Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL046019	A. BUILDING: _____ B. WING _____	R 02/01/2017

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
PINEWOOD MANOR	240 SOUTH EARLEY STATION ROAD AHOSKIE, NC 27910

(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 and the Hertford County Department of Social Services conducted a follow-up survey on February 1, 2017.	{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 and interviews, the facility failed to assure the walls and floors in 2 of 2 common shower rooms on the C Hall were kept clean and in good repair, as evidenced by stains and smears on the shower walls and missing tiles on the shower floors and walls; to assure the hallway wall between the common shower room and Room #12 on the C Hall was in good repair as evidenced by deeply scraped areas; failed to assure the baseboards in the Day Room on the Special Care Unit and the baseboards of 1 of 16 resident's room on the C Hall were securely attached; and, to assure ceiling vents in 1 of 16 resident's rooms on the C hall, 1 of 8 residents' shared bathrooms, and 2 of 20 residents' rooms on the A Hall were clean, as evidenced by thick dust buildup. The findings are: Observation of the common shower room between Room #12 and Room #13 on the C hall	{D 074}	The facility Maintenance man will repair all item that are broken & in need of any repairs accordingly. 4/15/17 The facility Housekeeper Supervisor will monitor all Halls, rooms, bathroom for any needed repairs. 4/15/17 The administrator & RCC will monitor daily & weekly to ensure all repairs reported have been done accordingly. 4/15/17 The facility staff will also report any needed repairs that needs attention and report accordingly. 4/15/17 The facility maintenance repair man will maintain all repairs as they occur. 4/15/17	

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE Thakell Straughan TITLE administrator (X6) DATE 3/10/17

STATE FORM 6899 FD7T14 If continuation sheet 1 of 25

Reviewed & accepted for this plan of correction 3/16/2017

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{D 074}	Continued From page 1 on 02/01/17 at 10:52am revealed: -There were 4 brownish-black cracked tiles on the right side wall inside of the shower. -The grout and caulk on the shower walls was dingy and discolored with black and brown stains and numerous red colored smears on the inside of the shower wall. -The outside shower wall was covered with white residue and had a large green smear. -The ceiling vent was covered with brown dust. -The upper window ledge had an area of peeling white paint that measured 2 inches wide and exposed a rusted metal area. Second observation of the shower room between Room #12 and Room #13 on the C hall on 02/01/17 at 3:30pm revealed: -The grout and caulk on the shower walls were still discolored with black and brown stains and red colored smears on the inside of the shower wall. -The outside shower wall was still covered with white residue and had large green smear. Observation of the hallway wall between the shower room and Room #12 on the C Hall on 02/01/17 at 10:55 am revealed a large scraped area with several black streaks that measured approximately 2.5 feet long and 6 inches wide with depth approximately ½ inches. Interview with the Maintenance Supervisor on 02/01/17 at 10:57am revealed: -He did not know how long the scraped area had been on the wall. -The scraped area was too deep for him to repair and the facility would have to get their construction team to repair that area. -He tried to get needed repairs done as soon as reported to him by the staff or the residents.	{D 074}		

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{D 074}	Continued From page 2 -The facility called their construction team for any major repairs that needed to be done. -The staff and the Administrator told him about repairs when they were needed. -He did not know anything about the cracked tiles in the shower room or the discoloration of the grout and caulk in the shower stall. Observation of Room #14 on the C Hall on 02/01/17 at 11:00am revealed: -Two large brown dusty cobwebs were around the wall of the window. -The ceiling around the light fixture had peeling paint around its base. Interview with a resident in Room #14 on the C Hall on 02/01/17 at 11:01am revealed: -She had not noticed the cobwebs on the wall around the window. -The housekeeping staff came and cleaned the floors in her room but she was not sure if they cleaned the walls or dusted in the room. -She saw the chipped and peeling paint in the ceiling but she had not reported to any staff. Observation of a second common shower room located across from Room #6 on the C hall on 02/01/17 at 11:15 am revealed: -The grout and caulk inside the shower walls were dingy and discolored with black and brown stains. -The tile area inside the shower had several rust stains. -The air vent over the toilet was covered in tan dust. Interview with a Housekeeper on 02/01/17 at 11:30 am revealed: -She started working at the facility 2 months ago. -She cleaned all of the residents' rooms as she	{D 074}		

