STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL011285	A. BUILDING: _____ B. WING _____	R 10/18/2016

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
CANDLER LIVING CENTER	136 ROBINSON COVE ROAD CANDLER, NC 28715

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{D 000}	Initial Comments The Adult Care Licensure Section and the Buncombe County Department of Social Services conducted a follow-up survey on October 18, 2016.	{D 000}		
{D 074}	10A NCAC 13F .0306(a)(1) Housekeeping And Furnishings 10A NCAC 13F .0306 Housekeeping And Furnishings (a) Adult care homes shall: (1) have walls, ceilings, and floors or floor coverings kept clean and in good repair; This Rule is not met as evidenced by: This rule area is still out of compliance, see State 2567 at Event ID #FN5 R11, dated September 9, 2016. Based on observations, interviews, and record reviews, the facility failed to repair walls and floors or fixtures attached to them for 9 of 14 resident rooms, 3 of 4 common bathrooms, 3 of 5 exit doors, the ceiling in the back hallway, the living room, and the kitchen. The findings are: A. Review of the current environmental health report dated 10/17/16 revealed: -An overall score of 86.5. -A one point demerit in the category of floors, walls and ceilings, subcategory "Floors easy to clean, no obstacles, drains where needed," with additonal comments of "Floors in front communal area are in need of repair/replacing." -A three point demerit in the category of vermin control premises, subcategory "vermin excluded"	{D 074}		

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{D 074}	Continued From page 1 with additional comments of "There were flies and insects in premises...there were screens in windows that did not affix properly...bottom of one door is in need of repairing." Observations of resident rooms on 10/18/16 from 8:46am to 1:21pm revealed: -In room #14, there was no screen on the end window. -In room #14, there were 9 worn floor tiles in the area between the two beds in the room, 3 heavily scrapped floor tiles at the entrance to the room, and 3 worn floor tiles at the entrance to the shared bathroom. -In room #14, the wallpaper under the sink was dirty and loosened for a 3 inch wide by 1 foot long area under the resident's sink inside the room. -In room #13, the laminate floor at the entrance to the room was buckled and posed a trip hazard when exiting the room. -In room #13, the floor tiles were worn over the entire floor exposing in areas the black inside portion of the tiles. -In room #11, there were 4 floor tiles at the entrance to the room that were worn exposing the black inside portion of the tiles. -In room #11, there were two 4 inch wide by 4 inch high areas of spackled areas on the wall above the resident sink that needed to be sanded and painted. -In room #11, the door leading into the adjoining shared bathroom was dirty and sticky at the doorknob and for 1 foot from the bottom of the door. -In room #12, the paint was chipped in multiple areas on the left door frame at the entrance to the room. -In room #9, there were two floor tiles leading at the entrance to the room exposing the black inside portion of the tiles.	{D 074}		

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{D 074}	Continued From page 2 -In room #9, there was a 4 inch wide by 5 inch long area of spackling on the wall over the left bed that needed sanding and painting. -In room #8, there were 3 worn floor tiles at the entrance to the room exposing the black inside portion of the tiles. -In room #6, there were 2 floor tiles at the entrance to the room that were damaged exposing the black inside portion of the tiles. -In room #6, the entrance door to the room had a heavy accumulation of brown smudges around the door knob and along the bottom of the door. -In room #5, the door into the room had black scuff marks across the bottom portion of the door. -In room #5, there was a 1/2 inch gap between the window and screen where the window screen was bent on the window at the end of the room. -In room #5, there were multiple areas of spackling on the walls which needed to be sanded and painted. -In room #4, there was no screen on the window near the closet. -In room #4, there was a 3 foot long black scuff mark on the lower portion of the wall on the right between the closet and chest of drawers. -In room #4, the door frame was scuffed with black marks and had multiple areas of chipped paint. -In room #4, the floorboard between the hallway and the room had a 4 inch gap. (A wheelchair bound resident resides in this room and the gap made it difficult for the resident to enter the room.) -In room #4, the curtains were so thin one could see through them to a porch where residents smoke. -In room #2, there was a a circular hole in the drywall behind the door approximately 4 inches in diameter.	{D 074}		

