STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL059017	A. BUILDING: _____ B. WING _____	R 09/30/2016

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MCDOWELL ASSISTED LIVING	5235 NC 226 SOUTH MARION, NC 28752

(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 000	Initial Comments The Adult Care Licensure Section conducted an annual survey, a follow-up survey and a complaint investigation on September 27-29, 2016 with an exit by telephone on September 30, 2016.	D 000		
D 297	10A NCAC 13F .0904(d)(1) Nutrition And Food Service 10A NCAC 13F .0904 Nutrition And Food Service (d) Food Requirements in Adult Care Homes: (1) Each resident shall be served a minimum of 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 observation, interview, and record review, the facility failed to assure residents were served a minimum of three nutritionally adequate, palatable meals per day. The findings are: Observation of the breakfast meal on 9/28/16 at 8:40am revealed: -Dietary staff had prepared cooked apples, scrambled eggs, toast, cereal and oatmeal. - The oatmeal was a large white glob, about the size of a softball, on most of the resident's plates, only a few residents had been served oatmeal in a bowl. -All residents who had mechanical soft diets had the food on their entire tray ground and the bread looked like bread crumbs. Interview with Dietary Manager/Cook on 9/28/16 at 8:55am revealed: -She had prepared foods as listed on the menu	D 297		

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL059017	A. BUILDING: _____ B. WING _____	R 09/30/2016

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MCDOWELL ASSISTED LIVING	5235 NC 226 SOUTH MARION, NC 28752

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D 297	Continued From page 1	D 297		

and planned to give each resident a piece of bacon, " But I forgot to fix it."
-"We are supposed to grind up all the food for the residents who get mechanical soft and they don't like it."
-"It does not look good but neither does the puree."

Review of the facility menus for the day revealed:
-For breakfast: Eggs, Bacon, toast, cereal and juice.
-For lunch: Veal cutlet, pasta, mixed veggies with ranch dressing and cake.
-For dinner: Fish, fries, marinated vegetables.

Interview with dietary staff on 9/27/16 at 9:30am revealed she goes by the weekly menu but no serving sizes were listed.

Confidential random interviews with five residents revealed the following quotes:
-"Food is horrible, can't eat it."
-"We hardly ever get any meat for breakfast."
-"Very little on plate, except for the oatmeal and they heap it on."
-"No seconds."
-"You get very little meat."
-"I hate oatmeal and they give it to me at every meal and I've asked them not to."
-"We get served a lot of cold hard boiled eggs and I would rather have my eggs hot."
-"If you don't like what they have, you go without."
-"The food is awful."
-"We don't get much."
-"We need more variety. We have fish 2 times a week and eggs and oatmeal every day."
-"The food is not good, and I talked to [Administrator and RCC] about it one week ago."
-"I eat a lot of snacks not provided by the facility."
-"We are told they don't have any if we ask for

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	HAL059017	A. BUILDING: _____ B. WING _____	R 09/30/2016

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MCDOWELL ASSISTED LIVING	5235 NC 226 SOUTH MARION, NC 28752

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D 297	Continued From page 2	D 297		

seconds."
-"If you ask for a sandwich you will get whatever the sandwich of the day is and if you don't like that, you do without."
-"The food used to be a lot better, now it's awful."
-"You never get anything fresh, just canned or fried to death."
-"The staff tell us they are fussing at dietary about expense, so they have to serve the cheapest stuff available."

Confidential interview with one facility staff revealed:
-"They do serve the same thing a lot."
-"The residents do complain about the meals."
-"I have eaten some of the meals here. They're not too bad."
-"Residents do eat cold hard boiled eggs that are cooked by the night shift staff."

Interview with the Dietary Manager/Cook 9/28/16 at 10:16am revealed:
-Residents are offered a sandwich of the day, as the alternate, if they do not like the meal.
-Residents can have another type of sandwich if they ask, when they don't like the sandwich of the day either.
-"We serve milk and buttermilk for breakfast."
-"Some residents you just can't please."
-"The residents have told me they are tired of the present menus."
-"They are very vocal in voicing their dislikes."
-"I don't have a list of likes or dislikes."
-"They can have hot or cold cereal if they don't like oatmeal."
-"We do have residents who have told us they do not like oatmeal."
-She stated she was not aware that those residents continued to receive oatmeal.
-"No resident has talked to me personally about

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	HAL059017	A. BUILDING: _____ B. WING _____	R 09/30/2016