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{D 074}	Continued From page 3 was assigned. -The housekeeping staff had a cleaning checklist that they used for daily cleaning. -She swept, mopped, and cleaned all the floors in the residents' rooms every day. -She dusted in the residents' room as needed and swept down cobwebs when she saw them. -She reported to her Housekeeping Supervisor if she saw anything that needed to be repaired. Observation of the Day Room in the Special Care Unit on 02/01/17 at 12:20 revealed the baseboard behind the television stand was partially detached from the wall and had 2 pieces of gray tape, approximately 4 inches long each, on it. Observation of Room #10 on the C Hall on 02/01/17 at 3:35pm revealed: -The air vent in the ceiling of the shared bathroom for Room #10 and Room #9 was partially detached from the ceiling and hung approximately 1 inch down from the ceiling. -Two of four baseboards were missing in the shared bathroom and exposed several rusted areas along the baseboard area. Interview with a resident in Room #10 on the C Hall on 02/01/17 at 3:37pm revealed: -She had reported the air vent in the ceiling of the bathroom to the Administrator but she could not remember when she reported. -The air vent in the bathroom had been like that for about 2 months. -She was afraid the vent may fall on her head or her roommate's head when they went to use the bathroom. Observation of Room #4 on the A Hall on 2/2/2017 at 1:45pm revealed: -The ceiling air vent next to the room entrance	{D 074}		

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{D 074}	Continued From page 4 was dirty and had brown dust in between its dividers. -Paint was chipping off the edges on the ceiling air vent. Observation of Room #5 on the A Hall on 2/2/2017 at 1:50pm revealed 2 of 4 walls had linear cracks along the ceiling molding and ranged 6 to 10 inches long. Observation of Room #9 on the A Hall on 2/2/2017 at 1:55pm revealed: -There were numerous black spots on the ceiling that appeared to be mold. -The ceiling air vent next to the room entrance was covered with brown dust. Interview with the Housekeeping Supervisor on 02/01/17 at 4:00 pm revealed: -He was the Housekeeping Supervisor for the facility and he helped the Maintenance Supervisor as needed. -The housekeeping staff cleaned the facility according to the housekeeping checklist and initialed on the housekeeping checklist when cleaning tasks were completed daily. -It was his responsibility to supervise the housekeeping staff and he checked the rooms daily to make sure tasks were completed. -He did not see any problems with the cleanliness of the facility. -Residents "messed up the bathrooms and shower rooms as fast as the housekeeping staff cleaned in the areas". -The white residue on the outside of the shower walls was probably because the housekeeping staff used scouring powder and the housekeeping staff needed to rinse the shower walls better to get rid of the residue. -He helped the Maintenance Supervisor with	{D 074}		

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{D 074}	Continued From page 5 minor repairs as needed for the facility. -Residents sometimes told him if repairs needed to be done and reported the needed repairs to the Maintenance Person. -He knew the facility needed some work but he did not know anything about any recent reports of peeling paint, hanging air vents, the scraped wall, or the missing bathroom tiles in the shower stalls. Review of the Housekeeping Checklist on revealed: -Staff initialed daily when cleaning tasks were completed. -Daily cleaning included cleaning all floors, dust underneath all beds, cleaning all hallways, laundry room floors, and vacuuming the front lobby. -Deep cleaning tasks included wiping out all window sills and cleaning baseboards and behind doors. Interview with the Administrator on 02/01/17 at 4:15 pm revealed: -She had put a plan in place to maintain the cleanliness and maintenance of the facility. -The housekeeping staff had a checklist that was used to keep up with the cleaning of the facility. -She and the other staff completed work order forms that were given to the Maintenance Person if any needed repairs. -She made daily rounds to make sure housekeeping and maintenance was being done. -If she was unable to check the cleanliness of the facility, then she had the Housekeeping Supervisor to check the facility. -The Maintenance Person had been working on the needed repairs in the facility but there was still a lot of repairs that the Maintenance Person had not been able to get done yet. -She was not aware there was problems still with	{D 074}		

