Division of Health Service Regulation

PRINTED: 01/17/2017
FORM APPROVED

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL051019	A. BUILDING: _____ B. WING _____	12/21/2016

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
CLASSIC CARE HOMES 103	103 ANNIE PARKER CIRCLE SMITHFIELD, NC 27577

(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 on 12/20/16 - 12/21/16.	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: Based on observations, interviews, and record review, the facility failed to assure walls, ceilings, and floors were kept clean and in good repair for 3 of 3 common resident bathrooms, one resident room, 3 private resident bathrooms, the hallways, the kitchen, and the dining room. The findings are: Observation of resident Room #7 on 12/20/16 at 10:22 a.m. revealed: -There was no baseboard on the bottom of the wall around the entire perimeter of the room. -Unpainted wooden boards and cracks were exposed at the bottom of the wall where the baseboard should be attached. -Paint and sheetrock above this area on the wall was peeling and pulling up. Observation of the bathroom in resident Room #7 on 12/20/16 at 10:22 a.m. revealed: -There was no baseboard on the bottom of the wall around the entire perimeter of the room. -Unpainted wooden boards and cracks were exposed at the bottom of the wall where the	D 074	Missing baseboard in Building 103 has been replaced with materials already on hand. It was necessary to order additional matching baseboard to complete the job. All needed baseboard should be in place by the scheduled maintenance date. 3-10-17 D074 Addendum per telephone with Ms. Diane Hollaman on 2/14/17: New housekeepers have a daily cleaning schedule and clean in this facility at least a couple of hours daily. Daily cleaning includes bathrooms, residents' rooms, common areas, walkways, and kitchen. Bathroom cleaning includes toilets, tubs, sinks, floors, and showers. Staff on duty also assist with cleaning as needed when housekeeper not at facility. RCC monitors daily by doing a walk-thru of the facility to assure compliance. The completion date is 3/10/17. W. Williams 2/14/17	

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE: Diane Hollaman — TITLE: Administrator — (X6) DATE: 02-06-17

STATE FORM 6899 W47H11 If continuation sheet 1 of 48

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RALEIGH

* The POC with Addendum was reviewed and accepted on 2/14/17. Refer to addendum on pages 1, 2, 4, 9, 10, 11, 17, 30, 32, 34, 41, 47.

W. Williams
2/14/17

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D 074	Continued From page 1 baseboard should be attached. -Paint and sheetrock above this area on the wall was peeling and pulling up. -The ceiling exhaust fan was rusted and had a build-up of dust. -The floor in front of the toilet had dark brown and gray stains around the base of the toilet. Interview with a resident in Room #7 on 12/20/16 at 10:49 a.m. revealed: -He did know how long the baseboards had been missing in his bedroom and bathroom. -A lady usually cleaned the bathroom but not every day. -He was not sure how often staff cleaned his room or bathroom. Observation of the hallway to the right of the living room on 12/20/16 at 10:33 a.m. revealed: -There were multiple black scuff marks running down the entire length of the walls in the hallway from the living room down to the exit door near Room #7. -The black scuff marks were on the lower portion of the wall above the rubber baseboards. -The paint was peeling or missing around the scuff marks. -There were black scuff marks on the rubber baseboards down the length of the hallway. -There was a rusted ceiling air vent between the exit door and Room #7 that had a build-up of dust. -There was a ceiling air vent between Room #5 and Room #6 that had a build-up of dust with clumps of dust hanging down from the vent. -There was a rusted ceiling air vent between Room #4 and Room #5 that had a build-up of dust. -There was a ceiling air vent between Room #1 and Room #2 that had a build-up of dust with	D 074	As to the scuffed + marked walls in the entire building, the building is being prepared for painting + repairs. Painting + repairs are in process. These jobs are being done by non-employees by contract. The entire building will be painted. 4-10-17 D074 addendum per Diane Hollaman on 2/14/17 3/10/17 WNT Every vented air vent + ceiling exhaust fan has been replaced 2-1-17	

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D 074	Continued From page 2 clumps of dust hanging down from the vent. -There was a rusted ceiling air vent near Room #1 that had a build-up of dust. Observation of the bathroom in Room #6 on 12/20/16 at 11:07 a.m. revealed: -There was missing paint above the handrail on the wall beside the toilet. -There was an area on the wall above the baseboard beside the sink with white plaster about 2 feet long and 3 inches wide. -There were brown stains on the floor in front of the toilet. -There was peeling and missing paint on the wall above the baseboard near the trash can. Interview with a resident in Room #6 on 12/20/16 at 11:07 a.m. revealed staff usually cleaned the bathroom about twice a week. Observation of the common bathroom across from Room #5 on 12/20/16 at 11:23 a.m. revealed: -There was yellow liquid on the floor around the toilet. -There were brown and gray stains on the floor in front of the toilet. -There were dried brown stains running down the wall beside the sink and around the trash can mounted to the wall. -There were black scuff marks along the walls above the baseboard and peeling paint. -The exhaust fan in the ceiling had a thick build-up of dust. Observation of the common bathroom across from the living room on 12/20/16 at 11:24 a.m. revealed there were black scuff marks along the walls above the baseboard.	D 074	2 additional housekeepers have been employed. Each new housekeeper will work 20 hours per week, giving an addition of 40 hrs per week. Cleaning staff will be in the building during Monday through Friday. Every permanently stained toilet seat has been replaced. Shift staff will assist daily with assigned sweeping & cleaning All bathrooms have been properly cleaned.	1-26-17 2-3-17

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D 074	Continued From page 3 Observation of the bathroom in Room #3 on 12/20/16 at 11:34 a.m. revealed the ceiling vent was rusted and had a build-up of dust. Interview with a resident in Room #3 on 12/20/16 at 11:34 a.m. revealed he thought staff cleaned the bathroom in his room about every day. Observation of the dining room on 12/20/16 at 11:42 a.m. revealed: -There were multiple black scuff marks running down the length of the walls around the dining room -The scuff marks were on the lower portion of the wall above the rubber baseboards. -The paint was peeling or missing around the scuff marks. Observation of the kitchen on 12/20/16 at 11:44 a.m. revealed: -There were dried areas of food and liquid spatter on the wall near the trash can, and down the front of the dishwasher. -There was baseboard missing on the wall beside the refrigerator exposing the wood underneath. Observation of the common bathroom at the end of the hall near Room #1 on 12/20/16 at 11:55 a.m. revealed: -There was a puddle of yellow liquid in the center of the floor around a metal drain. -There were two puddles of yellow liquid on the floor beside the bath tub. -There were dried yellow and brown stains on the wall behind the sink. -The ceiling exhaust fan was rusted and had a build-up of dust. -There ceiling air vent was rusted and dusty. Observation of the bathroom in resident Room #7	D 074	D074 Addendum per Ms. Diane Hollaman on 2/14/17 → 3/10/17 Added housekeeping staff are catching up with old wall kitchen stains along with continued preparations for the entire building to be painted ~~3-10-17~~ WW	

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D 074	Continued From page 4 on 12/20/16 at 3:45 p.m. revealed: -The housekeeper just came out of the bathroom holding a trash bag and stated she had been cleaning the bathroom. -The ceiling exhaust fan still had a buildup of dust. -The floor in front of the toilet was still wet and had dark brown and gray stains around the base of the toilet. Interview with the housekeeper on 12/20/16 at 3:51 p.m. revealed she was not finished cleaning the bathroom in Room #7 but would finish it later. Observation of the common bathroom across from Room #5 on 12/20/16 at 3:54 p.m. revealed: -The condition of the bathroom was the same as observed at 11:23 a.m. on 12/20/16. -There was yellow liquid on the floor around the toilet. -There were brown and gray stains on the floor in front of the toilet. -There were dried brown stains running down the wall beside the sink and around the trash can mounted to the wall. -There were black scuff marks along the walls above the baseboard and peeling paint. -The exhaust fan in the ceiling had a thick build-up of dust. Observation of the common bathroom at the end of the hall near Room #1 on 12/20/16 at 3:59 p.m. revealed: -The puddle of yellow liquid in the center of the floor around a metal drain had been cleaned up. -The other areas of the bathroom remained in the same condition as observed at 11:55 a.m. on 12/20/16. -There were two puddles of yellow liquid on the floor beside the bath tub.	D 074	Housekeeper who was working during the annual survey has been placed on the bathroom for failure to perform assigned tasks, and will not be employed if her daily performance is not brought up to required standards	3-1-17

