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
	FCL011277	B. WING _____	C 09/15/2016

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
WOODLAND TERRACE FCH # 2	152 SMITH GRAVEYARD RD ASHEVILLE, NC 28806

(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 The Adult Care Licensure Section conducted an annual survey on September 14-15, 2016.	C 000		
C 074	10A NCAC 13G .0315(a)(1) Housekeeping and Furnishings 10A NCAC 13G .0315 Housekeeping And Furnishings (a) Each family care home shall: (1) have walls, ceilings, and floors or floor coverings kept clean and in good repair; This Rule shall apply to new and existing homes. This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to keep floors in good repair in two resident rooms, the main hallway, living room, and dining room. The findings are: Observations during the initial tour on 9/14/16 from 9:05am to 10:30am revealed: -At the side entrance door, there were 3 floor tiles where the edges were turning up on the tiles. Two of the tiles had a corner broken off. -In Resident Room #1 beside the resident's bed there were 3 floor tiles where the edges of the tiles were turning up on one side. -In Resident Room #2 there were 4 floor tiles near the center of the room at the foot of the resident's bed that were cracked and slightly raised along the cracked areas. -In the living room, in the main walkway area behind the couch, there were 2 floor tiles that had broken corners. -In the living room in front of the red recliner there were 2 floor tiles that had broken corners.	C 074	Administrator will assure all broken floor tiles are replaced. Administrator will monitor monthly to assure compliance with rule 10A NCAC 13G.0315(a)(1).	11/15/16

Division of Health Service Regulation

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE — TITLE — (X6) DATE

Administrator 10/20/16

Reviewed and Accepted
Date: 11/01/16 cs

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C 074	Continued From page 1 -In the dining room, there was 1 floor tile that had a broken corner near the entrance to the staff quarters. -In the dining room, near the kitchen, there was 1 floor tile along one side with a 5 inch long by 1 inch wide area of cracked raised edge. -At the entrance to the main hallway there were 2 floor tiles that were loosening from the floor with a rough cracked edge along one side of both tiles. Interview with the Owner on 9/14/16 at 10:50am and on 9/15/16 at 9:00am revealed: -He was aware some of the floor tiles in the facility were loosening around the edges and were cracked. -He was unable to find tiles that would match the areas to repair them, so he would have to replace all the floor coverings with something else to fix them. -The foundation of the facility often settled causing the floor tiles to loosen. -He had considered putting down laminate flooring throughout the facility, but since the foundation often settled he felt laminate flooring would buckle like the floor tiles. -He and the Administrator had discussed putting linoleum down as an alternative. Interviews with five residents on 9/14/16 and 9/15/16 revealed none of the residents had any complaints concerning the condition of the floors in the facility.	C 074		
C 271	10A NCAC 13G .0904(d)(1) Nutrition and Food Service 10A NCAC 13G .0904 Nutrition And Food Service (d) Food Requirements in Family Care Homes: (1) Each resident shall be served a minimum of	C 271		

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C 271	Continued From page 2 three nutritionally adequate, palatable meals a day at regular hours with at least 10 hours between the breakfast and evening meals. This Rule is not met as evidenced by: Based on interviews and record reviews, the facility failed to provide packed lunches for three residents (Resident #2, #4, and #3) who were out of the facility during lunch time. A. Review of Resident #2's current FL2 dated 11/18/15 revealed: -Diagnoses included asthma, hypertension, schizophrenia, and mild mental retardation. -The resident was documented as ambulatory and intermittently disoriented. -A physician's order for a regular diet. Review of Resident #2 current Care Plan dated 3/2/16 revealed: -The resident was documented as oriented and with adequate memory. -The resident was documented to need limited staff assistance with eating, toileting, bathing, and dressing. Interview with Resident #2 during the initial facility tour on 9/14/16 at 9:15am revealed: -On Wednesdays, Thursdays, and Fridays he routinely left the facility by 9:00am and rode the bus "downtown and at the mall" until he came back to the facility in the afternoon. -"I have to wait until 4 o'clock to come back on Wednesday, Thursdays, and Fridays." -The resident received $20 per month to spend. -Facility staff did not pack a lunch for him to take with him when he planned to be out of the facility all day. -The resident didn't really want facility staff to pack him a lunch.	C 271	Administrator will ensure all residents who sign out of the facility will have a packed lunch. All packed lunch will contain a sandwich, Fruit, Veggie snack, and a drink. Documentation of meals/Lunch provided will be filed in a record for review.	9/19/16

