mechanical and plumbing equipment to ensure equipment is maintained in safe operating condition. Executive Director will ensure compliance is maintained by quarterly review of Maintenance Supervisor's monthly logs documenting inspections and results	11/30/15

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(C 189)	Continued From page 4 Findings on 11/12/2015: a) In the Dining Room, a HVAC radiation damper has activated. b) In the mechanical room near the dining room a radiation damper inside the HVAC unit is held open with a wire instead of a fusible link. c) In the mechanical room near room 14 a radiation damper inside the HVAC unit is held open with a wire instead of a fusible link. d) In the mechanical room near room 2, the fire collar around the PVC vent is not secured to the ceiling. e) Many of the fire collar for the PVC vents have not been installed. 2. Based on observation, the building Exit signage was not maintained operable. Findings on 11/12/2015: a. The Exit sign near the Nurse station is not working on battery backup.	(C 189)	C189 Physical Plant – Other Requirements The battery at the exit sign near the Nurse station was replaced by the Maintenance Supervisor 11/18/15 Exit light batteries will be inspected by the Maintenance Supervisor for proper operation & to inspect the backup battery is working correctly on a monthly basis and replaced as needed. Executive Director will ensure compliance is maintained through quarterly review of Maintenance Supervisor's monthly logs documenting inspections and results.	11/30/15

IN-SERVICE: How to use Magnetic Locks in Memory Care and How to Disengage the locks in an Emergency

OBJECTIVE: Staff will be trained in the use of the magnetic locks used in our memory care unit upon hire, annually, and as needed, so all staff know and have the ability to disengage the locks in a case of emergency.

1. The Maintenance Director, Resident Care Coordinator, and the supervising Medication Technician, when the Maintenance Director and Resident Care Coordinator are not on property, will have in their possession a key that can be used to disengage the magnetic locks on the doors in the memory care neighborhood.
2. Staff will be instructed verbally and shown how to insert the key into the magnetic lock, turn it, disengaging the lock, and opening the door.
3. Staff will know that the magnetic lock has been disengaged by visually seeing the red light indicator turn off when the key is turned to the off position. Staff will all show a return demonstration of how to disengage the lock.
4. Staff will then be shown how to engage the magnetic lock, visualizing the red light indicator turning back on, showing that the magnetic lock is again operational.
5. Staff will be told that the magnetic locks disengage when the fire alarm sounds and that the key is not needed to open the doors. The doors are automatically disengaged
6. Staff will be able to verbalize how to unlock the magnetic locks and demonstrate the proper technique before being able to start working in our memory care neighborhood.

In service written November 20, 2015

N.C. Department of Environment and Natural Resources
Division of Environmental Health

DRAFT

Inspection of Hospitals, Nursing
Adult Care Homes and Other Ins

11/17/2015

Health Department 25
Current Facility ID 6025400024
Old Facility ID

Water: [4] Community; [2] Transient Non-Community; [3] Non-Transient Non-Community; [4] Non-Public Water Supply
Water sample taken today? [ ] Yes [X] No
Wastewater System: [4] Community; [2] On-Site System Capacity 25
[4] Inspection; [2] Re-inspection; [V] Visit
[ ] Name Change; [ ] Verification of Closure; [ ] Status Change

Name of Establishment: THE COURTYARDS AT BERNE VILLAGE MEMORY CARE
Permittee: NIC 4 COURTYARDS OF NEW BERN LEASING LLC
Location Address: 2701 AMHURST BLVD
Mailing Addr: CO HOLIDAY AL NIC
City: NEW [illegible] WEGO State: Zip:

PRELIMINARY RESULTS

(circle one) Deficiencies Must Verify (Circle one)

FLOORS, WALLS AND CEILINGS: [.1309, .1310]
1. Floors easy to clean, no obstacles, drains where needed .
2. Floors clean, carpet clean, dry, odor free .....
3. Walls and ceilings cleanable, clean, good repair .....

LIGHTING,VENTILATION,MOISTURE CONTROL: [.1311]
4. Lighting at least 10 foot candles 30 inches above floor ....
5. Ambient air temperature 65° to 85° F, equipment clean .....
6. No evidence of microbial growth .....
7. Indoor smoking limited to dedicated smoking rooms .....

TOILET, HANDWASHING, LAUNDRY AND BATHING FACILITIES: [.1312]
8. Facilities conveniently located, clean and in good repair .
9. Toilet rooms free of storage, handwash signs posted .....
10. Bedpans, urinals, bedside commodes and emises basins properly cleaned and disinfected .....
11. Hand sinks used only for intended purpose .....
12. Lavatories have mixing faucet or tempered water, soap, hand towel or hand drying device .....
13. Lavatory and bathing hot water between 100° and 116° F
Disinfectant accessible, properly used .....

WATER SUPPLY: [.1313]
15. Approved water supply, no cross-connections .....
16. Quantity and hot water sufficient, backup water supply plan

DRINKINGWATERFACILITIES,ICEHANDLING: [.1314]
17. Water fountains clean, good repair, properly regulated ...
18. Drinking utensils properly handled .....
19. Ice protected, dispensed, equipment clean, in good repair

LIQUID AND SOLID WASTES [.1315, .1316]
20. Wastewater disposed of properly .....
21. Solid waste stored properly, areas clean, facilities for cleaning .....
22. Solid waste disposed of frequently, no insect breeding or nuisance .....
23. Medical wastes handled and disposed of properly .....