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D 074	Continued From page 5 -There were dried yellow and brown stains on the wall behind the sink. -The ceiling exhaust fan was rusted and had a build-up of dust. -There ceiling air vent was rusted and dusty. Interview with the housekeeper on 12/20/16 at 3:59 p.m. revealed: -She was leaving for the day. -She would finish cleaning the facility tomorrow. Confidential interview with a resident revealed: -No one usually cleaned the facility. -He kept his room clean himself. Observation of the bathroom in resident Room #7 on 12/21/16 at 4:10 p.m. revealed: -The ceiling exhaust fan was still had a build-up of dust. -The floor in front of the toilet was wet still and had dark brown and gray stains around the base of the toilet. Observation of the common bathroom at the end of the hall near Room #1 on 12/21/16 at 4:15 p.m. revealed: -There were still dried yellow and brown stains on the wall behind the sink. -The ceiling exhaust fan was rusted and still had a build-up of dust. -There ceiling air vent was still rusted and dusty. Review of the facility's health department sanitation report dated 06/09/16 revealed: -The facility received 7 demerit points during the sanitation inspection. -Baseboards were missing in all the bedrooms. -Some bedroom walls had sheet-rock that had been peeled off and some had holes and all damaged walls needed repair.	D 074	Previously addressed + demerits lifted	

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D 074	Continued From page 6 -General cleaning of all vents was needed. Interview with the housekeeper on 12/20/16 at 1:28 p.m. revealed: -She was the housekeeper for all 3 facilities on the premises. -She did housekeeping duties at this facility 2 days per week. -She usually cleaned the bathrooms including mopping the floors. -She usually cleaned the residents' rooms including mopping and dusting. -She vacuumed and dusted the living room and swept and mopped the dining room if needed. -She swept and mopped the hallways. -She deep cleaned once or twice a month by wiping the walls, railings, and vents. -She had not cleaned this facility since last week because she had a training to attend. -She would start cleaning the facility today on 12/20/16. -The black scuff marks on the walls in the hallways were caused by residents' wheelchairs banging against the wall. -The scuff marks had been there "a while" and she did not know if there were any plans to paint the walls. -The baseboards were being repaired. Interview with the medication aide / personal care aide (MA/PCA) on duty on 12/20/16 at 5:45 p.m. revealed: -She and her spouse usually did maintenance work at the facility. -The baseboards were removed about a year ago to treat the facility for bedbugs. -They had been working on replacing the baseboards throughout the facility but had not done Room #7 and the bathroom in Room #7 yet. -She did not know if the Administrator was	D 074	A) The training referred to by housekeeper was a CPR class which was completed by nurse + did not have any effect on her job as a nurse	

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D 074	Continued From page 7 currently planning to have the walls repainted. Interview with the Administrator on 12/21/16 at 2:03 p.m. revealed: -The baseboard in Room #7 had to be torn out due to some flooding problems during a hurricane in October 2016. -They had ordered some materials and once the materials were received, the repairs would be done. -Baseboards in the facility were also removed 3 years ago and again about a year ago for treatment of bedbugs. -They were still in the process of replacing the baseboards in June 2016 when the sanitarian came for the facility's health inspection. -They planned to sand and paint the rusted ceiling vents in the next couple of weeks. -One of the medication aides and her spouse worked as their maintenance staff. -They would be responsible for making the repairs. -She was planning to have them paint the facility within the next 6 months. -There used to be a cleaning schedule posted in the kitchen. -Staff should know their cleaning responsibilities. -They have one housekeeper who rotated between the 3 facilities on the premises. -The housekeeper was supposed to work in this facility 3 times a week for 8 hours each day. -The housekeeper was supposed to clean the bathrooms including the floors. -The housekeeper was supposed to clean all common areas and the residents' rooms. -Staff on duty were supposed to do housekeeping tasks "as needed" on days the housekeeper was not in this facility. -She thought the current housekeeper was having trouble completing the cleaning tasks so	D 074	Done, corrective response,	

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D 074	Continued From page 8 she was in the process of hiring a new housekeeper who would start in about 2 weeks.	D 074		
D 079	10A NCAC 13F .0306(a)(5) Housekeeping and Furnishings 10A NCAC 13F .0306 Housekeeping and Furnishings (a) Adult care homes shall (5) be maintained in an uncluttered, clean and orderly manner, free of all obstructions and hazards; This Rule shall apply to new and existing facilities. This Rule is not met as evidenced by: Based on observations, interviews, and record review, the facility failed to assure the facility was maintained in a clean and orderly manner, and free of obstructions and hazards in 3 of 3 common resident bathrooms, 3 private resident bathrooms, and the kitchen. The findings are: Observation of the bathroom in resident Room #7 on 12/20/16 at 10:22 a.m. revealed: -The toilet seat was up with multiple dried yellow and brown stains all over the seat and toilet bowl. -There were dried yellow stains running down the front of the toilet to the floor. -The shower stall had a build-up of brownish gray stains on the wall and floor of the shower. -The shower seat attached to the wall was lifted up with multiple dried brown stains on the underside of the seat. -The metal parts of the shower seat were rusted.	D 079	D079 Addendum per telephone with Ms. Diane Hollanion on 2/14/17: New housekeepers have a daily cleaning schedule and clean in this facility daily at least a couple of hours. Cleaning of bathrooms includes showers, tubs, sinks, toilets, and floors. Shower curtains are washed at least monthly or more often if needed. Staff on duty also assist with general cleaning as needed when housekeepers not in facility. RCC monitors daily by doing a walk-thru in the facility to assure compliance. The completion date is 3/10/17. W. Williams 2/14/17 As previously addressed, toilet seats have been replaced + bathrooms properly cleaned + maintained. This includes showers + surrounding recessed metal fixtures. All recessed toilet tissue holders have been replaced +	3/10/17

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D 079	Continued From page 9 -There were dried yellow and brown stains around the edge of the sink. -The green shower curtain had dried brown stains running down the lower half of the curtain. -The trash can was full of paper towels. Interview with a resident in Room #7 on 12/20/16 at 10:49 a.m. revealed: -A lady usually cleaned the bathroom but not every day. -He was not sure how often staff cleaned his room or bathroom. Observation of the bathroom in Room #6 on 12/20/16 at 11:07 a.m. revealed the caulking around the back of the sink was cracked and the sink was pulling away from the wall. Observation of the common bathroom across from Room #5 on 12/20/16 at 11:23 a.m. revealed: -The toilet had yellow and brown stains on the seat and on the bowl. -There were dried yellow stains around the edge of the sink. Observation of the common bathroom across from the living room on 12/20/16 at 11:24 a.m. revealed: -The toilet had yellow stains on the seat and in the bowl. -There were yellow stains around the edge of the sink. -The caulking around the back of the sink was cracked and the sink was pulling away from the wall. Observation of the kitchen on 12/20/16 at 11:44 a.m. revealed: -The white paint and covering on the cabinets	D 079	delivered + will be installed as soon as possible. Sink caulking + re-enforcement is part of the preparation for painting + repair. Staff has been reminded to continue to monitor + advise residents not to sit on sink corners while bathing or shaving + will post on the use thereof for weight-bearing to stand or sit.	3-1-17 4-~~3~~-17 WW
		D079	Addendum per Ms. Diane Hollamon on 2/14/17: The completion date is 3/10/17 W. Williams 2/14/17	

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D 079	Continued From page 10 was cracked and peeling off in multiple areas on the cabinet doors and drawers. -The countertop had multiple cracks and the top layer was worn off in several areas exposing the material underneath. -There were dried areas of food and liquid spatter on the cabinets near the trash can and down the front of the dishwasher. Observation of the common bathroom at the end of the hall near Room #1 on 12/20/16 at 11:55 a.m. revealed: -There was a urine odor in the bathroom. -There a build-up of gray stains and dust and dirt in the bath tub. -The toilet seat was up with multiple dried yellow and brown stains all over the seat and smeared brown stains around the edge of the toilet bowl. -There was a plastic milk jug with the top cut out that had a toilet brush stored in it with brownish black stains in the bottom of the jug. -The metal toilet paper holder was rusted. -There were 3 beige shower/privacy curtains with multiple brown stains up and down the curtains. Observation of the bathroom in resident Room #7 on 12/20/16 at 3:45 p.m. revealed: -The housekeeper just came out of the bathroom holding a trash bag and stated she had been cleaned the bathroom. -The toilet seat was down and there were multiple dried yellow and brown stains all over the seat and toilet bowl. -There were dried yellow stains running down the front of the toilet to the floor. -The shower stall was dry and still had a build-up of brownish gray stains on the wall and floor of the shower. -The shower seat attached to the wall was lifted up with multiple dried brown stains on the	D 079	Cabinets and counter tops are major repairs & have to be addressed by professional crafts man. Administrator is getting quotes & dates for completion Addendum per Ms. Diane Hollaman on 2/14/17 The completion date is 3/10/17. W. Williams 2/14/17	4-30-17 WW