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{D 074}	Continued From page 6 the cleanliness of the facility for the floors and walls. -She knew that some of tiles in the bathrooms still needed to be repaired. -She was not aware of any problems with peeling paint to ceilings, dusty cobwebs, or the air vent that hung from the ceiling. -She had the Maintenance Person to work on the small repairs in the facility and she called the corporate construction team for major repairs.	{D 074}		
D 076	10A NCAC 13F .0306(a)(3) Housekeeping And Furnishings 10A NCAC 13F .0306 Housekeeping And Furnishings (a) Adult care homes shall: (3) have furniture clean and in good repair; This Rule shall apply to new and existing facilities. This Rule is not met as evidenced by: Based on observation and interview, the facility failed to assure a mattress cover, chairs in the common living room and a resident's room on the C Hall, a dresser in a resident's room on C Hall, and a headboard of a resident's bed and the chairs in the Special Care Unit (SCU) Day Room were clean and without need of repair. The findings are: Observation of the Room #13 on C Hall on 02/01/17 at 10:58am revealed a burgundy mattress cover with 3 round dark stains had a vertical rip in its center that exposed the yellow mattress cushion underneath and measured approximately 3 feet long and 4 inches wide.	D 076	The facility SCC will review all furnishing and report any needed repairs or needed upholsten, and immediately report to our maintenance repair man. The facility SCC will continue to do a walk through of the unit to assure all furnishing & upholstered are up to Standard code. The administrator will monitor daily & weekly and reports given regarding broken items that needs repairs. The facility Maintenance man will repair accordingly or replace & maintain all given reports daily, weekly.	4/15/17 4/15/17 4/15/17 4/15/17 4/13/17

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D 076	Continued From page 7 Observation of the common living room on the C hall on 02/01/17 at 11:05am revealed: -A green vinyl chair had four scraped brown wooden chair legs. -A light blue vinyl chair had four scraped brown wooden chair legs. -The vinyl covering over a blue vinyl chair had several cracked areas with exposed rough edges and 4 scraped brown wooden chair legs. -The vinyl covering over a pink vinyl chair had several cracked areas with exposed rough edges and 4 scraped brown wooden chair legs. -A second pink vinyl chair had worn, cracked areas on both armrests and 4 scraped brown wooden chair legs. -A tan vinyl loveseat had cracked rough areas to both of its armrests. -A dark blue vinyl chair had cracked rough areas to both of its armrests. Observation of the Room #3 on C Hall on 02/01/17 at 11:37am revealed a tan vinyl chair with cracked seating and both front legs of the chair were scraped and worn. A confidential interview with a resident on 02/01/17 revealed the resident did not like to sit on some of the chairs in the common living room on the C Hall because the cracked vinyl seating felt rough on the skin even through clothing. Observation of Room #10 on the C Hall on 02/01/17 at 3:35pm revealed there was a 3 drawer dresser next to the closet with 3 of 3 drawers that were misaligned and could not close properly. Interview with a resident in Room #10 on the C Hall on 02/01/17 at 3:37pm revealed: -She was not sure how long the dresser had been	D 076		

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D 076	Continued From page 8	D 076		

broken.
-She had reported the broken dresser to the Administrator but it was never fixed.
-She only used the top drawer of the dresser because she was afraid if she tried to use the others drawers that they may fall on her foot.

Observation of the Room #6 on the SCU on 02/01/17 at 11:58am revealed the resident's bed located next to the window had a brown wooden headboard had multiple deep scrapes and leaned forward approximately 1 ½ feet from the wall over the head of the bed.

Observation of the SCU Day Room on 02/01/17 at 11:37am revealed 10 of 10 vinyl chairs had worn armrests and worn scraped brown wooden chair legs.