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{D 074}	Continued From page 3 -In room #2, the surface around the door knob and up the edge of the door was smudged and dirty. -In room #2, there were brown 1 1/2 inch smears running down the wall under the air conditioner. -In room #2, there was a cracked floor tile at the door approximately 1 inch by 12 inch. -In room #1, the surface around the door knob and up the edge of the door was smudged and dirty. Observations of resident bathrooms on 10/18/16 from 8:46am to 1:21pm revealed: -The paint on the door frame leading into the common shower room on the back hallway was chipped in various places exposing the wood underneath. -At the entrance to common shower room #2 there was a damaged area 1 foot wide by 4 inches wide of missing ceramic floor tile -The 2 foot lower portion of the left door frame of the common shower room #2 was heavily chipped exposing the wood underneath. -In the shared bathroom adjoining room #10, the wall paper had been damaged and peeled away from a 1 ft. long by 4 in. high section of wall above the toilet tank. -In the shared bathroom adjoining room #11, the floor tile had been removed from the bathroom floor exposing concrete subflooring underneath. -In the shared bathroom adjoining room #14, there was a 1ft long by 1ft. high area of scuffed paint at the bottom left side of the inside of the bathroom door. -In the shared bathroom adjoining room #14, the wall paper had been damaged and peeled away from a 1 ft. long by 2 in. high section of wall above the toilet tank. -In the first common bathroom on the left the screws on each side of the toilet were	{D 074}		

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{D 074}	Continued From page 4 approximately 3 inches long and were not covered. Observations of exterior doors on 10/18/16 from 8:46am to 1:21pm revealed: -There was a 3/4 inch gap for approximately 1 foot of length under the exterior door outside rooms #13 and #14. -The white painted interior surface of exterior door outside rooms #13 and #14 was dirty and the paint was scuffed. -The paint on the door frame on the exit door leading to the laundry room was chipped in various places exposing the wood underneath. -The paint on the door frames leading out the exit door leading off the short hallway was chipped on the bottom 3 ft. length of the frame exposing wood underneath. -The paint on the door leading from the short hallway into the dining room was had black scuff marks across the bottom portion of the door. -The surface around the door knob was dirty on the end exterior door leading off the living room. Observations of the main living room on 10/18/16 at 10:16am revealed: -Four floor planks at the end entrance were damaged exposing the black inside portion of the planks. -There was a 2 ft. wide by 6 in. high section of spackling on the wall to the right of the vending machine that needed to be sanded and painted. -On the wall near the hallway door, there was a piece of beaded board 3 inches by 4 inches wainscoating broken off under the chair rail leaving sharp splintery edges. -All windows were in need of cleaning. -The blind covering the large window on the right was broken with some bottom slats resting on the sill.	{D 074}		

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{D 074}	Continued From page 5 -Behind the front entrance door there was an area with an approximately 3 in. by 3 in. hole in the plaster with an unpainted area approximately 10 " by 10 " to the right of the hole. -The air conditioner in the big window on the left side had dusty intake vents and a gap next to it with a 5"x10" crack in the solid transparent plastic. -The right side of the big window on the left had a crack in the top from top to bottom. Observation of the dining room on 10/18/16 at 11:50am revealed: -All windows were in need of cleaning. -The window air conditioners had a very dust return air vents. -Parts of the dining room had been painted but on one third of the long window wall and the far wall still had areas where a wall paper border had been removed exposing the plaster. -The 1st window on the left had 2 cracks on the lower left side. -The 2nd window was dirty and had a gap on the right side with no screen covering the window. -The double window on the left side of the dining room had a sticky substance on the glass, the ledge was covered in grime and dust, windows were dirty, there was a 7" crack in the solid transparent plastic with an 1/8"gap and a crack along the bottom of the left side of the window. Observation on the back hallway on 10/18/16 at 11:03am revealed: -The fluorescent overhead light fixture outside room #7 had a 2 ft. wide crack on the ceiling on one end of the light fixture. -The ceiling sagged about 1/2 inch in the center of the damaged ceiling material. Confidential interviews with 10 residents on	{D 074}		