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MCDOWELL ASSISTED LIVING	5235 NC 226 SOUTH MARION, NC 28752

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D 297	Continued From page 3 their food concerns." Interview with the Administrator and the RCC on 9/28/16 at 5:40pm revealed: -"If the residents do not like a meal or sandwich they can get a sandwich they do like." -"We have concentrated so much on going by the menu with the Dietary staff maybe we need to look at that."	D 297		
D 317	10A NCAC 13F .0905 (d) Activities Program 10A NCAC 13F .0905 Activities Program (d) There shall be a minimum of 14 hours of a variety of planned group activities per week that include activities that promote socialization, physical interaction, group accomplishment, creative expression, increased knowledge and learning of new skills. Homes that care exclusively for residents with HIV disease are exempt from this requirement as long as the facility can demonstrate planning for each resident's involvement in a variety of activities. Examples of group activities are group singing, dancing, games, exercise classes, seasonal parties, discussion groups, drama, resident council meetings, book reviews, music appreciation, review of current events and spelling bees. This Rule is not met as evidenced by: Based on observations, interviews, and record reviews, the facility failed to assure a minimum of 14 hours of planned group activities were provided each week, that promoted socialization, physical interaction, group accomplishment, creative expression, increased knowledge and learning of new skills for the residents currently	D 317		

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL059017	A. BUILDING: _____ B. WING _____	R 09/30/2016

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MCDOWELL ASSISTED LIVING	5235 NC 226 SOUTH MARION, NC 28752

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D 317	Continued From page 4 living in the facility. The findings are: Observation of the September 2016 activity calendar on 9/27/16 at 10:40am revealed: -It had been posted on the wall above the water fountain in the main hallway. -The calendar was a desk calendar with activities and resident birthday's written on it with colored marker. -Nine resident birthdays were noted on the calendar. -Scheduled for Sundays was church from 10:00am until 12:00pm and Special Snack from 2:30pm until 3:30pm. -Scheduled for Mondays were dance from 9:00am until 11:00am alternating weekly with singing from 9:00am until 11:00am. -Scheduled for Tuesdays were crafts from 3:00pm until 5:00pm.. -Scheduled for Wednesdays was coloring from 2:00pm until 4:00pm. -Scheduled for Thursdays was preaching from 7:00pm until 8:00pm. -Scheduled for Fridays was Bingo from 3:00pm until 5:00pm. -Scheduled for Saturdays were cartoons from 9:00am until 11:00am. -No facility outing was noted for September 2016. Observations throughout the facility on 9/27/16 (Tuesday) revealed from 3:00pm until 5:00pm, crafts had not been provided as scheduled. Observations throughout the facility on 9/28/16 (Wednesday) revealed from 2:00pm until 4:00pm, coloring had not been provided as scheduled. Interviews on 9/27/16 from 10:00am until	D 317		

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL059017	A. BUILDING: _____ B. WING _____	R 09/30/2016

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MCDOWELL ASSISTED LIVING	5235 NC 226 SOUTH MARION, NC 28752

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D 317	Continued From page 5 12:15pm and 9/28/16 from 3:10pm until 4:00pm with a total of twenty-one residents revealed the following comments concerning activities: -"Sometimes we color pictures and cut them out." -"They have activities for anyone that wants to do one...movies, books, puzzles, and magazines." -"Activities on the schedule don't always happen because the Activity Director is taking residents to appointments." -"There isn't anything to do so I watch TV all day." -"It is very disappointing when I look forward to an activity and it doesn't happen." -"No one from the "office" makes sure the activities are done." -Seven stated they were not interested in participating because some of the other residents "scream and yell" at each other. -Half stated they liked to go out to eat or shopping at a local store but have not been in "some time." -Six residents had asked for things to do to keep busy and had been given jobs around the facility by the Administrator, the owner and the Resident Care Coordinator. -They were paid between $3.00 and $4.50 each week and used the money to buy sodas from the machines. -Seven stated when they went to doctor appointments, the van driver would stop on the way back to the facility and get them a hamburger. -There used to be "real outings" but not since around the first of the year. -Ten stated they wished they could play bingo more often than once or twice a month. -"On Thursday nights there is preaching and on Sunday we have church." -Five stated no one had asked them what type of activities they were interested in. -Five residents stated they sometimes watched a movie.	D 317		

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL059017	A. BUILDING: _____ B. WING _____	R 09/30/2016

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MCDOWELL ASSISTED LIVING	5235 NC 226 SOUTH MARION, NC 28752

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D 317	Continued From page 6 -Four residents stated they didn't like the old TV shows and that was what was on the living room TV most of the time. -Eight residents stated the TV in the other sitting area had mostly religious programs and not everyone wanted to watch them. -Six residents stated one of the Medication Aides (MA) sometimes brought cartoons for the residents to watch on Saturday morning. -Two residents stated there had not been outings in a long time (8 months or so). -Two stated there was "not much happening", there had been no outings, so they stayed in their rooms and watched television. -Two resident stated in the three and five years they had been at the faclity they had been on one outing (to Lake James)." -Several residents mentioned each month all the residents having birthdays were taken out to dinner to celebrate. -There was a birthday dinner for the residents with September birthdays scheduled for 9/28/16. Confidential interviews with seven staff members revealed the following comments concerning activities: -The Activity Director is responsible for the activity program. -The transportation person was the one who run the activities when she was in the facility but was on the road every day taking residents to appointment or running errands for the facility. -The transportation person was out on leave and the activities weren't always happening. -All available staff were to help get the residents to living room when an activity was scheduled to take place. -One of the staff brought in their phone and connected it to a speaker and played music for the residents.	D 317		