VERMIN CONTROL, PREMISES: [.1317]
24. Vermin excluded .....
25. Approved pesticides properly stored and handled .....
26. Premises clean, no breeding places or rodent harborage ..
27. Pet areas clean, veterinary records available .....

MISCELLANEOUS: [.1318]
28. Adequate storage, area clean, items properly stored .....
29. Mop sinks provided and used .....
30. Medication carts clean, sharps containers affixed, food and utensils handled properly .....
31. Feeding syringes and oral suction catheters handled properly, tube-feeding bags changed per instructions ....

FURNISHINGS AND PATIENT CONTACT ITEMS: [.1319,
32. Furniture clean and in good repair. Mattresses clean, dry, odor free .....
33. Linen changed when soiled. Soiled linen handled properly
34. Laundry area and equipment clean, linen disinfected, clean laundry stored and handled separately. .....
35. Patient contact items in good repair, properly stored, cleaned and disinfected .....

FOOD SERVICE UTENSILS AND EQUIPMENT: [.1320]
36. Approved utensils and equipment, cleaned and sanitized
37. Activity kitchens used only for approved activities .....
38. Handwash lavatory provided wherever food is handled .

FOOD SUPPLIES AND PROTECTION: [.1321, .1322, .1323
39. Food supply complies with 15A NCAC 18A .2600 .....
40. Food brought by employees or visitors handled properly .....
41. Milk and milk products comply with 15A NCAC 18A .1200
42. Food protected. Potentially hazardous food maintained at 45° or below, or 140°F or above, consumed or discarded within 2 hours of being removed from temperature control .....
43. Food storage units with thermometers, maintain temperatures
44. Food stored above floor .....
45. No live animals where food is prepared or stored. Pets prevented from contaminating food utensils, equipment, condiments, pets excluded and tables cleaned before meals ...

EMPLOYEES: [.1324]
46. Clothing clean, no tobacco used while handing food .....
47. Hands properly washed or decontaminated .....
48. Persons with infections excluded from food service work

TOTAL ____

Repr Received by: NA

Additional Comment Sheet Attached
[ ] Yes [ ] No

Inspection by: N/A

EHS I.D. # 1007 - Yarbrough, Debra

INSTRUCTIONS: Purpose: General Statute 130A-248 requires the Commission for Health Services to adopt rules governing the sanitation of institutions. 15A NCAC 18A .3201 specifies the content of an inspection form to record the results of inspections made of institutional facilities. This form is developed to be used in making inspections of orphanages, children's homes, and similar institutions. **Preparation:** Local environmental health specialists shall complete the form every time they conduct an inspection. Prepare an original and two copies for: 1. Original to be left with the administrator or manager. 2. Copy for the local health department. 3. Copy for the Environmental Health Services Section, Division of Environmental Health, Department of Environment and Natural Resources which is published by the North Carolina Division of Archives and History. Additional forms may be ordered from: Division of Environmental Health, 1632 Mail Service Center, Raleigh, NC 27699-1632. (Courier 52-01-00)

EHS1213 (Revised 7/09)
Environmental Health Services Section (Review 7/09)

C 189

Maintenance Supervisor replaced the battery at the exit sign near the nurses station on 11.16.15

Signature: _____ Date: 12/1/2015

Maintenance Supervisor

Scott Plumbing & Heating
6690 Highway 55 E.
New Bern, NC 28560
State License # 6 2 9 5
Phone: (252) 745-5135
Fax: (252) 745-5551

H V A C Proposal

This Proposal may be withdrawn by us if not accepted by:

Zahary

January 5, 2016

Submitted To	Job Number or Name	Date
Court Yard Berne Village	troy.zhardy@holidaytouch.com	11/06/15
Street: 2701 Amhurst Blvd.	On-Site Contact / Address	
City: New Bern · State: NC · Zip Code: 28562	City · State: NC · Zip Code	
Main Contact Person	Phone: 633-1779 · Fax Number: 672-7279	Job Phone: 503-746-3784

Price to replace as follows:

(2)-1000000 BTU American Standard 90+ gas furnaces with 5 ton 14 seer AC condensors & coils

(2)-100000 BTU American Standard 90+ gas furnaces with 4 ton 14 seer AC Condensor & coils.

(1)- 80000 BTU American Standard 90+ gas furnace with 3 ton 14 seer AC Condensor & coil.

Price includes 2-new zone controls, 3- thermostats, all labor and material, taxes and permits.

Permits not included. Priced by plans provided at time of proposal. Parts & Labor Guaranteed for 1 Yr.

We offer to furnish material, labor and complete this Proposal in accordance with the above specifications for the sum of:

Tax Included $38,898.00

Authorized Signature _____

The above prices, specifications and conditions are satisfactory and are hereby accepted. You are authorized to do the work as specified. Payment will be made as outlined above.

(Authorized Signature) 11/9/15 (Date of Acceptance) _____ (Authorized Signature)

Emailed 11-6-15