Interview with a SCU personal care aide (PCA) on 02/01/17 at 12:20pm revealed:
-The headboard in Room #6 was leaning but it was not broken.
-Another resident in the SCU pulled on the headboard so that it leaned forward every day.
-The staff notified the Maintenance Person and he had fixed the headboard several times but the resident pulled the headboard leaned every day.
-She had not noticed the condition of the chairs in the dayroom of the SCU and did know how long the chairs had been in that condition.
-Worn and broken furniture was usually reported to the Maintenance Supervisor or the Administrator.

Interview with the Administrator on 02/01/17 at 4:15pm revealed:
-Some of the furniture in the facility was old but they were working to replace it.
-No one had reported the dresser being broken in

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D 076	Continued From page 9 Room #10 to her. -She would have the Maintenance Supervisor to look at the chairs and check the dresser in Room #10.	D 076		
{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: FOLLOW-UP TO CONTINUING UNABATED TYPE B VIOLATION Based on these findings, the previously Unabated Type B Violation has not been abated. Based on interviews and observations, the facility failed to assure it was free of potential hazards due to cable cords extended across the floors, extended from the ceiling, and/or coiled on the floors in 6 of 36 residents' rooms on the A and C Hall; an extension cord laying on the floor in front of the television in the common living room on the C Hall; and dim lighting from one bulb, when the fixture required 2 bulbs, in 10 of 36 residents' rooms. The findings are:	{D 079}	The facility maintenance man will replace and repair any needed objects accordingly 3/10/17 Note: The facility Housekeeper removed the obstructed hazard object noted. 3/10/17 The facility Housekeeping staff will report any hazarded objects noted and report to the maintenance repair person for immediately repairs or to be replaced accordingly. 3/10/17 The facility administrator RCC, SCM & staff will daily monitor and report accordingly 3/10/17 to the maintenance repair person any hazard object that needs attention immediately	

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{D 079}	Continued From page 10 Observation of the Room #11 on the C Hall on 02/01/17 at 10:45am revealed: -The light fixture had two light bulbs but only one light bulb worked. -The cover for the light fixture was missing. -A black cable with exposed gray wiring extended approximately 3 feet from the wall next to the closet door. -The toilet seat in the resident's shared bathroom had several brown dried stains. Observation of the Room #12 on the C Hall on 02/01/17 at 10:50am revealed: -A black cable, with exposed gray wiring, extended approximately 1 foot from the wall and had no outlet cover. -The light fixture had two light bulbs but only one light bulb worked. -The room lighting was dim. Observation of the shower room between Room #12 and Room #13 on the C hall on 02/01/17 at 10:52am revealed: -The entrance way of the shower room had chipped/peeling paint with several areas of exposed rusty metal. -The bottom of the top pane of the window had a strip of camouflage tape across the window pane. -The top of the sink was covered with brown dust. -The faucets on the sink were covered with white colored deposits. -The faucets to the bathtub were spotted with white colored deposits. Observation of the Room #7 on the C Hall on 02/01/17 at 10:58am revealed a dry turquoise colored washcloth with brown stains was hung across the top of the closet door. Observation of the Room #14 on the C Hall on	{D 079}		

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{D 079}	Continued From page 11 02/01/17 at 11:00am revealed 2 slats were missing from the vertical blinds at the window. Interview with a resident in Room #14 on C Hall on 02/01/17 at 11:01am revealed: -The slats had been missing from the vertical blind for about a year. -She had not reported the missing slats to the staff. Observation of the common living room on the C Hall on 02/01/17 at 11:05am revealed: -Two black television cables, loosely hung away for the wall, were fused together with a beige caulking substance. -A brown extension cord, approximately 6 feet long, was loosely coiled on the carpet next to the television stand and connected the television to the electrical outlet. Interview with the Maintenance Supervisor on 02/01/17 at 4:05pm revealed he did not know anything bout the extension cord used on the television in the common living room on the C Hall. Observation of the common shower room across from Room #6 on the C Hall on 02/01/17 at 11:15am revealed: -The bottom of the tub had a circle of grey dust and brown stains. -The top ledge of the tub had brown and grey dust particles scattered over it. -A 30 ounce bottle originally labeled hand sanitizer, contained approximately 6 ounce of a peach colored liquid, had a handwritten label that read 'soap', was on the back of the bathroom sink. Observation of the Room #15 on the C Hall on	{D 079}		