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL059017	A. BUILDING: _____ B. WING _____	R 09/30/2016

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MCDOWELL ASSISTED LIVING	5235 NC 226 SOUTH MARION, NC 28752

(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 317	Continued From page 7	D 317		

-They all assisted with activities as needed if resident care had been completed.
-There hadn't been outings "like there used to be."
-The resident would go out to eat and go shopping and they loved it.
-"We hear the residents talking and know they are bored."

Interview on 9/28/16 at 3:10pm with the Administrator revealed:
-She was a certified Activity Director.
-The transportation person helped plan the activity calendar and conducted the activities when she was in the facility.
-Approximately 50% of her time had been spent away from the facility doing transportation and running errands (shopping) for the facility.
-She was currently on a leave of absence.
-She stated the transportation person had not attended the Activity Director certification program.
-She thought the activities on the activity calendar met the 14 hour per week requirement.
-She stated she was not aware the "Special Snack" provided for the residents on Sunday afternoons was not an activity.
-She had talked to residents and scheduled activities they wanted but when the time came to have the activity, some of the residents did not want to participate.
-Once a month, she, the owner of the facility and the Resident Care Coordinator would take anyone having a birthday in that month, and who wanted to go, out to dinner.
-If there was more than one resident having a birthday that used a wheelchair, another dinner would be scheduled because the van could only transport one wheelchair at a time.
-She would make sure the future calendars met

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL059017	A. BUILDING: _____ B. WING _____	R 09/30/2016

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MCDOWELL ASSISTED LIVING	5235 NC 226 SOUTH MARION, NC 28752

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D 317	Continued From page 8 the requirements.	D 317		
D 319	10A NCAC 13F .0905 (f) Activities Program 10A NCAC 13F .0905 Activities Program (f) Each resident shall have the opportunity to participate in at least one outing every other month. Residents interested in being involved in the community more frequently shall be encouraged to do so. This Rule is not met as evidenced by: Based on interview and record review, the facility failed to assure that each resident had the opportunity to participate in at least one outing every other month. The findings are: Observation of the September 2016 activity calendar on 9/27/16 at 10:40am revealed: -It had been posted on the wall above the water fountain in the main hallway. -The calendar was a desk calendar with activities and resident birthday's written on it with colored marker. -No facility outing was noted for September 2016. Interviews on 9/27/16 from 10:00am until 12:15pm and 9/28/16 from 3:10pm until 4:00pm with a total of twenty-one residents revealed the following comments concerning outings: -Half stated they liked to go out to eat or shopping at a local store but have not been in some time. -Seven stated when they went to doctor	D 319		

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL059017	A. BUILDING: _____ B. WING _____	R 09/30/2016

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MCDOWELL ASSISTED LIVING	5235 NC 226 SOUTH MARION, NC 28752

(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 319	Continued From page 9	D 319		

appointments, the van driver would stop on the way back to the facility and get them a hamburger.
-There used to be "real outings" but not since around the first of the year.
-Two residents stated there had not been outings in a long time ("8 months or so").
-Two stated there was not much happening, there had been no outings, so they stayed in their rooms and watched television.
-Two resident stated in the three and five years they had been at the faclity they had been on one outing (to Lake James)."
-Several residents mentioned each month all the residents having birthdays were taken out to dinner to celebrate.
-There was a birthday dinner for the residents with September birthdays scheduled for 9/28/16 and added to the calendar on 9/27/16.

Confidential interviews with seven staff members revealed the following comments concerning activities:
-The Activity Director is responsible for the activity program.
-The transportation person was the one who run the activities when she was in the facility
-The Transportation person was usually on the road every day taking residents to appointment or running errands for the facility.
-The transportation person was out on leave.
-There hadn't been outings "like there used to be."
-The resident would go out to eat and go shopping and they loved it.
-"We hear the residents talking and know they are bored."