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{D 074}	Continued From page 6 10/18/16 revealed: -9 of 10 residents interviewed had no complaints concerning the condition of the walls, ceilings, and floors in the facility. -The floor on the back hallway "buckles...someone could trip on it." -"The tiles are ripped in our bathroom." -"They just painted all the rooms about a month ago." -"They just did put those new floors down" referring to the new laminate flooring that had recently been installed in the main hallways of the facility. -"I've been here so long, I'm used to it." Interview with Maintenance on 10/18/16 at 9:37am revealed: -Flat metal transitions had been purchased to be installed to close the gap from the hallway laminate material into the residents rooms. -The transitions could not be installed until the "laminate laid better." -He would fix the buckled laminate outside room #14 immediately to prevent trip hazard. Interview with the Operations Manager on 10/18/16 at 9:45am revealed: -They had replaced all the flooring in the main hallways. -Installation of floor transitions would occur once the contractor finished fixing all the doors to ensure they opened and closed properly. -He was aware the flooring in the resident's rooms was worn and they were working to repair/replace the floors. Interview with the contractor who was working to rehang many of the resident room doors in the facility on 10/18/16 at 1:41pm revealed: -The Owner "has paid for all the materials to	{D 074}		

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{D 074}	Continued From page 7 repair all the doors." -There were six doors remaining that he had been asked to repair. -He hoped to be finished with rehanging those doors "in less than 2 weeks." Interview with the Owner on 10/18/16 at 3:08pm revealed: -They were still at a "standstill" with some of the repairs needed in the facility "until the doors are done." -Once the doors were rehung, the transitions from the hallway laminate into the resident rooms could be installed. -They were working to repair/replace all the floors. -He was aware the kitchen floor had not yet been repaired "where we took that counter out," but he intended to repair it. -He was aware there were areas in the facility which needed to be repainted and they were currently in the process of repainting. -They had just recently repainted the dining room. B. Observation of the kitchen during tour on 10/18/16 at 9:00am revealed: -Dirt and rust build-up on the floor, along the walls and around appliances. -A row of missing floor tiles along the wall to the right of the range, exposing unsealed concrete flooring. -A window containing an air conditioning (AC) unit had very dusty intake vents. -A large floor fan at least 5 feet high had a thick layer of dust on the blades and cover. -The two windows were in need of cleaning and had leaves and spider webs on the outside sills. Interview with the cook on 10/18/16 at 9:00am revealed:	{D 074}		

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{D 074}	Continued From page 8 -The missing floor tiles was an area where a counter used to be but they had to remove the counter. -The kitchen was mopped daily but it seemed like the dirty looking areas bled through after mopping. -The rusty areas would not come up regardless of effort to clean. -He did not know when the facility had last used a floor stripper to clean the floor. -He would clean the AC and fan "today." Interview with the Operations Manager on 10/18/16 at 2:35pm revealed: -They will bring the floor stripper over and have a staff strip the kitchen floor one night. -They are going to replace the missing tiles. Interview with the Administrator on 10/18/16 at 3:20pm revealed: -They had the floor tiles in the building but they were waiting on his construction guy to install the tiles. -They had a floor stripper they could use to clean the kitchen floors. Review of the Health and Sanitation Report dated 10/17/16 revealed: -"There are some missing tiles and base boards that are in need of replacing and wall behind three compartment sink is in need of repair/replacing." -A total score of 94.5 out of 100 points.	{D 074}		
D 201	10A NCAC 13F .0604 (e)(1)(A)(B)(C) Personal Care And Other Staffing 10A NCAC 13F .0604 Personal Care And Other Staffing	D 201		

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D 201	Continued From page 9 (e) Homes with capacity or census of 21 or more shall comply with the following staffing. When the home is staffing to census and the census falls below 21 residents, the staffing requirements for a home with a census of 13-20 shall apply. (1) The home shall have staff on duty to meet the needs of the residents. The daily total of aide duty hours on each 8-hour shift shall at all times be at least: (A) First shift (morning) - 16 hours of aide duty for facilities with a census or capacity of 21 to 40 residents; and 16 hours of aide duty plus four additional hours of aide duty for every additional 10 or fewer residents for facilities with a census or capacity of 40 or more residents. (For staffing chart, see Rule .0606 of this Subchapter.) (B) Second shift (afternoon) - 16 hours of aide duty for facilities with a census or capacity of 21 to 40 residents; and 16 hours of aide duty plus four additional hours of aide duty for every additional 10 or fewer residents for facilities with a census or capacity of 40 or more residents. (For staffing chart, see Rule .0606 of this Subchapter.) (C) Third shift (evening) - 8.0 hours of aide duty per 30 or fewer residents (licensed capacity or resident census). (For staffing chart, see Rule .0606 of this Subchapter.) This Rule is not met as evidenced by: Based on interviews and record reviews, the facility failed to assure minimum staffing requirements for aide duty was provided for 10 out 10 shifts on first and second shifts. The findings are: Interview with the Operations Manager on 10/18/16 at 11:10am revealed:	D 201		