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{D 079}	Continued From page 12 02/01/17 at 11:30am revealed: -A white cable, approximately 10 feet long,was wired through the left corner of the window and loosely coiled on the floor under the window. -A black television cable that was connected to a television had been wired through a hole that had been made in the wall approximately 1 foot below the television connection. -This black television cable was wired through the hole in wall in the residents' room into the shared bathroom, draped behind the water tank of the toilet, draped over the cold water supply line of the sink, and through another opening that had been made in the wall of the adjoining residents' room. -The bathroom ceiling light fixture cover was missing and the light did not work. -The cover of the wall light fixture was missing. -There was no mirror in the bathroom for residents' use. Interview with a housekeeper, cleaning the shared bathroom in Room #15, on 02/01/17 at 11:31am revealed: -She did not know how long the black cable had been run through from the walls of the residents' rooms through the shared bathrooms. -She had not made her supervisor aware of the black cable connected through the shared bathroom. -She had not noticed the white cable that was threaded through the window in Room 15. -She had not noticed the light fixture covers were missing or that the ceiling light did not work. -She had never noticed there was no mirror in the shared bathroom. -She reported to her supervisor things that needed to be fixed if she saw them. Interview with a resident in Room #15 on C Hall	{D 079}		

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{D 079}	Continued From page 13 on 02/01/17 at 11:33am revealed: -The black cable was her cable connection. -She did not know who connected the black cable to her television. -She had not noticed the two holes through the shared bathroom or that the black cable wire had been run through the bathroom walls. -She said the white cable had been through the window of her room for a couple of months but she wasn't sure where it came from. Observation of the Room #16 on the C Hall on 02/01/17 at 11:35am revealed: -There was a black cable that was threaded through a hole from the shared bathroom wall. -The black cable wire ran up the length of the wall to the ceiling and connected to a black cable splitter that hung from a nail. -The black cable splitter was connected to two additional black cable lines. -One of the additional black cables attached to the splitter was draped over the shared bathroom door and threaded through the left upper corner of a window. -The black cable loosely hung from the ceiling down the length of the wall and curled out on the floor approximately 1 foot and had an exposed gray wire. Observation of Room #1 on the C Hall on 02/01/17 at 11:41am revealed: -A black television cable with white paint extended up the wall, over two closet doors and over the entrance of the resident's room. -The end of the television cable extended along the wall, hung loosely along the side of the light switch and the hub of the televsion cord projected outward away from the wall of the door entrance. -The hub of the television cable had an exposed metal prong that extended 1 centimeter from its	{D 079}		

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{D 079}	Continued From page 14 rim. Interview with the Housekeeping Supervisor on 02/01/17 at 4:00pm revealed: -None of the housekeeping staff had told him about the cable cord that had been placed through the bathroom walls between Room #15 and Room #16. -He was not aware of any problems with cable cord placement in the facility. -He knew the facility needed some work but he did not know anything about any recent reports of peeling paint, cable cords, light fixures, or lightbulbs in the residents' room. Interview with the Maintenance Supervisor on 02/01/17 at 4:05pm revealed: -He was not aware of the missing light fixtures or light bulbs. -He would check to get the light bulbs and fixtures fixed. -He was not aware of the cable cord placement in the residents' room. -The cable company handled the wiring for the residents' rooms. -He did not check the cable wire placement in the residents's rooms once it was placed by the cable company. Interview with the Administrator on 02/01/17 at 4:15pm revealed: -She was not aware of any problems with the cables hung in the building. -She believed the cables were put in by the cable company. -She did not know about the cable that had been put through the walls of the shared bathroom. -She nor her staff had monitored how the cable cords were placed in the residents' rooms or windows when the cable company came.	{D 079}		