Interview on 9/28/16 at 3:10pm with the Administrator revealed:

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL059017	A. BUILDING: _____ B. WING _____	R 09/30/2016

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MCDOWELL ASSISTED LIVING	5235 NC 226 SOUTH MARION, NC 28752

(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 319	Continued From page 10 -She was a certified Activity Director. -The transportation person helped plan the activity calendar and conducted the activities when she was in the facility. -Approximately 50% of her time had been spent away from the facility doing transportation and running errands (shopping) for the facility. -She was currently on a leave of absence. -She had talked to residents and scheduled activities they wanted but when the time came to have the activity, some of the residents did not want to participate. -Once a month, she, the owner of the facility and the Resident Care Coordinator would take anyone having a birthday in that month, and who wanted to go, out to dinner. -If there was more than one resident having a birthday that used a wheelchair, another dinner would be scheduled because the van could only transport one wheelchair at a time. -She would make sure outings were planned that met the requirements.	D 319		
D 338	10A NCAC 13F .0909 Resident Rights 10A NCAC 13F .0909 Resident Rights An adult 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: Based on observations, interviews and record reviews, the facility failed to assure each resident was treated with respect dignity, and consideration, by not taking all residents who shared a birthday in the month out to dinner that wanted to go and to assure residents were	D 338		

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL059017	A. BUILDING: _____ B. WING _____	R 09/30/2016

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MCDOWELL ASSISTED LIVING	5235 NC 226 SOUTH MARION, NC 28752

(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 338	Continued From page 11	D 338		

treated with respect and dignity by providing 13 of the 49 residents with work opportunities for which they were not given fair or equitable compensation for work completed that benefited the facility.

The findings are:

A. Observation of the September 2016 activity calendar on 9/27/16 at 10:40am revealed:
-It had been posted on the wall above the water fountain in the main hallway.
-The calendar was a desk calendar with activities and resident birthdays written on it with colored marker.
-There was a birthday dinner for the residents with September birthdays scheduled for 9/28/16 and added to the calendar on 9/27/16.

During resident interviews throughout the survey when discussing activities and outings, several residents mentioned each month all the residents having birthdays were taken out to dinner to celebrate.

Confidential interviews with eight residents revealed:
-Two had birthdays in September.
-Both of those residents were in wheelchairs.
-Both were aware of the outing to the fish camp for people with birthdays that was scheduled for 9/28/16.
-Both of the residents wanted to go out to eat for their birthdays.
-One stated, "I was sitting on the porch ready to go, the van was full and they didn't ask me. It really hurt my feelings and I told the Medication Aide (MA) I was really upset about it after they left."
The second stated,"They are good to me here,

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL059017	A. BUILDING: _____ B. WING _____	R 09/30/2016

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MCDOWELL ASSISTED LIVING	5235 NC 226 SOUTH MARION, NC 28752

(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 338	Continued From page 12	D 338		

but it really hurt me that I didn't get to go. I really felt sad I didn't get to go."
-Neither resident knew how residents were selected to go on outing as van seating is limited to one wheelchair.

Interview on 9/28/16 at 3:10pm with the Administrator and the Resident Care Coordinator (RCC) revealed:
-Once a month the owner of the facility, the Administrator and the RCC would take anyone having a birthday in that month, and who wanted to go, out to dinner.
-If there was more than one resident having a birthday and used a wheelchair, another dinner would be scheduled because the van could only transport one wheelchair at a time.
-She would make sure outings were planned that met the requirements.
-The RCC had been notified on the morning of 9/29/16 by a staff member that a resident was hurt and upset he did not get to go out to eat at the fish camp.
-She had not asked this resident to go because his family had given him a surprise party outside of the facility.
-She had asked another resident, who was not celebrating a birthday, to go as she "had not gone anywhere and had no family."
-The RCC was unaware of a second resident being "sad" because he could not go out to eat for his birthday.
-The RCC stated it wasn't really for birthdays but more of an outing to go out to eat, as there were residents who had birthdays that month and residents that did not have birthdays.
B. Observations on 9/27/16 at 10:05am in the dining room revealed:
-There was a resident wiping down the tables.
-There was a resident sweeping then mopping

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL059017	A. BUILDING: _____ B. WING _____	R 09/30/2016

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MCDOWELL ASSISTED LIVING	5235 NC 226 SOUTH MARION, NC 28752

(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 338	Continued From page 13 the floor. Observations on 9/27/16 during the day revealed: -There was a resident doing dishes in the kitchen. -There was a resident changing and/or making resident beds. She exited a resident room holding dirty linen against her clothing. -There was a resident, wearing disposable gloves, picking up cigarette butts on the facility grounds. -There was a resident folding towels in the laundry room. -There was a resident, wearing gloves, setting the tables in the dining room prior to mealtime. -There was a resident who was taking out the trash. -There was a resident sweeping and mopping the floor in the dining room. Interview on 9/27/16 at 10:05am with a resident revealed: -"I asked [the owner of the facility] for a job." "She asked me if there was something I would like to do and I told her I could pick up cigarette butts." -"She asked me how much money did I want to pick up the cigarette butts and I told her three dollars." -He goes out on the facility grounds several times a day and picks up cigarette butts. -The Administrator gives him three dollars a week. -Because he picks up the cigarette butts, he has his "own money" to buy sodas from the machine. -"I can buy six sodas with the money she gives me for picking up the butts." -The staff gives him gloves to wear when he picks up the butts. -He loves his job and is proud of what he does. -He likes to have something to do.	D 338		