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D 079	Continued From page 11 underside of the seat. -There were dried yellow and brown stains around the edge of the sink. -The green shower curtain had dried brown stains running down the lower half of the curtain. -The trash can was empty. Interview with the housekeeper on 12/20/16 at 3:51 p.m. revealed: -She cleaned the toilet in the bathroom in Room #7. -She was not finished cleaning and had to go back to clean the shower. Observation of the common bathroom across from Room #5 on 12/20/16 at 3:54 p.m. revealed: -The condition of the bathroom was the same as observed at 11:23 a.m. on 12/20/16. -The toilet had yellow and brown stains on the seat and on the bowl. -There were dried yellow stains around the edge of the sink. Observation of the common bathroom at the end of the hall near Room #1 on 12/20/16 at 3:59 p.m. revealed: -The bathroom remained in the same condition as observed at 11:55 a.m. on 12/20/16. -There a build-up of gray stains and dust and dirt in the bath tub. -The toilet seat was up with multiple dried yellow and brown stains all over the seat and smeared brown stains around the edge of the toilet bowl. -There was a plastic milk jug with the top cut out that had a toilet brush stored in it with brownish black stains in the bottom of the jug. -The metal toilet paper holder was rusted. -There were 3 beige shower/privacy curtains with multiple brown stains up and down the curtains.	D 079	acc covered + addressed	

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	HAL051019	A. BUILDING: _____ B. WING _____	12/21/2016

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
CLASSIC CARE HOMES 103	103 ANNIE PARKER CIRCLE SMITHFIELD, NC 27577

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D 079	Continued From page 12 Interview with the housekeeper on 12/20/16 at 3:59 p.m. revealed: -She was leaving for the day. -She would finish cleaning the facility tomorrow. Confidential interview with a resident revealed: -No one usually cleaned the facility. -He kept his room clean himself. Observation of the bathroom in resident Room #7 on 12/21/16 at 4:10 p.m. revealed: -The bathroom remained in the same condition as observed at 3:59 p.m. on 12/20/16. -The toilet seat was down and there were multiple dried yellow and brown stains all over the seat and toilet bowl. -There were dried yellow stains running down the front of the toilet to the floor. -The shower stall was dry and still had a build-up of brownish gray stains on the wall and floor of the shower. -The shower seat attached to the wall was lifted up with multiple dried brown stains on the underside of the seat. -There were dried yellow and brown stains around the edge of the sink. -The green shower curtain had dried brown stains running down the lower half of the curtain. Observation of the common bathroom at the end of the hall near Room #1 on 12/21/16 at 4:15 p.m. revealed: -The tub still had a build-up of gray stains but the dust and dirt in the tub had been cleaned out. -The toilet seat was up with multiple dried yellow and brown stains all over the seat and smeared brown stains around the edge of the toilet bowl. -There was a plastic milk jug with the top cut out that had a toilet brush stored in it with brownish black stains in the bottom of the jug.	D 079	Remarks from previous pages	

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D 079	Continued From page 13 -The metal toilet paper holder was rusted. -There were 3 beige shower/privacy curtains with multiple brown stains up and down the curtains. Review of the facility's health department sanitation report dated 06/09/16 revealed: -The facility received 7 demerit points during the sanitation inspection. -Cabinets were peeling and needed to be repaired. -Cracks in countertop needed to be sealed. Interview with the medication aide / personal care aide (MA/PCA) on duty on 12/20/16 at 12:15 p.m. revealed: -She started working at the facility in 2005. -The paint on the cabinets in the kitchen started peeling off less than a year ago and they were planning to repair them but she was not sure when. Interview with the Resident Care Coordinator (RCC) on 12/20/16 at 1:24 p.m. revealed: -The housekeeper rotated to each of the 3 facilities on the premises. -The housekeeper did not clean in this facility every day. -Staff on duty should help with the cleaning if needed. Interview with the housekeeper on 12/20/16 at 1:28 p.m. revealed: -She was the housekeeper for all 3 facilities on the premises. -She did housekeeping duties at this facility 2 days per week. -She usually cleaned the bathrooms including the toilets, sinks, showers and tubs, mopping, and emptying trash. -She usually cleaned the residents' rooms	D 079	Time frames have been delayed & will be corrected as time previously documented. Previously documented.	3-1-17

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D 079	Continued From page 14 including mopping, dusting, and emptying the trash. -She vacuumed and dusted the living room and swept and mopped the dining room if needed. -She swept and mopped the hallways. -She deep cleaned once or twice a month by wiping the walls, railings, and vents. -She had not cleaned this facility since last week because she had a training to attend. -She would start cleaning the facility today on 12/20/16. Interview with the MA/PCA on duty on 12/20/16 at 5:45 p.m. revealed: -She and her spouse usually did maintenance work at the facility. -The white plastic covering on the cabinets and drawers in the kitchen were popping off from heat treatments for bedbugs in the past. -The countertops in the kitchen are "just worn out". -She did not know if there were any current plans to replace the countertops. Interview with a MA/PCA on duty on 12/21/16 at 1:50 p.m. revealed: -There used to be a cleaning schedule on one of the refrigerators in the kitchen but that refrigerator was taken out for repairs about 2 weeks ago. -The tasks on the cleaning schedule were more related to personal care tasks, like bathing residents, for first and second shift. -She usually mopped the dining room on first shift. -She may help the housekeeper with cleaning duties at times because the housekeeper worked in all 3 facilities on the premises and was not in this facility every day. -The housekeeper usually cleaned in this facility on Tuesdays and Thursdays.	D 079		

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D 079	Continued From page 15 Interview with the Administrator on 12/21/16 at 2:03 p.m. revealed: -The facility was treated 3 years ago and again about a year ago for bedbugs. -The heat treatment for the bedbugs damaged the building including the paint popping off the kitchen cabinets and drawers. -One of the medication aides and her spouse worked as their maintenance staff. -They would be responsible for making the repairs. -She was planning to have them paint the facility within the next 6 months. -They were constantly having to caulk the bathroom sinks because the residents would lay their arms or press their weight on the sinks causing the cracks in the caulking and the sinks to pull loose from the walls. -There used to be a cleaning schedule posted in the kitchen. -Staff should know their cleaning responsibilities. -They have one housekeeper who rotated between the 3 facilities on the premises. -The housekeeper was supposed to work in this facility 3 times a week for 8 hours each day. -The housekeeper was supposed to clean the bathrooms including the toilets, sinks, showers, tubs, and floors. -The housekeeper was supposed to clean all common areas and the residents' rooms. -Staff on duty were supposed to do housekeeping tasks "as needed" on days the housekeeper was not in this facility. -She thought the current housekeeper was having trouble completing the cleaning tasks so she was in the process of hiring a new housekeeper who would start in about 2 weeks.	D 079	Provide copy of documentation + caulk [illegible]	

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D 296	Continued From page 16	D 296		
D 296	10A NCAC 13F .0904(c)(7) Nutrition And Food Service 10A NCAC 13F .0904 Nutrition And Food Service (c) Menus in Adult Care Homes: (7) The facility shall have a matching therapeutic diet menu for all physician-ordered therapeutic diets for guidance of food service staff. This Rule is not met as evidenced by: Based on observations, interviews and record reviews, the facility failed to have matching therapeutic menus for food service guidance for 3 of 3 sampled residents (#1, #3, #4) with physician orders for No Concentrated Sweets (NCS) / No Added Salt (NAS) diets. The findings are: 1. Review of Resident #1's current FL-2 dated 05/01/16 revealed: -The resident's diagnoses included diabetes mellitus type II, hypertension, coronary artery disease, debility, benign prostatic hypertrophy, depression, axillary abscess, and itching. -There was an order for a No Concentrated Sweets (NCS) / No Added Salt (NAS) diet. Review of the diet list provided by the RCC on 12/20/16 revealed Resident #1 was listed as No Concentrated Sweets (NCS) diet. Review of the menu provided by the RCC on 12/20/16 revealed: -A computer printed entry at the top of the page was for Regular diet for Week 1. -There was a handwritten note at the top of the page for the week of 12/18/16 - 12/24/16. -There were several entries all over the page that	D 296 D296	Addendum per telephone with Ms. Diane Hollaman on 2/14/17: The facility has therapeutic menus to match all current physician ordered therapeutic diets (Regular, NCS, and NAS is what they offer.) Food is bought according to menu and served as ordered. Any substitutions are documented. RCC and the Administrator observe random meals at least weekly to assure compliance. W. Williams 2/14/17	