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C 271	Continued From page 3 -He could eat vegetables at a local buffet restaurant for "less than $10." -"Some of the restaurants give me food for free." Interview with the Supervisor-In-Charge (SIC) on 9/14/16 at 9:50am revealed: -Resident #2 "walks all over town." -"Usually up and out by 8:30am Monday through Sunday and comes back to the facility at 3:30pm." -"I don't pack him a lunch because he won't eat what I pack." -"He hits the soup kitchen. They all know him around here." -"Sometimes he'll eat our breakfast and go eat their breakfast." -"If he wanted lunch, I would not deny him." Interview with the Administrator and Owner on 9/15/16 at 9:00am revealed: -If the resident's didn't ask for a lunch, they did not pack one. -"Anyone that asks for a lunch gets it before they go." Interview with the Relief SIC on 9/15/16 at 1:35pm revealed Resident #2 "would not take a lunch." B. Review of Resident #4's current FL2 dated 11/18/15 revealed: -Diagnoses included schizophrenic disorder. -The resident was documented as ambulatory and intermittently disoriented. -The resident was documented as incontinent of bladder and bowel. -A physician's order for a regular diet. Review of Resident #4's current Care Plan dated 2/25/16 revealed:	C 271		

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C 271	Continued From page 4 -The resident was documented as oriented. -The resident was documented as having daily incontinence. -The resident was documented as requiring extensive staff assistance with toileting, bathing, and grooming/personal hygiene. -The resident was documented as requiring limited staff assistance with eating and dressing and supervision with transfers. Interview with the Supervisor-In-Charge (SIC) on 9/14/16 at 10:00am revealed: -Resident #4 "goes out to collect cans in the community to recycle." -"He leaves when everybody else leaves at 8:30am. Usually gets back at 7:30 at night." -"He will come in the afternoon sometimes to drop off cans. Then he goes right back out." -Resident #4 had his own cell phone. Interview with Resident #4 on 9/14/16 at 3:10pm revealed: -When Resident #4 was asked how he got lunch on days he was out collecting cans he stated "Sometimes somebody will feed me out there." -"I get money when I trade in the cans." -"I choose to go out and collect cans." -"I usually come in at 6pm or 5pm." -"I eat breakfast here." -The staff did not offer to pack him a lunch. -"I eat supper here." -"If somebody was gonna be here, I would come back and eat lunch." -"The house is shut on Wednesdays and Thursdays part of the time. They post a sign." Observation of Resident #4 on 9/14/16 at 1:15pm revealed: -The resident was in the back of the facility dropping off recycled cans he had collected that	C 271		

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C 271	Continued From page 5 morning. -He asked the SIC for a sandwich or something for lunch. Interview with the Administrator and Owner on 9/15/16 at 9:00am revealed: -If the resident's didn't ask for a lunch, they did not pack one. -"Anyone that asks for a lunch gets it before they go." -Resident #4 "takes water with him" when he goes out. -Resident #4 "comes back sometimes and eats lunch." -"Yesterday he came back and asked [SIC's name] for lunch." Interview with the Relief SIC on 9/15/16 at 1:35pm revealed: -Resident #4 "takes a sandwich in his backpack." -She usually made him 2 peanut butter or ham sandwiches to take with him. C. Review of Resident #3's current FL2 dated 11/18/15 revealed: -Diagnoses included schizophrenia, anxiety, and hypertension. -A physician's order for a regular diet. Review of Resident #3's Care Plan dated 3/2/16 revealed the resident required limited assistance from staff with eating, bathing, and dressing. Interview with Resident #3 on 9/14/16 at 3:30pm revealed: -He attended psychosocial rehabilitation (PSR) program 8:30am to 3:00pm on Wednesdays, Thursdays, and Fridays. -The resident "sometimes" ate lunch at PSR. -"If you request a lunch they will send you one. If	C 271		