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL059017	A. BUILDING: _____ B. WING _____	R 09/30/2016

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MCDOWELL ASSISTED LIVING	5235 NC 226 SOUTH MARION, NC 28752

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D 338	Continued From page 14 -"I used to go to the day program but I'd rather stay home and pick up the butts and have money to get some soda." -"The staff and some of the other residents tell me I do a good job." Interview on 9/27/16 at 10:30am with a second resident revealed: -At one time, she cleaned the windows, dusted the windowsills and swept and mopped the floor in the back TV room. -Each week the Administrator gave her five dollars. -"It was really nice because I didn't have much money left over each month. I couldn't buy cigarettes, snacks, sodas or whatever I wanted without that money." -Her legs started to "bother her" and she now walks with a walker. -She stopped doing the windows, windowsills and floor in the TV room because she was afraid she would get hurt. -The Administrator continues to give her the five dollars each week even though she doesn't do the work. -"It is really nice of her to give me the five dollars every week. If I didn't get it, I wouldn't be able to get what I need or some sodas and cigarettes." Interview on 9/27/16 at 10:16am with a third resident revealed: -She gets a "little money" for washing the breakfast dishes. -Not sure how much she gets for it. -Last month she only received .52 cents after money had been taken out for her pharmacy bill. -The dish washing money helps her buy name brand cigarettes, and her family sends her $20 a month towards them as well. -"(Staff A's name) told me I could work in the	D 338		

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL059017	A. BUILDING: _____ B. WING _____	R 09/30/2016

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MCDOWELL ASSISTED LIVING	5235 NC 226 SOUTH MARION, NC 28752

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D 338	Continued From page 15	D 338		

kitchen."
-Other residents made money too for picking up cigarette butts, taking out the trash and working in the laundry.

Interview on 9/27/16 at 10:40am with a fourth resident revealed:
-"I earn $3.50 a week for emptying the trash."
-"I think I signed a paper about working but I really don't recall."

Interview on 9/27/16 at 10:45am with a fifth resident revealed:
-He also took out trash but received $4.50 a week.
-"I like the money and it gives me something to do."

Interview on 9/27/16 at 11:05am with a sixth resident revealed:
-"I couldn't pay to get a job here."
-He would like to do something too.
-The Administrator provides the jobs.
-Its been a while since he has asked for a job and did not remember why he was told he could not have one.

Interview on 9/28/16 at 8:15am with a seventh resident revealed:
-She would like to work but was told she couldn't because she has a walker.
-She would like to do something to keep herself busy.
-"I stay bored, I do not want this to be my final resting place."
-"I used to take the boxes out and the trash, I want to do something because it would help my nerves."

Interview on 9/28/16 at 11:15am with a eighth

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL059017	A. BUILDING: _____ B. WING _____	R 09/30/2016

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MCDOWELL ASSISTED LIVING	5235 NC 226 SOUTH MARION, NC 28752

(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 338	Continued From page 16	D 338		

resident revealed:
-He picks up cigarette butts 7 days a week,
-He gets gloves from the med cart or the laundry room.
-"It's an easy job."
-"There are a lot of residents who do stuff here."

Interview on 9/28/16 at 11:34am with a ninth resident revealed she did not work here but there were some residents that did."

Interview on 9/28/16 at 11:58am with a tenth resident revealed:
-She had been in the process of changing another resident's bed linen.
-"I help out with trash too."
-"I need something to do besides read or watch tv."
-She was paid to change bed linen but preferred not to say how much.

Interview on 9/29/16 at 3:00pm with an eleventh resident revealed:
-He had been washing and folding the clothes but had been ill lately and did not feel like it.
-He still tried to fold the clothes every day but he doesn't do it when he doesn't feel good.
"They (the staff) do it if I don't feel good."

Confidential interviews with 7 staff on 9/27/16 and 9/29/16 revealed:
-There were several residents who had asked what they could do around the facility to "help out".
-There were several residents who had asked for something to do to keep busy.
-The Administrator had found something she knew each of them could do that would give them a few dollars a week to buy things like sodas or cigarettes.