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D 296	Continued From page 17 had been marked through with a black marker or appeared to have been whited out. -The column for Tuesday listed dates of 02/22, 03/22, 04/19, 05/17, 06/14, 07/12, 08/09, and 09/06 as the month and day that menu was to be served. -No dates for December 2016 were listed on this page of the menu. -The Tuesday lunch meal was whited out with handwritten entries to use ham in the dry beans or peas, cabbage cook with ham pieces, hushpuppies, and graham cracker with peanut butter. -The Tuesday lunch entries that had not been whited out included margarine, milk, and beverage. -The words "of choice" after beverage were marked through with a black marker. -There were no columns for any therapeutic diets on the menu. Review of a printed food list for diabetics kept in the kitchen revealed: -For ice cream - use sugar free. -For tea - used unsweetened tea. -For dried beans - use corn. -For dessert - use sugar free fruit. -For toast - use whole wheat bread. -Be sure to watch your serving sizes. -There was no date or time on the list. -There was no documentation to indicate where the list came from or who made the list. Observation of the lunch meal on 12/20/16 at 1:00 p.m. revealed: -Resident #1 was served 2 large heaping spoonfuls of yellow corn (approximately 1 and ½ cups), 1 large heaping spoonful of cabbage (approximately 1 cup) with 2 visible giblets of ham, 1 slice of wheat bread, and approximately	D 296		

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D 296	Continued From page 18 12 ounces of unsweetened tea. -No milk or water was served or offered to the resident. -The resident ate all of his food and drank the tea. Review of the menu provided by the RCC on 12/20/16 revealed: -The Tuesday supper meal was whited out with handwritten entries for bologna sandwich, French fries, garden salad, bread, and ½ cup of peaches. -The Tuesday supper entries that had not been whited out included margarine, milk, and beverage. -The words "of choice" after beverage were marked through with a black marker. Observation of the supper meal on 12/20/16 at 5:05 p.m. revealed: -Resident #1 was served 1 slice of pepperoni pizza, 1 slice of supreme pizza, approximately 12 ounces of unsweetened Kool-Aid with artificial sweetener, 1 chocolate cupcake with icing, and 1 heaping scoop of vanilla ice cream (no sugar added). -No milk or water was served to the resident. -The resident ate all of his food except the pizza crust and drank the Kool-Aid. Review of the nutrition facts labels for the frozen pizzas served on 12/21/16 revealed: -One slice of supreme pizza had 34 grams of carbohydrates and 690mg of sodium. -One slice of pepperoni pizza had 41 grams of carbohydrates and 830mg of sodium. Review of the nutrition facts label for the no sugar added vanilla ice cream served on 12/21/16 revealed ½ cup had 15 grams of carbohydrates.	D 296	Diets for [illegible] have been reviewed, changes posted & staff notified on changes. Menus are posted for current cycle with appropriate diets signed by [illegible] dietitian. Administrator is reviewing several licensed menus to find replacements of "geographically local" menus that residents are familiar with & find appealing. Many available menus are only available for sale by food companies or if their food is purchased. Many are cost prohibitive. Therefore, it is a	2-6-17 2-6-17 3-1-17

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D 296	Continued From page 19 Interview with Resident #1 on 12/21/16 at 4:05 p.m. revealed he usually got a regular diet because he got the same food as the other residents. Review of Resident #1's December 2016 medication administration record (MAR) and blood sugar log revealed: -The resident's blood sugar ranged from 85 - 412. -His blood sugar was 130 at 8:00 a.m., 138 at 12:00 noon, 269 at 5:00 p.m., and 197 at 8:00 p.m. on 12/20/16. -His blood sugar was 211 at 8:00 a.m. and 248 at 12:00 noon on 12/21/16. Review of Resident #1's October 2016 - December 2016 MARs revealed: -The resident's blood pressure was checked twice a month. -The resident's blood pressure ranged from 122/68 - 141/78. Refer to interview with the medication aide / personal care aide (MA/PCA) on duty on 12/20/16 at 12:15 p.m. Refer to interview with the MA/PCA on duty on 12/20/16 at 5:05 p.m. Refer to interview with the Resident Care Coordinator (RCC) on 12/20/16 at 1:07 p.m. Refer to interview with the dietary aide on 12/20/16 at 1:40 p.m. Refer to interview with the Administrator on 12/21/16 at 2:03 p.m. 2. Review of Resident #3's current FL-2 dated 03/01/16 revealed:	D 296	long process to be able to prepare the menus that can be afforded. Addressed	

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D 296	Continued From page 20 -The resident's diagnoses included diabetes mellitus type II, hypertension, gastroesophageal reflux disease, mild mental retardation, and mood disorder. -There was an order for a No Concentrated Sweets (NCS) / No Added Salt (NAS) diet. Review of the diet list provided by the RCC on 12/20/16 revealed Resident #3 was listed as No Concentrated Sweets (NCS), limited carbohydrates, limited fat diet. Review of the menu provided by the RCC on 12/20/16 revealed: -A computer printed entry at the top of the page was for Regular diet for Week 1. -There was a handwritten note at the top of the page for the week of 12/18/16 - 12/24/16. -There were several entries all over the page that had been marked through with a black marker or appeared to have been whited out. -The column for Tuesday listed dates of 02/22, 03/22, 04/19, 05/17, 06/14, 07/12, 08/09, and 09/06 as the month and day that menu was to be served. -No dates for December 2016 were listed on this page of the menu. -The Tuesday lunch meal was whited out with handwritten entries to use ham in the dry beans or peas, cabbage cook with ham pieces, hushpuppies, and graham cracker with peanut butter. -The Tuesday lunch entries that had not been whited out included margarine, milk, and beverage. -The words "of choice" after beverage were marked through with a black marker. -There were no columns for any therapeutic diets on the menu.	D 296	Addressed	

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D 296	Continued From page 21 Review of a printed food list for diabetics kept in the kitchen revealed: -For ice cream - use sugar free. -For tea - used unsweetened tea. -For dried beans - use corn. -For dessert - use sugar free fruit. -For toast - use whole wheat bread. -Be sure to watch your serving sizes. -There was no date or time on the list. -There was no documentation to indicate where the list came from or who made the list. Observation of the lunch meal on 12/20/16 at 12/17 p.m. revealed: -Resident #3 was served 2 large heaping spoonfuls of yellow corn (approximately 1 and ½ cups), 1 large heaping spoonful of cabbage (approximately 1 cup) with 1 visible giblet of ham, 1 slice of wheat bread, 2 chocolate sugar-free wafers, and approximately 12 ounces of unsweetened tea. -No milk or water was served or offered to the resident. -The resident ate all of his food except he only ate 2 bites of the wheat bread. -The resident asked for more corn and was given 2 additional heaping spoonfuls of corn and ate all of it. -The resident did not drink all of his tea. Review of the menu provided by the RCC on 12/20/16 revealed: -The Tuesday supper meal was whited out with handwritten entries for bologna sandwich, French fries, garden salad, bread, and ½ cup of peaches. -The Tuesday supper entries that had not been whited out included margarine, milk, and beverage. -The words "of choice" after beverage were marked through with a black marker.	D 296	Addressed,	

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D 296	Continued From page 22 Observation of the supper meal on 12/20/16 at 5:05 p.m. revealed: -Resident #3 was served 1 slice of pepperoni pizza, 1 slice of supreme pizza, approximately 12 ounces of unsweetened tea with artificial sweetener, 1 chocolate cupcake with icing, and 1 heaping scoop of vanilla ice cream (no sugar added). -No milk or water was served to the resident. -The resident ate all of his food except the pizza crust and drank 2 glasses of tea. Review of the nutrition facts labels for the frozen pizzas served on 12/21/16 revealed: -One slice of supreme pizza had 34 grams of carbohydrates and 690mg of sodium. -One slice of pepperoni pizza had 41 grams of carbohydrates and 830mg of sodium. Review of the nutrition facts label for the no sugar added vanilla ice cream served on 12/21/16 revealed ½ cup had 15 grams of carbohydrates. Interview with Resident #3 on 21/21/16 at 4:00 p.m. revealed: -He usually got a regular diet like the other residents. -His blood sugar usually ran around 133. Review of Resident #3's December 2016 medication administration record (MAR) and blood sugar log revealed: -The resident's blood sugar ranged from 90 - 271. -His blood sugar was 141 at 8:00 a.m. and 151 at 8:00 p.m. on 12/20/16. -His blood sugar was 136 at 8:00 a.m. on 12/21/16. Review of Resident #3's October 2016 -	D 296	Addressed	