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C 271	Continued From page 6 I don't request it, I'll go buy myself something." -The resident "eats a good breakfast" at the facility. -"If I don't have money. I will just suffer until I get home, but then we have a big supper." -Resident #3 stated "sometimes they overcook" for the supper meal. If they have more they will give you more." Telephone interview on 9/15/16 at 10:00am with a representative of the psychosocial rehabilitation program Resident #3 attended revealed: -Lunch was not provided for the participants of their program. -"We do have a break room that they are welcome to use. There are things to buy in breakroom." -She was not sure if Resident #3 brought his lunch, "but most people do." Interview with the Administrator and Owner on 9/15/16 at 9:00am revealed: -If the resident's didn't ask for a lunch, they did not expect staff to pack one. -"Anyone that asks for a lunch gets it before they go." -"But 90% of the time he is purchasing or he works" for food at the PSR program. -"They allow him to get yogurt, sandwich meat." -"He gets $2.00 and some change when he works the snack bar" at the PSR program. -"I think he would rather get something there." Interview with the Relief SIC on 9/15/16 at 1:35pm revealed: -Resident #3 would not take a lunch "cause he works the food bank at [PSR]-he won't take it." -"They give him money for working there."	C 271		

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C 272	Continued From page 7	C 272		
C 272	10A NCAC 13G .0904(d)(2) Nutrition and Food Service 10A NCAC 13G .0904 Nutrition and Food Service (d) Food Requirements in Family Care Homes: (2) Foods and beverages that are appropriate to residents' diets shall be offered or made available to all residents as snacks between each meal for a total of three snacks per day and shown on the menu as snacks. This Rule is not met as evidenced by: Based on observations, interviews, and record review, the facility failed to offer or make available to all residents a total of three snacks per day. The findings are: Confidential interviews with four residents on 9/14/16 revealed: -"The kitchen is closed 8-12 noon. After 12 noon, I can have a snack." -"The kitchen is closed 1pm to 5pm after that I can have a snack." -"They give snacks after dinnertime." -"I'm not getting snacks during the day. We do get snack at medicine time at night." -"We get snacks at medicine time. Sometimes ice cream, cookies, banana pudding, they spoil us sometimes with cake." -"Saturdays and Sunday's they give us snacks and sometimes on Mondays and Tuesdays." Review of the facility snack menu for 9/14/16 and 9/15/16 revealed: -On 9/14/16, milk 2% 4oz. OR Fruit juice 4 oz. and choice of one of the following: fresh pear 1 medium, ice cream 1/2 cup, lemon cookies 2 each, saltines 6 each, Oreo's 3 each, fresh	C 272	Administrator will assure snacks are offered and made available to the residents every day. Residents who sign out of the facility for the snack times will be provided with a snack upon signing out of the facility to take with them, so at no time will the resident miss snack time.	9/19/16

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C 272	Continued From page 8 broccoli florets w/veggie dip 1 Tbsp. -On 9/15/16, milk 2% 4oz. OR Fruit juice 4 oz. and choice of one of the following: fresh banana 1 medium, sherbet 1/2 cup, apple crisp 2" x 2" sq., pretzels 1 oz., shortbread cookies 4 each, tomato slices 2 each. Interview with the Supervisor-In-Charge (SIC) on 9/14/16 at 9:42am revealed: -There were six residents currently who lived in the facility. -One resident worked Wednesdays, Thursdays, and Fridays from 9:00am to 4:30pm. Transportation picked up the resident by 8:30am to take him to work and then brought him back about 4:45pm. -Two residents attended a psychosocial rehabilitation program on Wednesday, Thursdays, and Fridays. Those residents were picked up by transportation at 8:30am and would return to the facility by transportation by 3:30pm. -A third resident was with the SIC, except for group meetings which were held Wednesdays 9am to 12:35pm and Thursdays 9am to 11:30pm. -A fourth resident "walks all over town." The resident was "usually up and out by 8:30 in the morning Monday through Sunday. Goes everyday of the week." -A fifth resident "goes out to collect cans in the community to recycle. He leaves when everybody else leaves at 8:30am. Usually gets back at 7:30 at night. He will come in the afternoon sometimes to drop off cans. Then he goes right back out." Interview with the Owner on 9/14/16 at 1:10pm revealed: -Resident #1 was usually the only resident who was at the facility on Wednesdays and Thursdays at the morning snack time. -"Snack is coffee about 10 o'clock. It's his choice,	C 272		