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL059017	A. BUILDING: _____ B. WING _____	R 09/30/2016

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MCDOWELL ASSISTED LIVING	5235 NC 226 SOUTH MARION, NC 28752

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D 338	Continued From page 17 -Several long term staff stated resident's had been "helping out and getting a few bucks a week for a long time, at least six or more years." -The residents loved helping out and enjoyed having the money to get sodas, snacks, cigarettes or other thing they wanted or needed. -The resident's family members thought it was nice that the resident could help out, keep busy and have a few extra dollars. -One resident whose condition had declined and no longer dusts the windowsills and mops the floor in the TV room. -The Administrator still gives the resident five dollars each week so she can buy things she wants. -They (the residents) have some jobs they do but at times its a hindrance because we have to go behind them and do the job. -It helps make the residents feel good about themselves. -The resident wanted to help wash dishes and the Administrator let her. -The resident helps with the dishes after breakfast if she wants to. -The staff member was unaware of what the Resident actually received for doing the dishes. Review on 9/27/16 through 9/29/16 of the records for the 13 residents currently provided with work opportunities revealed: -None of the records contained an evaluation by the healthcare provider of the resident's ability to safely perform their work opportunity. -None of the records contained documentation of training provided each resident prior to performing their work opportunity. -None of the records contained documention of the amount of dollars or how often that amount would be given each resident for their particular work opportunity.	D 338		

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL059017	A. BUILDING: _____ B. WING _____	R 09/30/2016

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MCDOWELL ASSISTED LIVING	5235 NC 226 SOUTH MARION, NC 28752

(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 338	Continued From page 18	D 338		

-None of the records contained documentation the resident's responsible party had been consulted prior to, and agreed with, the work opportunity being offered the resident.

Interview on 9/29/16 at 3:35pm with the Administrator, the owner of the facility and the Resident Care Coordinator (RCC) revealed:
-Work opportunities have been available to the residents for over six years.
-"It is a way for [the alert and orientated] residents to get extra money because they don't have enough to live on each month."
-It provides each resident requesting an opportunity to "help out and to be able to buy a few extra cigarettes or whatever it is they want with the few extra dollars they receive each week."
-"Residents come to us and ask for something to do to keep busy and/or to help out around the facility."
-"Each resident is asked what they would like to do and how many dollars they would like to be given each week for doing it."
-The Administrator, the owner and RCC discuss the request, considering the benefit(s) to the resident and whether the resident is capable of the doing it safely.
-The residents who have work opportunities at the facility are residents who did not qualify for the day program or who have refused to participate.
-These residents have mental health professionals who see them at the facility.
-The facility does not have a policy or procedure regarding resident work opportunities.
-The facility does not request evaluations by the healthcare provider of each resident's ability to safely perform the work opportunity.
-The facility does not document training provided

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	HAL059017	A. BUILDING: _____ B. WING _____	R 09/30/2016

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MCDOWELL ASSISTED LIVING	5235 NC 226 SOUTH MARION, NC 28752

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D 338	Continued From page 19 each resident prior to performing the work opportunity. -There was no documention of the amount of dollars or how often that amount would be given each resident for their particular work opportunity. -There was no documentation the residents responsible parties had been consulted prior to, and agreed with, the work opportunity provided the resident. -There was no documentation the mental health professional providing services to the resident, had been consulted regarding the work opportunity. -There was no documentation signed by each resident of their understanding of the scope of his/her duties, return demonstration of the training received in order to safely perform the opportunity and the amount of dollars each would receive weekly for completing the work. Attempted telephone call on 9/29/16 at 9:40am with the facility physician was not returned prior to exit.	D 338		
D 358	10A NCAC 13F .1004(a) Medication Administration 10A NCAC 13F .1004 Medication Administration (a) An adult care home shall assure that the preparation and administration of medications, prescription and non-prescription, and treatments by staff are in accordance with: (1) orders by a licensed prescribing practitioner which are maintained in the resident's record; and (2) rules in this Section and the facility's policies and procedures. This Rule is not met as evidenced by: Based on observations, interviews, and record	D 358		

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL059017	A. BUILDING: _____ B. WING _____	R 09/30/2016

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MCDOWELL ASSISTED LIVING	5235 NC 226 SOUTH MARION, NC 28752

(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 358	Continued From page 20	D 358		

reviews, the facility failed to assure medications were administered as ordered by the licensed prescribing practitioner for 1 of 1 sampled residents (Resident #2) related to the administration of eye drops.

The findings are:

Review on 9/27/16 of Resident #2's current FL2 dated 7/14/16 revealed:
-Diagnoses included Diabetes Mellitus II.
-No medications were written on the FL2.
-A red sticker where medications are normally listed stated, "This FL2 is NOT intended as a discharge or medication order."
-A green sticker located beside the red sticker stated, "Use discharge instructions on the day of discharge as orders and for medications."
-The discharge medication list with the FL2 was dated 7/3/16.
-Medications included Diclofenac ophthalmic 0.1%, one drop, right eye, four times a day and Prednisolone ophthalmic acetate 1% suspension, one drop, right eye, four times a day, 3 weeks, for 3-4 more weeks.
-Discharge instructions dated 7/14/16 could not be located in the record.

Observations on 9/27/16 of Medication Aide (MA) A administering noon medications to Resident #2 revealed:
-She did not find Diclofenac eye drops in the medication cart and re-ordered more from the pharmacy.
-She administered one drop of Prednisolone in the Resident's right eye.