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{D 079}	Continued From page 15 -She would have the Maintenance Person to check all of the residents' room for the cable cord placement and check the light bulbs and light fixtures. Observation of Room #2 on the C Hall on 02/01/17 at 11:45am revealed: -A brown card table blocked the entrance to the shared bathroom door. -A can of bug spray was on the brown card table. -A white sheet was rolled and had been placed on the floor at the base of the shared bathroom door. -A hook and eye latch was attached to the door of the shared bathroom door in the room. -The hot and cold handles to the tub faucet were missing which exposed the water pipes inside the shared bathroom . -The light switch cover had chipped/peeling paint. Interview with a resident in Room #2 on C Hall on 02/01/17 at 11:47am revealed: -She used the brown table to keep her personal items on. -She had the can of bug spray in her room because sometimes she woke up and saw roaches crawling on her when she went to bed at night. -She used the bug spray to keep the roaches away. -The facility did have an exterminator who came out 1-2 times a month and sprayed but roaches were still a problem. -Staff had put the hook and eye latch on the door last month because she complained about the resident from the conjoining room coming through the shared bathroom and into her room. -She had the staff to put the sheet in front of the bathroom door to keep down the odor when her roommate went to the bathroom. -She did know anything about the faucet handles	{D 079}		

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{D 079}	Continued From page 16 in the tub or the peeling paint around the bathroom light switch. Review of the Care Plan for the resident in Room #2 revealed the resident required extensive assistance with transfers and dependent for ambulation. Interview with the Housekeeping Supervisor on 02/01/17 at 4:00pm revealed: -He did not know anything about any recent reports of roaches or bug spray in the residents' room. -The facility had a problem with roaches but the situation had been fixed. -An exterminator sprayed in the facility once a month for roaches. Interview with the Administrator on 02/01/17 at 4:15pm revealed: -She was not aware that a resident had bug spray in their room and staff would be check to remove it. -The facility had a problem with roaches but an exterminator came and sprayed the building twice a month. -She could not recall any reports from residents about roaches crawling on them while they were in bed. -She would have the staff to remove the bug spray from th resident's room. -She was not aware of the the hook and eye latch on the door in Room #2 and she would have maintenance to remove the latch. Observation of resident's bathroom in Room #1 on the A Hall on 02/01/17 at 1:30pm revealed: -One light bulb was missing in the light fixture leaving only one bulb working. -A mop was propped above the bathtub in the	{D 079}		

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{D 079}	Continued From page 17 shared bathroom in between the hand rail and the tub. Observation of Room #3 and Room #4 on the A Hall on 02/01/17 between 1:40pm - 1:45pm revealed there was one light bulb missing in each light fixture and only one light bulb was worked in each of these rooms. Observation of Room #10 on the A Hall on 02/01/17 at 2:00pm revealed: -A black cable, approximately 2 feet long, ran through the window, was draped and hung approximately six inches above the floor and was connected to a television. -One light bulb was missing in the light fixture leaving only one bulb working. Observation of Room #6, Room #7, and Room #11 on the A Hall on 02/01/17 between 2:10pm - 2:20pm revealed there was one light bulb was missing in the light fixture leaving only one bulb working. Observation of the hallway on the A Hall by the common shower room on 02/01/17 at 2:22pm revealed a brown roach was crawling along the wall next to the shower room entrance. Observation of Room #12 on the A-Hall on 02/01/17 at 2:25pm revealed there was a puddle of urine with a 15 inch circumference around the base of the toilet of the shared bathroom. Interview with a resident in Room #12 on the A Hall on 02/01/17 at 2:25 pm revealed: -His roommate constantly urinates on the bathroom floor but it was not intentional. -He had asked his roommate if bathroom window could be opened because the odor of the urine in	{D 079}		