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C 272	Continued From page 9 but it's always his choice." Observation of the snack food supply in the kitchen on 9/14/16 at 1:14pm revealed: -5 large packs of cookies. -Homemade cookie mixes -Popcorn -Vanilla wafers -Cake mixes -Ice cream Observation of Resident #4 on the back porch on 9/15/16 at 10:05am revealed: -He was carrying a fresh apple given to him by staff for snack. -The SIC asked the resident would he also like a cup of coffee for snack, which Resident #4 accepted. Interview with the Administrator and Owner on 9/15/16 at 9:00am revealed unless a resident who was going to be out of the facility asked for snacks to be packed for them, then staff did not pack snacks.	C 272		
C 311	10A NCAC 13G .0909 Residents' Rights 10A NCAC 13G .0909 Resident Rights A family care home shall assure that the rights of all residents guaranteed under G.S. 131D-21, Declaration of Residents' Rights, are maintained and may be exercised without hindrance. This Rule is not met as evidenced by: TYPE B VIOLATION Based on observation, interview, and record	C 311		

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C 311	Continued From page 10 review, the facility failed to provide residents access to the facility on Wednesdays 8:30am to 1:30pm and Thursdays from 8:30am-9:30am and 11:15am to 12:30pm. The findings are: A. Review of Resident #2's current FL2 dated 11/18/15 revealed: -Diagnoses included asthma, hypertension, schizophrenia, and mild mental retardation. -The resident was documented as ambulatory and intermittently disoriented. -A physician's order for Singulair (used to treat allergies) 10mg every day at bedtime. -A physician's order for Symbicort (used to treat asthma) 80-4.5 mcg 2 puffs every morning. -A physician's order for ProAir (used to treat bronchospasm) HFA 90mcg 2 puffs as needed prior to exercise. -A physician's order for ProAir HFA 90mcg 2 puffs every 4 hours as needed for wheezing, cough, and shortness of breath. Review of Resident #2's physician's order dated 3/28/16 revealed: -Symbicort was discontinued. -QVAR (treats asthma inflammation of the lungs) 80mg 1 puff twice daily. Review of Resident #2 current Care Plan dated 3/2/16 revealed: -"Active asthma currently uses inhaler more frequently.." -"Very active walks a lot." -The resident was documented as oriented and with adequate memory. -The resident was documented to need limited staff assistance with eating, toileting, bathing, and dressing.	C 311	Administrator will assure staff is made available at all times to assure that at any given time no residents are left awaiting for staff to return to the facility.	9/19/16

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C 311	Continued From page 11 Interview with Resident #2 during the initial facility tour on 9/14/16 revealed: -On Wednesdays, Thursdays, and Fridays he routinely left the facility by 9:00am and rode the bus "downtown and at the mall" until he came back to the facility in the afternoon. -The resident had a year's bus pass enabling him to ride as much as he wanted throughout the year. -"When they lock the whole house, I have to leave." -"I have to wait until 4 o'clock to come back on Wednesday, Thursdays, and Fridays." -"The house is locked before then." -He would like to be able to come home at 2:30pm. -There were other residents who would arrive back to the facility at 3:30pm, and "they have to wait outside until the house is unlocked." -The resident would stay home on Sundays, because "I can't get no ride on Sunday." -"On Monday, I wash my clothes." -"Winter time the weather lasts a long time. I have to stay here because of the snow and everything." -"I'm able to stay here during the day in the winter time." -If he needed his asthma medicine when he was on the bus, he would "have to wait until I get back here to get it." Review of August and September 2016 sign out logs for Resident #2 revealed: -Resident #2 had signed out of the facility 17 times. -15 out of 17 sign outs the resident had documented he had been out of the facility from 8am to 4pm. Interview with the Supervisor-In-Charge (SIC) on	C 311		