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D 296	Continued From page 23 December 2016 MARs revealed: -The resident's blood pressure was checked once a week.. -The resident's blood pressure ranged from 107/90 - 136/68. Refer to interview with the medication aide / personal care aide (MA/PCA) on duty on 12/20/16 at 12:15 p.m. Refer to interview with the MA/PCA on duty on 12/20/16 at 5:05 p.m. Refer to interview with the Resident Care Coordinator (RCC) on 12/20/16 at 1:07 p.m. Refer to interview with the dietary aide on 12/20/16 at 1:40 p.m. Refer to interview with the Administrator on 12/21/16 at 2:03 p.m. 3. Review of Resident #4's current FL-2 dated 05/01/16 revealed: -The resident's diagnoses included diabetes mellitus non-insulin dependent, hyperlipidemia, schizophrenia, organic brain syndrome, mitral valve regurgitation, and hypothyroidism. -There was an order for a No Concentrated Sweets (NCS) / No Added Salt (NAS) diet. Review of the diet list provided by the RCC on 12/20/16 revealed Resident #4 was listed as No Concentrated Sweets (NCS) diet. Review of the menu provided by the RCC on 12/20/16 revealed: -A computer printed entry at the top of the page was for Regular diet for Week 1. -There was a handwritten note at the top of the	D 296	Addressed	

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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 296	Continued From page 24 page for the week of 12/18/16 - 12/24/16. -There were several entries all over the page that had been marked through with a black marker or appeared to have been whited out. -The column for Tuesday listed dates of 02/22, 03/22, 04/19, 05/17, 06/14, 07/12, 08/09, and 09/06 as the month and day that menu was to be served. -No dates for December 2016 were listed on this page of the menu. -The Tuesday lunch meal was whited out with handwritten entries to use ham in the dry beans or peas, cabbage cook with ham pieces, hushpuppies, and graham cracker with peanut butter. -The Tuesday lunch entries that had not been whited out included margarine, milk, and beverage. -The words "of choice" after beverage were marked through with a black marker. -There was no column for any therapeutic diets on the menu. Observation of the lunch meal on 12/20/16 at 12/17 p.m. revealed: -Resident #4 was served 2 large heaping spoonfuls of yellow corn (approximately 1 and ½ cups), 1 large heaping spoonful of cabbage (approximately 1 cup) with 1 visible giblet of ham, 1 slice of wheat bread, 2 chocolate sugar-free wafers, and approximately 12 ounces of unsweetened tea. -No milk or water was served or offered to the resident. -The resident ate about 3 bites of corn, 4 bites of cabbage, and all of the bread and wafers. -The resident drank about ½ of his tea. Review of the menu provided by the RCC on 12/20/16 revealed:	D 296	Addressed.	

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D 296	Continued From page 25 -The Tuesday supper meal was whited out with handwritten entries for bologna sandwich, French fries, garden salad, bread, and ½ cup of peaches. -The Tuesday supper entries that had not been whited out included margarine, milk, and beverage. -The words "of choice" after beverage were marked through with a black marker. Observation of the supper meal on 12/20/16 at 5:05 p.m. revealed: -Resident #4 was served 1 slice of pepperoni pizza, 1 slice of supreme pizza, approximately 12 ounces of unsweetened tea with artificial sweetener, 1 chocolate cupcake with icing, and 1 heaping scoop of vanilla ice cream (no sugar added). -No milk or water was served to the resident. -The resident ate all of his food except one small bite of pizza crust and drank about 3/4ths of the tea. Review of the nutrition facts labels for the frozen pizzas served on 12/21/16 revealed: -One slice of supreme pizza had 34 grams of carbohydrates and 690mg of sodium. -One slice of pepperoni pizza had 41 grams of carbohydrates and 830mg of sodium. Review of the nutrition facts label for the no sugar added vanilla ice cream served on 12/21/16 revealed ½ cup had 15 grams of carbohydrates. Interview with Resident #4 on 12/21/16 at 4:08 p.m. revealed he did not know if he was on a special diet. Review of the December 2016 blood pressure log for Resident #4 revealed his blood pressure ranged from 107/68 - 122/73 in December 2016.	D 296	Addressed.	

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D 296	Continued From page 26 Review of the December 2016 blood sugar log for Resident #4 revealed his blood sugar was checked 3 times a week and ranged from 81 - 90 in December 2016. Refer to interview with the medication aide / personal care aide (MA/PCA) on duty on 12/20/16 at 12:15 p.m. Refer to interview with the MA/PCA on duty on 12/20/16 at 5:05 p.m. Refer to interview with the Resident Care Coordinator (RCC) on 12/20/16 at 1:07 p.m. Refer to interview with the dietary aide on 12/20/16 at 1:40 p.m. Refer to interview with the Administrator on 12/21/16 at 2:03 p.m. --- Interview with the medication aide / personal care aide (MA/PCA) on duty on 12/20/16 at 12:15 p.m. revealed: -She only had 1 page of a menu and it was a regular menu. -All residents got the same diet except she just gave the diabetics sugar-free desserts and sugar-free tea. -There was no meat listed on the lunch menu for 12/20/16 except to use the small pieces of ham for seasoning in the cabbage and pinto beans. -She used a food list for diabetics for guidance in serving the diabetics. -The diabetics would be served corn and cabbage, unsweetened tea, 1 slice of wheat bread, and 2 sugar-free wafers. -The non-diabetic residents would be served	D 296	Addressed.	

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D 296	Continued From page 27 pinto beans and cabbage with pieces of ham, sweet tea or Kool-Aid, 1 slice of wheat bread, and 2 graham crackers with peanut butter. -She usually got 1 page of the menu each week and handwritten changes were already made on the menu when she received it. -She was not sure who made the handwritten changes on the menu page but the dietary aide gave them a copy of the one page menu each week. Interview with the MA/PCA on duty on 12/20/16 at 5:05 p.m. revealed: -She did not use the menu to prepare the supper meal. -She decided to buy some frozen pizzas, cupcakes (not sugar-free from a local grocery store deli) and ice cream (no sugar added) to treat the residents for supper since it was close to Christmas. -All residents usually got the same food, including the diabetics. -They did not have therapeutic diets because the facility was for assisted living residents. Interview with the Resident Care Coordinator (RCC) on 12/20/16 at 1:07 p.m. revealed: -The dietary aide usually distributed the menus to the facility each week. -She was not sure why there were changes made to the menu. -She did not know if there were any therapeutic menus for special diets. Interview with the dietary aide on 12/20/16 at 1:40 p.m. revealed: -She had worked at the facility for more than 10 years. -She marked out "of choice" for the beverages on the menu because residents would want so many	D 296	Addressed.	

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D 296	Continued From page 28 different things. -She had handwritten over the menu and made changes based on what the resident would eat. -She tried to make sure there were at least 5 fruits and vegetables a day when she made changes to the menu. -They did not use a diabetic menu; only a regular diet menu. -She usually did the grocery shopping and she bought the food based on what the residents would eat and not the printed regular menu. -She had 4 pages of a regular diet menu that cycled from week 1 through week 4. -She only used those 4 pages of menu and rotated to the next page each week. -She got the original copies of the 4 pages of menu from the Administrator. -She did not have a copy of the original with what the dietician and printed on the menu since she usually changed the menu based on the residents' preferences. -They had 2 menu books with cycles for all 4 seasons but she did not use those menus because the residents did not like the food on those menus. Interview with the Administrator on 12/21/16 at 2:03 p.m. revealed: -She was aware the dietary aide was changing the menus according to residents' preferences. -They had dietary books with therapeutic menus from a dietician from several years ago but they did not use these menus because of residents' preferences. -She could not recall where the current menu pages being used by staff had come from but she would try to find the original menus before staff marked changes on the menu pages. -She did not know if there was a menu for therapeutic diets for the current menu pages they	D 296	Addressed.	