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{D 079}	Continued From page 18 the bathroom was so strong. Observation of Room #8 and Room #17 on the A Hall on 02/01/17 between 2:30pm - 2:35pm revealed there was one light bulb missing in the light fixture leaving only one bulb working. Observation of Room #13 on the A Hall on 02/01/17 at 2:40pm revealed: -A strong unpleasant odor of cigarette butts emitted from the closet. -The sliding closet door was half way open and there appeared to be dirty clothes piled on the floor in the closet. -Brown stains were around the top of the sink of the shared bathroom. Interview with the Housekeeping Supervisor on 02/01/17 at 4:00pm revealed: -The housekeeping staff cleaned the facility according the housekeeping checklist and initialed on the housekeeping checklist when cleaning tasks were completed daily. -It was his responsibility to supervise the housekeeping staff and he checked the rooms daily make sure tasks were completed. -He did not see any problems with the cleanliness of the facility. -He normally checked behind the housekeeping staff daily to make sure all housekeeping tasks were completed. Interview with the Maintenance Supervisor on 02/01/17 at 4:05pm revealed: -He was responsible for the maintenance in the building. -He handled minor repairs within the building and the Administrator told him what needed to be repaired. -He fixed things in the facility as it was reported to	{D 079}		

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{D 079}	Continued From page 19 him. Interview with the Administrator on 02/01/17 at 4:15pm revealed: -She had put a plan in place to maintain the cleanliness and maintenance of the facility. -The housekeeping staff had a checklist that was used to keep up with the cleaning of the facility. -She made daily rounds to make sure housekeeping and maintenance was being done. -She did not understand why there was still a problem with the cleanliness and maintenance of the building. --- Review of the the facility's plan of protection on 02/01/17 revealed: -The facility already had cleaning schedule in place and the Housekeeping Supervisor will check to make sure housekeeping duties are done daily. -The Maintenance Supervisor would remove all cable cords or have the cable company to come and place the cables to ensure safety. --The Maintenance Supervisor would be responsible to check for safety when the cable company placed cable in the residents' rooms. -The Housekeeping Supervisor and the Administrator would check daily to ensure cleaning tasks had been completed. -The facility gave a correction date for March 10, 2017 with this plan of protection.	{D 079}		
{D 282}	10A NCAC 13F .0904(a)(1) Nutrition and Food Service 10A NCAC 13F .0904 Nutrition and Food Service (a) Food Procurement and Safety in Adult Care Homes:	{D 282}	The facility staff has a weekly cleaning Scheduled by 3/15/17 for every area by the date that should be marked off weekly accordingly.	

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{D 282}	Continued From page 20 (1) The kitchen, dining and food storage areas shall be clean, orderly and protected from contamination. This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to assure three of the stand-alone coolers, exit door, and floors in the kitchen area were cleaned, in good repair and free of contamination. The findings are: Observation of three stand-alone coolers on 2/01/17 at 2:15 p.m. revealed: -Large spilled yellowish, red and brown liquid substances were on the bottom shelves at door seals. -Large areas of dried food were on the bottom shelves by the rubber door seals. -The bottoms of the shelves were dirty with dark brown stained areas. -The door seals of the stand-alone coolers were loose and detached in several places from the doors. -Large towels with dried liquid and food stains were on the bottom shelves under the pitchers of liquids of the stand-alone coolers. -The doors of the stand-alone coolers had dark brown stains on the rubber seals of the doors from the top of the doors and down the side of the doors. Observation of the nonperishable kitchen food storage area on 2/01/17 at 2:23 p.m. revealed a storage cart, with a small microwave and two clear bins with nonperishable food items on top, had a loose, hanging, lower front door that would not close. Observation of the exit door located in the kitchen	{D 282}	The facility staff will clean accordingly any area that needs cleaning. Any spots, any stain, marks etc... The facility administrator RCC will monitor daily+ weekly any object or areas that needs cleaning The facility staff will maintain all cleaning scheduled daily, weekly+ as needed when area of cleaning is noted.	4/15/17 4/15/17 4/15/17