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C 311	Continued From page 12 9/14/16 at 9:50am revealed: -Resident #2 "walks all over town." -Resident #2 was "usually up and out by 8:30 in the morning Monday through Sunday. Goes everyday of the week." -"Usually when I get up at 6am he's usually up and washed and always ready for breakfast at 7am." -"He goes to the park and hits all the restaurants. Recently he's been panhandling. He came home the other day with $100 in his pockets." -Resident #2 had been seen in a town about 15 miles away from the facility by other SIC's who knew him. The SIC's had called and alerted facility staff to his where about's. -"He's not so great on making decisions. He can be easily influenced." -Resident #2 "could come home anytime he wanted. If I happen to be out doing transportation he knows to go to [neighbors house next door] and she will call me." -"He will go over and borrow the phone from [neighbor's name] and call the Owner." -Resident #2 had a bad knee. -"I have to tell him he needs to stay home. His knee swells. They had to drain his knee." -Resident #2 "gets 2 puffs a day of inhaler in the mornings. He has an inhaler when he exercises." Observation on 9/14/16 at 12:30pm revealed: -The facility was locked. -No one came to answer the door when knocked on. -A sign was posted on the back entrance "No one is at the facility right now. If you need further assistance please call" with a phone number listed. Telephone interview with the Owner on 9/14/16 at 12:30pm revealed:	C 311		

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	FCL011277	A. BUILDING: _____ B. WING _____	C 09/15/2016

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C 311	Continued From page 13 -The Relief SIC who had been in the facility that morning had "went up to the other facility to work." -Since one of the resident's had decided not to attend his regularly scheduled appointment for that day, "we were all going to eat lunch. We had planned to be back at 1:30pm..." Interview with the neighbor on 9/15/16 at 9:00am revealed: -The facility was not locked up without staff "all that often." -The only time she knew the facility to be locked was when the SIC transported a resident to routine appointment on Wednesdays and Thursdays. -The SIC would drop a resident off and "he comes right back." Confidential interviews with two residents revealed: -"Normally somebody's here when I come back..." -"If they step out they leave a sign on the door saying they will be back. When they do that they won't be gone long. They tell us to wait here on the porch." -The resident had never had to wait longer than 10-25 minutes for staff to arrive to open the facility. Interview with the Owner on 9/15/16 at 11:53am revealed: -If the SIC is not here, then the Relief SIC is here. -"There's somebody here all the time." A second interview with the Owner on 9/15/16 at 1:35pm revealed: -Resident #2 did not carry his inhaler with him when he went out because he's on QVAR -"Before he goes out he has to use it."	C 311		

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C 311	Continued From page 14 Interview with the Relief SIC on 9/15/16 at 1:35pm revealed: -"I am always here when [SIC's name] is not here." -"I live here." Refer to interview with the Supervisor-In-Charge (SIC) on 9/14/16 at 9:42am. B. Review of Resident #4's current FL2 dated 11/18/15 revealed: -Diagnoses included schizophrenic disorderB. -The resident was documented as ambulatory and intermittently disoriented. -The resident was documented as incontinent of bladder and bowel. Review of Resident #4's current Care Plan dated 2/25/16 revealed: -The resident was documented as oriented. -The resident was documented as having daily incontinence. -The resident was documented as requiring extensive staff assistance with toileting, bathing, and grooming/personal hygiene. -The resident was documented as requiring limited staff assistance with eating and dressing and supervision with transfers. Interview with the Supervisor-In-Charge (SIC) on 9/14/16 at 10:00am revealed: -Resident #4 "goes out to collect cans in the community to recycle. He leaves when everybody else leaves at 8:30am. Usually gets back at 7:30 at night. He will come in the afternoon sometimes to drop off cans. Then he goes right back out." -Resident #4 had his own cell phone. Review of August and September 2016 sign out	C 311		

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C 311	Continued From page 15 logs for Resident #4 revealed: -Resident #4 had signed out of the facility 20 times. -10 out of 20 sign outs the resident had documented he had been out of the facility at the latest by 9:15am and at the earliest returned by 4:00pm. Observation on 9/14/16 at 12:30pm revealed: -The facility was locked. -No one came to answer the door when knocked on. -A sign was posted on the back entrance "No one is at the facility right now. If you need further assistance please call" with a phone number listed. Telephone interview with the Owner on 9/14/16 at 12:30pm revealed: -The Relief SIC who had been in the facility that morning had "went up to the other facility to work." -Since one of the resident's had decided not to attend his regularly scheduled appointment for that day, "we were all going to eat lunch. We had planned to be back at 1:30pm..." Observation of Resident #4 on 9/14/16 at 1:15pm revealed: -The resident was in the back of the facility dropping off recycled cans he had collected that morning. -He asked the SIC for a sandwich or something for lunch. Interview with Resident #4 on 9/14/16 at 3:10pm revealed: -"I choose to go out and collect cans." -"I usually come in at 6 or 5pm." -"If somebody was gonna be here, I would come	C 311		