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D 201	Continued From page 10	D 201		

-The facility census for the week of 10/8/16 through 10/12/16 was 26 to 27.
-Staff A who performed housekeeping duties on 10/18/16 was a personal care aide.
-They scheduled two personal care aides on first shift Monday through Friday, but one personal care aide always performed housekeeping and laundry duties.
-They did not have a designated housekeeping or laundry staff.
-They always had a medication aide for eight hours on first and second shift in addition to the personal care aides.

Review of the work schedule for the week of 10/8/16 through 10/16/16 revealed:
-One personal care aide was scheduled daily for second shift.
-One personal care aide was scheduled for first and second shift on both week ends.
-Two personal care aides were scheduled for first shift Monday through Friday.
-One supervisor-in-charge was always scheduled first and second shift in addition to the personal care aides.

Observation on 10/18/16 from 9:00am to 11:30am and from 1:00pm to 3:00pm revealed Staff A, a personal care aide performing housekeeping duties.

Confidential interview with three floor staff revealed:
-Two personal care aides were scheduled Monday through Friday on first shift.
-One of the two personal care aides on first shift Monday through Friday always did housekeeping and laundry for the entire shift.

Interview on 10/18/16 at 3:00pm with the

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D 201	Continued From page 11 Business Office Manager revealed she was responsible for the schedule. Review of timesheets for second shift from 10/8/16 through 10/12/16 revealed only one personal care aide worked 8 hours daily. Review of timesheets for first shift from 10/8/16 through 10/12/16 revealed personal care aide hours worked a total of 14 1/4 to 16 hours. Interview with the Administrator on 10/18/16 at 3:15pm revealed: -He had interpreted the staffing licensure rule to mean they only needed 16 hours total staffing on first and second shift. -They always had a staff within 500 feet if they were needed. Observation on 10/18/16 at 10:27am in the small connector hallway outside resident room #5 revealed a PCA was mopping the hallway. Confidential interview with one PCA on 10/18/16 revealed: -"I'm just housekeeping." -He did not provide any personal care assistance to the residents. Confidential interview with one Medication Aide (MA) on 10/18/16 revealed: -"We have two Personal Care Aides who work in the mornings. One does housekeeping while the other gives showers. We all work as a team." -"I give housekeeping assistance or if a PCA needs assistance, I will come out and help." -Out of an 8 hour shift, the PCA who was assigned housekeeping duties "probably" spent 6 hours of the 8 hour shift performing those housekeeping duties.	D 201		

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-The PCA's were responsible for cleaning the resident's rooms, bathrooms, and cleaning the dining room after meals.
-The PCA's were also responsible for doing the residents laundry and bed linens.
-PCA's were "constantly" doing laundry during first and second shifts.
-Whatever laundry first shift couldn't finish, "second shift picks up and what second can't finish, third shift will finish."

Confidential interview with a second MA on 10/18/16 revealed:
-On a normal weekday, they were staffed with one MA and one PCA on second shift.
-She and the second shift PCA routinely performed housekeeping duties on second shift.
-Second shift floor staff were responsible for the following housekeeping activities: washing bed linens, processing resident's laundry, sweeping and mopping the floors, and wiping down the dining room tables after snack and dinner.
-The floor staff on second shift were also responsible for making beds, getting residents ready for bed, placing absorbent pads on incontinent resident's beds, 2 hour rounds to make sure residents were kept dry, and giving showers.

Confidential interview with nine residents on 10/18/16 revealed:
-None of the residents had any complaints about how quickly floor staff responded to their needs.
-On the weekends, routinely there was one MA and one PC which covered both first and second shifts (7am to 11pm).
-Residents routinely saw Medication Aides assist with housekeeping duties.
-"Everybody does whatever needs to be done. The laundry is done all day."

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NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
CANDLER LIVING CENTER	136 ROBINSON COVE ROAD CANDLER, NC 28715

(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
D 201	Continued From page 13 -"PCA's go out of their way to help the residents."	D 201		