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D 296	Continued From page 29 were using. -She was not aware there was a list of diabetic foods that staff was using and she did not know where it came from.	D 296	Addressed.	
D 298	10A NCAC 13F .0904(d)(2) Nutrition And Food Service 10A NCAC 13F .0904 Nutrition And Food Service (d) Food Requirements in Adult 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 assure snacks were offered or made available to all residents 3 times a day. The findings are: Observation throughout the survey on 12/20/16 from 10:00 a.m. - 6:00 p.m. revealed no snacks were served or offered to the residents. Interview with a resident on 12/20/16 at 10:49 a.m. revealed they got snacks about once a day but he could not recall what time. Interview with a second resident on 12/20/16 at 11:00 a.m. revealed: -They got snacks occasionally about once a day in the morning. -They usually got a pack of crackers and coffee.	D 298	D298 Addendum per telephone with Ms. Diane Hollamon on 2/14/17: Staff on duty are responsible for serving snacks at 10am, 2pm, and 8pm. Snacks are available and served based on the appropriate physician ordered diet. RCC and the Administrator monitor at least weekly to assure snacks are on hand and being served to the residents. The completion date is 2/16/17 Williams 2/14/17	

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D 298	Continued From page 30 Interview with a third resident on 12/20/16 at 11:10 a.m. revealed they usually got a snack once a day in the afternoon. Interview with a fourth resident on 12/20/16 at 11:26 a.m. revealed they only got snacks at night. Interview with a fifth resident on 12/20/16 at 11:29 a.m. revealed they got snacks once a day at night. Interview with a sixth resident on 12/20/16 at 11:30 a.m. revealed they got about 2 snacks a day. Interview with a seventh resident on 12/20/16 at 11:34 a.m. revealed they did not get snacks at the facility to his knowledge. Interview with an eighth resident on 12/20/16 at 3:35 p.m. revealed no snacks had been offered or served to the residents today on 12/20/16. Review of a menu provided by the RCC on 12/20/16 revealed there was only one snack listed on the menu below the supper meal which read snack of choice. Interview with the medication aide / personal care aide (MA/PCA) on duty on 12/20/16 at 12:15 p.m. and 12/21/16 at 1:50 p.m. revealed: -She started working at the facility in 2005. -The menu had snack of choice written on it and she usually served popcorn, juice, and sweet or unsweetened Kool-Aid. -The diabetics got sugar-free cookies for snacks. -Snacks were supposed to be served at 10:00 a.m. and 2:00 p.m. during first shift and another one at bedtime. -She did not serve any snacks yesterday	D 298	Snacks are served daily at 10 AM, 2 PM + 8 PM.	2-6-17

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D 298	Continued From page 31 (12/20/16) or today (12/21/16) during first shift. -She had no explanation for not serving snacks on 12/20/16 or 12/21/16. -They had snack food on hand for the residents. Interview with the Administrator on 12/21/16 at 2:03 p.m. revealed: -Staff on duty were supposed to serve snacks at 10:00 a.m., 2:00 p.m., and 8:00 p.m. -She was not aware staff were not serving snacks 3 times a day as required. Observation on 12/21/16 from 9:30 a.m. - 6:00 p.m. revealed no snacks were observed to be served to any of the 12 residents residing in the facility.	D 298		
D 306	10A NCAC 13F .0904(d)(3)(H) Nutrition and Food Service 10A NCAC 13F .0904 Nutrition and Food Service (d) Food Requirements in Adult Care Homes: (3) Daily menus for regular diets shall include the following: (H) Water and Other Beverages: Water shall be served to each resident at each meal, in addition to other beverages. This Rule is not met as evidenced by: Based on observations, interviews, and record reviews, the facility failed to serve water to residents during the lunch and supper meals on 12/20/16. The findings are: Review of a menu provided by the RCC on 12/20/16 revealed water was not listed on the menu for either of the 3 meals on any day of the	D 306	Water is offered at every meal, along with other beverages. 2-6-17 D306 Addendum per telephone with Ms. Diane Hollamon on 2/14/17: Water is being served to residents at every meal. Staff on duty are responsible for serving water. RCC and Administrator observe random meals at least weekly to assure water is served. W. Williams 2/14/17	

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D 306	Continued From page 32 week. Observation of the lunch meal on 12/20/16 from 12:17 p.m. - 1:15 p.m. revealed: -Water was served to 1 of 11 residents observed. -Water was not served or offered to the other residents. Interview with a medication aide / personal care aide (MA/PCA) on 12/21/16 at 1:50 p.m. revealed: -She usually served water to the residents during meals but she forgot to do it yesterday at lunch on 12/20/16. -Some residents would drink the water and some would not drink it. Observation of the supper meal on 12/20/16 at 5:05 p.m. revealed: -The MA/PCA on duty pushed a cart from the kitchen into the dining room. -The cart had a pitcher of water and a stack of Styrofoam cups and cupcakes and ice cream. -The MA/PCA did not serve or offer any water to the residents while they were eating the supper meal. -While passing out desserts at 5:37 p.m., the MA/PCA asked one table with 6 residents if anyone wanted water. -One of the 6 residents stated he would like some water but she continued to serve the desserts. -The MA/PCA did not ask the other 6 resident at the other table if they wanted any water. -The MA/PCA continued to serve desserts to the residents and never served water to any residents. Interview with the MA/PCA on duty on 12/20/16 at 5:05 p.m. revealed the residents would not drink water so she did not usually serve water.	D 306	Administrator	

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D 306	Continued From page 33 Interview with 3 residents on 12/21/16 revealed: -They sometimes got water with their meals but not all of the time. -Two residents liked to drink water. -One resident did not like to drink water. Interview with the Administrator on 12/21/16 at 2:03 p.m. revealed: -Staff on duty were supposed to serve water at each meal. -She was not aware staff were not serving water with each meal as required.	D 306	Addressed.	
D 309	10A NCAC 13F .0904(e)(3) Nutrition and Food Service 10A NCAC 13F .0904 Nutrition and Food Service (e) Therapeutic Diets in Adult Care Homes: (3) The facility shall maintain an accurate and current listing of residents with physician-ordered therapeutic diets for guidance of food service staff. This Rule is not met as evidenced by: Based on observations, interviews, and record reviews, the facility failed to maintain an accurate and current listing for 3 of 3 sampled residents (#1, #3, #4) with physician-ordered therapeutic diets for the guidance of food service staff. The findings are: Observation of the kitchen on 12/20/16 at 10:15 a.m. revealed there was no diet list posted. Interview with the Resident Care Coordinator (RCC) on 12/20/16 at 10:15 a.m. revealed: -They should have diet list in the kitchen but she	D 309	D309 Addendum per telephone with Ms. Diane Hollaman on 2/14/17: An updated and current diet list is posted in the kitchen. RCC is responsible for updating any new orders or order changes on the diet list. Staff have been trained to use the diet list when preparing and serving meals. Administrator monitors diet list at least monthly for compliance. The completion date is 3/1/17. W. Williams 2/14/17	

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D 309	Continued From page 34 could not find it. -She would look for the diet list. 1. Review of Resident #1's current FL-2 dated 05/01/16 revealed: -The resident's diagnoses included diabetes mellitus type II, hypertension, coronary artery disease, debility, benign prostatic hypertrophy, depression, axillary abscess, and itching. -There was an order for a No Concentrated Sweets (NCS) / No Added Salt (NAS) diet. Review of the diet list provided by the RCC on 12/20/16 revealed Resident #1 was listed as No Concentrated Sweets (NCS) diet. Review of the menu provided by the RCC on 12/20/16 revealed: -A computer printed entry at the top of the page was for Regular diet for Week 1. -There were no columns for any therapeutic diets on the menu. Review of a printed food list for diabetics kept in the kitchen revealed: -For ice cream - use sugar free. -For tea - used unsweetened tea. -For dried beans - use corn. -For dessert - use sugar free fruit. -For toast - use whole wheat bread. -Be sure to watch your serving sizes. -There was no date or time on the list. -There was no documentation to indicate where the list came from or who made the list. Observation of the lunch meal on 12/20/16 at 1:00 p.m. revealed: -Resident #1 was served 2 large heaping spoonfuls of yellow corn (approximately 1 and ½ cups), 1 large heaping spoonful of cabbage	D 309	Addressed.	

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D 309	Continued From page 35 (approximately 1 cup) with 2 visible giblets of ham, 1 slice of wheat bread, and approximately 12 ounces of unsweetened tea. -The resident ate all of his food and drank the tea. Observation of the supper meal on 12/20/16 at 5:05 p.m. revealed: -Resident #1 was served 1 slice of pepperoni pizza, 1 slice of supreme pizza, approximately 12 ounces of unsweetened Kool-Aid with artificial sweetener, 1 chocolate cupcake with icing, and 1 heaping scoop of vanilla ice cream (no sugar added). -The resident ate all of his food except the pizza crust and drank the Kool-Aid. Interview with Resident #1 on 12/21/16 at 4:05 p.m. revealed he usually got a regular diet because he got the same food as the other residents. Refer to interview with the medication aide / personal care aide (MA/PCA) on duty on 12/20/16 at 12:15 p.m. Refer to interview with the MA/PCA on duty on 12/20/16 at 5:05 p.m. Refer to interview with the Administrator on 12/21/16 at 2:03 p.m. Refer to interview with the Resident Care Coordinator (RCC) on 12/21/16 at 3:25 p.m. 2. Review of Resident #3's current FL-2 dated 03/01/16 revealed: -The resident's diagnoses included diabetes mellitus type II, hypertension, gastroesophageal reflux disease, mild mental retardation, and mood	D 309	Addressed.	