Review on 9/27/18 of physician orders in Resident #2's record revealed:
-On 6/3/16, pre-operative orders had been written

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL059017	A. BUILDING: _____ B. WING _____	R 09/30/2016

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MCDOWELL ASSISTED LIVING	5235 NC 226 SOUTH MARION, NC 28752

(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 358	Continued From page 21	D 358		

for Diclofenac (an anti-inflammatory) 0.1% eye drops, one drop into right eye four times a day (Start 6/14/16), polymyxin B/TMP (an antibiotic) eye drop, one drop in right eye four times a day (Start 6/14/16) for ten days (Stop 6/23/16), and Prednisolone acetate (a corticosteroid) 1% eye drop, one drop in right eye four times a day (Start 6/14/16) in preparation of the removal of a right cataract.
-On 6/16/16, an order had been written to continue the (Diclofenac and Prednisolone) eye drop.
-On 7/8/16, an order had been written to "Use drops for 1 more week, right eye."

Review on 9/27/16 of Resident #2's June 2016 electronic Medication Administration Record (e-MAR) revealed:
-The polymyxin B/TMP eye drops had been administered for 10 days (6/14/16 through 6/23/16) in the right eye, then discontinued.
-The Diclofenac and Prednisolone eye drops had been administered four times a day as ordered in the right eye.

Review on 9/27/16 of Resident #2's July 2016 e-MAR revealed:
-The physician's order written on 7/8/16 to [the eye drops]"Use one more week") had not been entered on the e-MAR.
-The Diclofenac and Prednisolone eye drops had been administered four times a day through 7/31/16.

Review on 9/27/16 of Resident #2's August 2016 e-MAR revealed the Diclofenac and Prednisolone eye drops continued to be administered through 8/31/16.

Review on 9/27/16 of Resident #2's September

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL059017	A. BUILDING: _____ B. WING _____	R 09/30/2016

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MCDOWELL ASSISTED LIVING	5235 NC 226 SOUTH MARION, NC 28752

(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 358	Continued From page 22 2016 e-MAR revealed the Diclofenac and Prednisolone eye drops continued to be administered through 12:00pm on 9/27/16. Telephone interview on 9/27/16 at 3:15pm with a pharmacy representative revealed: -The Diclofenac eye drops had been dispensed to the facility on 6/7/16, on 7/12/16 and re-ordered on 9/27/16. -The Prednisolone eye drops had been dispensed to the facility on 6/7/16 and 7/12/16. -The pharmacy had not received a copy of the doctor's order written 7/8/16, to "Use drops for 1 more week, right eye." Telephone interview on 9/27/16 at 3:31pm with Resident #2's physician revealed: -The Prednisolone and Diclofenac eye drops should have been discontinued on 7/15/16. -Continued administration of the drops past the stop date" could result in increased pressure and/or edema in the eye." -She was not concerned about the continued use of the eye drops past the stop date for this resident. -She would call the facility and have the Prednisolone and Diclofenac eye drops discontinued. Interviews on 9/27/16 at 1:15pm and 4:05pm with the Resident Care Coordinator (RCC) revealed: -All orders from the eye doctor caring for Resident #2 were in the resident's record. -When she reviewed the resident's record, she located the order to stop the eye drops and stated the drops had been discontinued as ordered. -She was not aware the eye drops were still being administered until it was brought to her attention after medication for Resident #2 had been reconciled.	D 358		

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL059017	A. BUILDING: _____ B. WING _____	R 09/30/2016

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MCDOWELL ASSISTED LIVING	5235 NC 226 SOUTH MARION, NC 28752

(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 358	Continued From page 23 -She located the order to stop the eye medication attached to another paper in her office. -She had not sent the stop order to the pharmacy. -She had not entered the stop date on the Resident's e-MAR. -She would contact Resident #2's physician and let her know the eye drops had not been discontinued as ordered.	D 358		
D 367	10A NCAC 13F .1004(j) Medication Administration 10A NCAC 13F .1004 Medication Administration (j) The resident's medication administration record (MAR) shall be accurate and include the following: (1) resident's name; (2) name of the medication or treatment order; (3) strength and dosage or quantity of medication administered; (4) instructions for administering the medication or treatment; (5) reason or justification for the administration of medications or treatments as needed (PRN) and documenting the resulting effect on the resident; (6) date and time of administration; (7) documentation of any omission of medications or treatments and the reason for the omission, including refusals; and, (8) name or initials of the person administering the medication or treatment. If initials are used, a signature equivalent to those initials is to be documented and maintained with the medication administration record (MAR). This Rule is not met as evidenced by: Based on observation, record reviews, and interviews, the facility failed to assure the Medication Administration Records were accurate	D 367		

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL059017	A. BUILDING: _____ B. WING _____	R 09/30/2016

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MCDOWELL ASSISTED LIVING	5235 NC 226 SOUTH MARION, NC 28752

(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 367	Continued From page 24	D 367		

for 1 of 1sampled residents (Residents #2) regarding Diclofenac and Prednisolone eye drops.