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C 311	Continued From page 16 back and eat lunch." -"The house is shut on Wednesdays and Thursdays part of the time. They post a sign." -"If I came back during the time they were gone. I would call." -"I leave at 8:30am or 9:00am everyday." Interview with Resident #4 on 9/15/16 at 10:05am revealed: -He had just returned from a physician's visit. -He routinely saw a physician for care of his indwelling catheter. -His catheter was currently attached to a leg bag he wore. Interview with the neighbor on 9/15/16 at 9:00am revealed: -The facility was not locked up without staff "all that often." -The only time she knew the facility to be locked was when the SIC transported a resident to routine appointment on Wednesdays and Thursdays. -The SIC would drop a resident off and "he comes right back." Confidential interviews with two residents revealed: -"Normally somebody's here when I come back..." -"If they step out they leave a sign on the door saying they will be back. When they do that they won't be gone long. They tell us to wait here on the porch." -The resident had never had to wait longer than 10-25 minutes for staff to arrive to open the facility. Interview with the Owner on 9/15/16 at 11:53am revealed: -If the SIC is not here then the Relief SIC is here.	C 311		

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C 311	Continued From page 17 -"There's somebody here all the time." Interview with the Relief SIC on 9/15/16 at 1:35pm revealed: -"I am always here when [SIC's name] is not here." -"I live here." Refer to interview with the Supervisor-In-Charge (SIC) on 9/14/16 at 9:42am. --- Interview with the Supervisor-In-Charge (SIC) on 9/14/16 at 9:42am revealed: -There were six residents currently who lived in the facility. -One resident worked Wednesdays, Thursdays, and Fridays from 9:00am to 4:30pm. Transportation picked up the resident by 8:30am to take him to work and then brought him back about 4:45pm. -Two residents attended a psychosocial rehabilitation program on Wednesday, Thursdays, and Fridays. Those residents were picked up by transportation at 8:30am and would return to the facility by transportation by 3:30pm. -"Other than the times, I'm doing things with [Resident #1]. I'm here at the house." -He transported Resident #1 every week to an appointment on Wednesday's. They would leave at 8:30am and the session would end at 12:45pm. "I sit with him during Wednesday's sessions." -He transported Resident #1 every week to an appointment on Thursday's. They would leave at 8:30, he would drop Resident #1 off and return to the facility. Resident #1 would have to be picked up at 11:45am to 12:00pm. ---	C 311		

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C 311	Continued From page 18 A plan of protection was provided by the facility on 9/15/16 as follows: -Staff is going to be here at all times. -There are three staff members and if one staff member is not present there will be another to cover just in case a resident returns early from being out of the facility. -If the SIC leaves he is relieved by the Relief SIC. -If the Relief SIC is not here, the Owner will be on site. CORRECTION DATE FOR THE TYPE B VIOLATION SHALL NOT EXCEED OCTOBER 30, 2016.	C 311		
C 912	G.S. 131D-21(2) Declaration of Residents' Rights G.S. 131D-21 Declaration of Resident's Rights Every resident shall have the following rights: 2. To receive care and services which are adequate, appropriate, and in compliance with relevant federal and state laws and rules and regulations. This Rule is not met as evidenced by: Based on observations, interviews and record reviews the facility failed to assure residents received care and services that were adequate, appropriate and in compliance with federal and state laws and rules and regulations related to residents' rights. The findings are: Based on observation, interview, and record review, the facility failed to provide residents access to the facility on Wednesdays 8:30am to	C 912	Administrator will assure staff is made available at all times to assure that at any given time no residents are left awaiting for staff to return to the facility.	9/19/16

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C 912	Continued From page 19 1:30pm and Thursdays from 8:30am-9:30am and 11:15am to 12:30pm. [Refer to Tag 311, 10A NCAC 13G .0909 Residents' Rights (Type B Violation)].	C 912		