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D 309	Continued From page 36 disorder. -There was an order for a No Concentrated Sweets (NCS) / No Added Salt (NAS) diet. Review of the diet list provided by the RCC on 12/20/16 revealed Resident #3 was listed as No Concentrated Sweets (NCS), limited carbohydrates, limited fat diet. Review of the menu provided by the RCC on 12/20/16 revealed: -A computer printed entry at the top of the page was for Regular diet for Week 1. -There were no columns for any therapeutic diets on the menu. Review of a printed food list for diabetics kept in the kitchen revealed: -For ice cream - use sugar free. -For tea - used unsweetened tea. -For dried beans - use corn. -For dessert - use sugar free fruit. -For toast - use whole wheat bread. -Be sure to watch your serving sizes. -There was no date or time on the list. -There was no documentation to indicate where the list came from or who made the list. Observation of the lunch meal on 12/20/16 at 12/17 p.m. revealed: -Resident #3 was served 2 large heaping spoonfuls of yellow corn (approximately 1 and ½ cups), 1 large heaping spoonful of cabbage (approximately 1 cup) with 1 visible giblet of ham, 1 slice of wheat bread, 2 chocolate sugar-free wafers, and approximately 12 ounces of unsweetened tea. -The resident ate all of his food except he only ate 2 bites of the wheat bread. -The resident asked for more corn and was given	D 309	Addressed	

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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 309	Continued From page 37 2 additional heaping spoonfuls of corn and ate all of it. -The resident did not drink all of his tea. Observation of the supper meal on 12/20/16 at 5:05 p.m. revealed: -Resident #3 was served 1 slice of pepperoni pizza, 1 slice of supreme pizza, approximately 12 ounces of unsweetened tea with artificial sweetener, 1 chocolate cupcake with icing, and 1 heaping scoop of vanilla ice cream (no sugar added). -The resident ate all of his food except the pizza crust and drank 2 glasses of tea. Interview with Resident #3 on 21/21/16 at 4:00 p.m. revealed he usually got a regular diet like the other residents. Refer to interview with the medication aide / personal care aide (MA/PCA) on duty on 12/20/16 at 12:15 p.m. Refer to interview with the MA/PCA on duty on 12/20/16 at 5:05 p.m. Refer to interview with the Administrator on 12/21/16 at 2:03 p.m. Refer to interview with the Resident Care Coordinator (RCC) on 12/21/16 at 3:25 p.m. 3. Review of Resident #4's current FL-2 dated 05/01/16 revealed: -The resident's diagnoses included diabetes mellitus non-insulin dependent, hyperlipidemia, schizophrenia, organic brain syndrome, mitral valve regurgitation, and hypothyroidism. -There was an order for a No Concentrated Sweets (NCS) / No Added Salt (NAS) diet.	D 309	Addressed	

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D 309	Continued From page 38 Review of the diet list provided by the RCC on 12/20/16 revealed Resident #4 was listed as No Concentrated Sweets (NCS) diet. Review of the menu provided by the RCC on 12/20/16 revealed: -A computer printed entry at the top of the page was for Regular diet for Week 1. -There were no columns for any therapeutic diets on the menu. Observation of the lunch meal on 12/20/16 at 12/17 p.m. revealed: -Resident #4 was served 2 large heaping spoonfuls of yellow corn (approximately 1 and ½ cups), 1 large heaping spoonful of cabbage (approximately 1 cup) with 1 visible giblet of ham, 1 slice of wheat bread, 2 chocolate sugar-free wafers, and approximately 12 ounces of unsweetened tea. -The resident ate about 3 bites of corn, 4 bites of cabbage, and all of the bread and wafers. -The resident drank about ½ of his tea. Observation of the supper meal on 12/20/16 at 5:05 p.m. revealed: -Resident #4 was served 1 slice of pepperoni pizza, 1 slice of supreme pizza, approximately 12 ounces of unsweetened tea with artificial sweetener, 1 chocolate cupcake with icing, and 1 heaping scoop of vanilla ice cream (no sugar added). -The resident ate all of his food except one small bite of pizza crust and drank about 3/4ths of the tea. Interview with Resident #4 on 12/21/16 at 4:08 p.m. revealed he did not know if he was on a special diet.	D 309	Addressed.	

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D 309	Continued From page 39 Refer to interview with the medication aide / personal care aide (MA/PCA) on duty on 12/20/16 at 12:15 p.m. Refer to interview with the MA/PCA on duty on 12/20/16 at 5:05 p.m. Refer to interview with the Administrator on 12/21/16 at 2:03 p.m. Refer to interview with the Resident Care Coordinator (RCC) on 12/21/16 at 3:25 p.m. Interview with the medication aide / personal care aide (MA/PCA) on duty on 12/20/16 at 12:15 p.m. revealed: -She only had 1 page of a menu and it was a regular menu. -All residents got the same diet except she just gave the diabetics sugar-free desserts and sugar-free tea. -There was no diet list to her knowledge. -She used a food list for diabetics for guidance in serving the diabetics. Interview with the MA/PCA on duty on 12/20/16 at 5:05 p.m. revealed: -They did not have a therapeutic diet list. -All residents usually got the same food, including the diabetics. -They did not have therapeutic diets because the facility was for assisted living residents. Interview with the Administrator on 12/21/16 at 2:03 p.m. revealed: -The RCC was responsible for updating and noting any new or order changes on the diet list. -The diet list was supposed to be posted in the	D 309	Addressed.	

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D 309	Continued From page 40 kitchen for staff to use when preparing meals. Interview with the Resident Care Coordinator (RCC) on 12/21/16 at 3:25 p.m. revealed: -She was responsible for updating the therapeutic diet list. -The diet list needed to be updated. -She was not sure when the diet list was last updated.	D 309		
D 315	10A NCAC 13F .0905(a)(b) Activities Program 10A NCAC 13F .0905 Activities Program (a) Each adult care home shall develop a program of activities designed to promote the residents' active involvement with each other, their families, and the community. (b) The program shall be designed to promote active involvement by all residents but is not to require any individual to participate in any activity against his will. If there is a question about a resident's ability to participate in an activity, the resident's physician shall be consulted to obtain a statement regarding the resident's capabilities. This Rule is not met as evidenced by: Based on observations, interviews, and record review, the facility failed to develop a program of activities designed to promote the residents' active involvement. The findings are: Review of the December 2016 activity program calendar posted in the entrance hallway outside of the living room on 12/20/16 revealed: -Activities listed on the calendar included: exercise, read-a-long, bible trivia, Christmas decorating, make Christmas tree cards, bingo,	D 315	A full time activity director has been hired. Previous issues of shortcomings of consistence are now covered as part of the required "outings". D315 Addendum per telephone with Ms. Diane Hollaman on 2/14/17: Activity Director is responsible for posting activity calender monthly with at least 14 hours of activities including weekend activities. The Activity Director does activities in this facility at least 3 days per week and assigns other staff to do activities when Activity Director is not there. They sometimes combine activities with sister facilities on the property. Supplies are on hand. RCC and Administrator observe at least weekly or more often to assure compliance. W. Williams 2/14/17	2-6-17

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D 315	Continued From page 41 coloring, card games, movie time, craft time, afternoon walk, board games, local church visitors, music time, resident council meeting, arts with paints, checkers, Christmas party, and New Year's Eve celebration. -Activities were scheduled to last from 30 minutes to 1 hour from 9:30 a.m. - 2:00 p.m. each day. -There were no activities listed on the weekends except for a Christmas party listed on Saturday, 12/17/16, with no time noted. -Each week had an average of about 17.5 hours of activities listed. Observation on 12/20/16 at 10:00 a.m. revealed no activities were being done by any residents. Review of the December 2016 activity calendar on 12/20/16 revealed: -Four activities were listed for 12/20/16. -Exercises were listed for 9:30 a.m. - 10:30 a.m. -A local pastor visit was listed for 10:30 a.m. - 11:30 a.m. -Music time was listed for 11:30 a.m. - 12:00 noon. -Craft time with a visitor was listed for 1:00 p.m. - 2:00 p.m. Interview with the Resident Care Coordinator (RCC) on 12/20/16 at 10:15 a.m. revealed: -The Activity Assistant was not working today and had been out on medical leave since 12/17/16. -There would not be any activities today since the Activity Assistant was not here. -She did know who usually did activities with the residents if the Activity Assistant was not there. -She would check on it. Observation on 12/20/16 at 10:30 a.m. revealed: -The housekeeper came into the facility and started playing ring toss with residents sitting in	D 315	Addressed.	