The findings are:

Review of Resident #2's current FL2 dated 7/14/16 revealed:
-Diagnoses included Diabetes Mellitus II.
-No medications were written on the FL2.
-A red sticker on the FL2 where medications are normally listed stated, "This FL2 is NOT intended as a discharge or medication order."
-A green sticker located beside the red sticker stated, "Use discharge instructions on the day of discharge as orders and for medications."
-The discharge medication list with the FL2 was dated 7/3/16.
-Medications included Diclofenac ophthalmic 0.1%, one drop, right eye, four times a day and Prednisolone ophthalmic acetate 1% suspension, one drop, right eye, four times a day, 3 weeks, for 3-4 more weeks.
-Discharge instructions dated 7/14/16 could not be located in the record.

Review on 9/27/18 of physician orders in Resident #2's record revealed:
-On 6/3/16, pre-operative orders had been written for Diclofenac (an anti-inflammatory) 0.1% eye drops, one drop into right eye four times a day (Start 6/14/16), polymyxin B/TMP (an antibiotic) eye drop, one drop in right eye four times a day (Start 6/14/16) for ten days (Stop 6/23/16), and Prednisolone acetate (a corticosteroid) 1% eye drop, one drop in right eye four times a day (Start 6/14/16) in preparation of the removal of a right cataract.
-On 6/16/16, an order had been written to continue the (Diclofenac and Prednisolone) eye

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL059017	A. BUILDING: _____ B. WING _____	R 09/30/2016

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MCDOWELL ASSISTED LIVING	5235 NC 226 SOUTH MARION, NC 28752

(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 367	Continued From page 25	D 367		

drops.
-On 7/8/16, an order had been written to "Use drops for 1 more week, right eye."

Review on 9/27/16 of Resident #2's June 2016 electronic Medication Administration Record (e-MAR) revealed:
-The polymyxin B/TMP eye drops had been administered for 10 days (6/14/16 through 6/23/16) in the right eye, then discontinued.
-The Diclofenac and Prednisolone eye drops had been administered four times a day as ordered in the right eye.

Review on 9/27/16 of Resident #2's July 2016 e-MAR revealed:
-The physician's order written on 7/8/16 to "Use [the eye drops] one more week" had not been entered on the e-MAR.
-The Diclofenac and Prednisolone eye drops had been administered four times a day through 7/31/16.

Review on 9/27/16 of Resident #2's August 2016 e-MAR revealed the Diclofenac and Prednisolone eye drops continued to be administered through 8/31/16.

Review on 9/27/16 of Resident #2's September 2016 e-MAR for revealed the Diclofenac and Prednisolone eye drops continued to be administered until through 9/27/16 at 12noon when the order to stop the drops was brought to the attention of the Resident Care Coordinator (RCC).

Telephone interview on 9/27/16 at 3:15pm with a pharmacy representative revealed:
-The Diclofenac eye drops had been dispensed to the facility on 6/7/16, on 7/12/16 and re-ordered

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL059017	A. BUILDING: _____ B. WING _____	R 09/30/2016

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(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 367	Continued From page 26	D 367		

on 9/27/16.
-The Prednisolone eye drops had been dispensed to the facility on 6/7/16 and 7/12/16.
-The pharmacy had not received a copy of the doctor's order written 7/8/16, to "Use drops for 1 more week, right eye."

Telephone interview on 9/27/16 at 3:31pm with Resident #2's physician revealed:
-The Prednisolone and Diclofenac eye drops should have been discontinued on 7/15/16.
-Continued administration of the drops past the stop date "could result in increased pressure and/or edema in the eye."
-She was not concerned about the continued use of the eye drops past the stop date for this resident.
-She would call the facility and have the Prednisolone and Diclofenac eye drops discontinued.

Interviews on 9/27/16 at 1:15pm and 4:05pm with the Resident Care Coordinator (RCC) revealed:
-All orders from the eye doctor caring for Resident #2 were in the resident's record.
-When she reviewed the resident's record, she located the order to stop the eye drops and stated the drops had been discontinued as ordered.
-She was not aware the eye drops were still being administered until it was brought to her attention after medication for Resident #2 had been reconciled.
-She located the order to stop the eye medication attached to pre-operative instructions related to Resident #2's planned left cataract surgery.
-She had not sent the stop order to the pharmacy.
-She had not entered the stop date on Resident #2's e-MAR.
-She would contact Resident #2's physician and let her know the eye drops had not been

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL059017	A. BUILDING: _____ B. WING _____	R 09/30/2016

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D 367	Continued From page 27 discontinued as ordered. -She would be more careful when she received new orders and ensure they were sent to the pharmacy and entered into the e-MAR's.	D 367		