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D 315	Continued From page 42 the living room. -The housekeeper then played checkers with 2 residents in the dining room until 11:30 a.m. Interview with a resident on 12/20/16 at 11:00 a.m. revealed: -They did not have activities except games. -He usually watched television and read the newspaper. Interview with a second resident on 12/20/16 at 11:10 a.m. revealed there was not a lot to do and they played bingo and ring toss and sometimes they had church. Interview with a third resident on 12/20/16 at 11:26 a.m. revealed: -They played ring toss and there was nothing else to do. -He got bored at the facility. Interview with a fourth resident on 12/20/16 at 11:29 a.m. revealed: -They had no activities at the facility. -He did not usually get bored because he liked to stay in his room. Interview with a fifth resident on 12/20/16 at 11:30 a.m. revealed they had some activities like ring toss but that was all. Interview with a sixth resident on 12/20/16 at 11:34 a.m. revealed they sometimes had singers to come to the facility but he could not think of any other activities. Interview with the housekeeper on 12/20/16 at 11:32 a.m. revealed: -Two residents played ring toss and checkers today.	D 315	Additional.	

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D 315	Continued From page 43 -A local pastor usually came on Wednesdays. -Another church group sometimes came on Tuesdays but they had not been today. Observation on 12/20/16 at 12:55 p.m. revealed a group of visitors came into the facility and distributed Christmas presents for the residents for approximately 30 minutes. Interview with the housekeeper on 12/20/16 at 1:28 p.m. revealed: -She was the housekeeper for all 3 facilities on the premises. -She sometimes helped with activities when needed. Review of the December 2016 activity calendar on 12/21/16 revealed: -Four activities were listed for 12/21/16. -Exercises were listed for 9:30 a.m. - 10:30 a.m. -Board games were listed for 10:30 a.m. - 11:30 a.m. -A local pastor visit was listed for 11:30 a.m. - 12:00 noon. -Checkers was listed for 1:00 p.m. - 2:00 p.m. Observation on 12/21/16 at 9:30 a.m. revealed: -There were no residents exercising as indicated on the activities calendar. -There was a long table with chairs set up in the living room. -At 9:40 a.m., the Activity Director brought some residents from the sister facilities next door to the living room. -The Activity Director had coloring books and crayons and played a Christmas movie for the residents. -One resident from this facility was observed coloring. -Four other residents from this facility were sitting	D 315		

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D 315	Continued From page 44 in the living room. -Two of the residents stated they did not like to color and one of the residents stated it was "alright". -The fourth resident did not comment. Interview with the Activity Assistant on 12/21/16 at 10:20 a.m. revealed: -She started working as the Activity Assistant around the end of August or first of September 2016. -She also worked as a medication aide 5 days per week on either first shift (7am -3pm) or on second shift (3pm - 11pm). -If she worked as a medication aide on first shift, she would try to do activities sometime between 3:00 p.m. and 9:30 p.m. -If she worked as a medication aide on second shift, she would try to do activities sometime between 7:00 a.m. and 3:00 p.m. -She worked in all 3 facilities on the premises and she tried to rotate doing the activities in 1 facility each day. -She did activities at this facility at least 4 days a week. -She would usually do activities about 1 hour each day she came to the facility. -If she worked in another building, she would try to get all the residents from the 3 facilities together in one of the facilities to do activities. -If she was not working in this facility, the residents could color or walk for activities if they did not want to go to another facility on the premises for group activities. -Other staff on duty could help with activities if she called and told them what to do. -She had been out of work since 12/17/16 due to an injury and just returned today, 12/21/16. -She thought the Resident Care Coordinator (RCC) and other staff on duty had helped with	D 315	Addressed.	

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D 315	Continued From page 45 activities while she was out. -She had documented when residents came for activities at one time but she did not know when she last documented or where the documentation was located. -The residents wanted to play bingo and they usually played it at least once a week. -They have a local pastor who came to the facility once a week and a volunteer who came to do crafts about once a week. -She did not usually work on the weekends. -They did not have a set routine for activities on the weekends. -The residents had told her they did not have anything to look forward to on the weekends. -She was currently coordinating with a local church to start playing bingo with the residents on the first Saturday of each month. Observation of the activity supplies in the facility on 12/21/16 at 10:45 a.m. revealed: -The activity supplies were kept in an office in the facility. -They had craft supplies, coloring books and crayons, and board games. Observation on 12/21/16 at 1:40 p.m. revealed: -The Activity Assistant asked residents if they wanted to walk. -Some the residents went outside for a walk with the Activity Assistant. Interview with a medication aide / personal care aide on 12/21/16 at 1:50 p.m. revealed: -A church came to the facility sometimes for activities with the residents. -She did not have time to do activities with the residents when she was on duty. Interview with the Administrator on 12/21/16 at	D 315	Addressed.	

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D 315	Continued From page 46 2:03 p.m. revealed: -The former activity staff person walked out with no notice about 6 weeks ago. -The current Activity Assistant was responsible for making the calendar each month and assuring at least 14 hours of activities were offered. -She was the Activity Director and she had taken the activities' course many years ago. -The Activity Assistant also worked as a medication aide but she would do activities in the 3 facilities on the premises when she was off duty as a medication aide. -The residents would sometimes go to other facilities on the premises for activities. -Staff on duty in the facility were supposed to do activities with the residents if the Activity Assistant was not there. -She was not aware activities were not being done when the Activity Assistant was not on duty. Interview with a seventh resident on 12/21/16 at 4:00 p.m. revealed they had activities sometimes but not every day. Interview with an eighth resident on 12/21/16 at 4:05 p.m. revealed they had activities sometimes at the facility.	D 315	Addendum 0319 Addendum per telephone with Ms. Diane Hollaman on 2/14/17: New activity Director is responsible for scheduling outings and transportation for outings at least every other month. Outings are included on the activity calendar. RCC and administrator monitor at least weekly to assure compliance with activities. The completion date is 2/16/17	
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.	D 319		

W Williams 2/14/17

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D 319	Continued From page 47 This Rule is not met as evidenced by: Based on observations, interviews and record review, the facility failed to provide any residents with the opportunity to participate in at least one outing every other month. The findings are: Review of the December 2016 activities calendar revealed no planned/scheduled outings on the calendar. Interview with a resident on 12/20/16 at 10:49 a.m. revealed they did not go on outings but he would like to go to a local retail store. Interview with a second resident on 12/20/16 at 11:00 a.m. revealed: -The facility did not take the residents on outings. -He used his own car if he wanted to go somewhere in the community. Interview with a third resident on 12/20/16 at 11:10 a.m. revealed: -The did not go on outings into the community. -He did not think he would like to go on outings. Interview with a fourth resident on 12/20/16 at 11:26 a.m. revealed: -They did not go on outings but he would like to go out into the community. -He got bored at the facility. Interview with a fifth resident on 12/20/16 at 11:29 a.m. revealed: -They had no activities at the facility. -They did not go on outings but he would like to go on outings.	D 319	Addressed.	

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D 319	Continued From page 48 Interview with a sixth resident on 12/20/16 at 11:30 a.m. revealed they did not go on outings. Interview with a seventh resident on 12/20/16 at 11:34 a.m. revealed they did not have outings but he would like to go on outings. Interview with the Activity Assistant on 12/21/16 at 10:20 a.m. revealed: -She started working as the Activity Assistant around the end of August 2016 or first part of September 2016. -They did not have outings for the residents because they did not have a vehicle to take the residents on outings. -The previous activity person would use her personal car to take residents on outings. -She was not aware that outings were required to be done. Interview with the Administrator on 12/21/16 at 2:03 p.m. revealed: -The former activity staff person walked out with no notice about 6 weeks ago. -She was the Activity Director and she had taken the activities' course many years ago. -The residents would sometimes go to other facilities on the premises for activities. -They had outings in the past and staff would use their personal vehicles to carry the residents on the outings. -They have not had an outing for the residents in about a year because they needed a staff person to go on the outings with the residents.	D 319	Addressed	