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{D 282}	Continued From page 21 area on 2/01/17 at 2:30 p.m. revealed: -The exit door was slightly ajar when closed completely. -The door hinges were rusted with several dark brown stained areas. -There was chipped and peeling paint at the top and on the middle to the bottom of the door. -Large dark brown stained areas were at the top, along the sides, and on the middle to the bottom of the door. -Large water stained areas were along the lower portion to the bottom of the door. Observation of the kitchen floors on 2/01/17 at 2:40 p.m. revealed several chipped, cracked, black stained tiles were on the kitchen floor by the exit door and kitchen nonperishable food storage areas. Interview with the Cook on 2/01/17 at 3:00 p.m. revealed: -The cooks and kitchen aides were responsible for cleaning the floors of the kitchen and storage areas, and stand-alone coolers daily at the end of their shifts. -She was not aware the stand alone coolers were dirty. -The towels were on the bottoms of the stand-alone coolers to absorb the moisture. -The maintenance worker had not buffed the floors since a month or so ago. -She had not informed the maintenance worker regarding the floors or any needed repairs. -All kitchen staff followed a cleaning schedule and signed off daily. Interview with the Cook Aide on 2/01/2017 at 3:15 p.m. revealed: -She cleaned the stand alone coolers and kitchen floors when she could get to them on a daily	{D 282}		

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{D 282}	Continued From page 23 areas were to be kept clean which included cleaning floors and the stand alone coolers. -She expected all kitchen staff to follow the cleaning schedule for the kitchen/dining room areas as posted. -She was not aware all staff were not signing off on the cleaning schedule daily. -She would follow-up with the kitchen staff regarding initialing off and following the cleaning schedule on a daily basis. -She would remind the kitchen staff to clean the coolers and floors as well as to ensure cleaning occurred according to the posted schedule. -She expected to be informed of any issues by the kitchen and/or maintenance staff. -The kitchen staff were responsible for informing the Cook who informed maintenance and herself of any issues in the kitchen/dining areas. -She had informed the owner about the condition of the kitchen floors. -It took time to correct all of the findings and the facility had corrected some of the items noted and was working toward fixing everything else listed.	{D 282}		
{D912}	G.S. 131D-21(2) Declaration of Residents' Rights G.S. 131D-21 Declaration of Residents' Rights Every resident shall have the following rights: 2. To receive care and services which are adequate, appropriate, and in compliance with relevant federal and state laws and rules and regulations. This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to ensure residents received care and	{D912}	The facility will have a inservice regarding residents rights. The facility RN will conduct an inservice on Resident Rights The facility will have a inservice as needed on residents rights.	4/15/17 4/15/17 4/15/17

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{D 282}	Continued From page 22 basis. -The dietary staff were required to clean the kitchen and dining areas each day by the end of their shift. -The dietary staff have a cleaning schedule posted in the kitchen area. -The dietary staff were all asked to initial daily by the end of their shift. -She may have cleaned the kitchen and dining room areas by the end of her shift but had forgotten to sign off at times. Observation of the facility Dietary Cleaning Schedule from 1/29/2017 through 2/01/2017 revealed: -The schedule was posted in the kitchen area on the bulletin board on the wall by the stand alone freezers. -Several blank lines were not initialed beside kitchen/dining room areas to be cleaned to include the refrigerators, freezers, and the floors in dining room and kitchen areas. Interview with a Maintenance Worker on 2/01/17 at 3:45 p.m. revealed: -He was aware of the condition of the floors in the kitchen area, the loose, broken storage cart door and the condition of the exit door in the kitchen area. -The facility was in the process of making all of the repairs noted and had made some but needed more time. Interview with the Administrator on 02/01/17 at 4:10 p.m. revealed: -The kitchen staff were responsible for ensuring the dining and kitchen areas were cleaned and were in working order at the end of their shifts each day. -The expectation was the dining and kitchen	{D 282}		

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{D912}	Continued From page 24 services which are adequate, appropriate and in compliance with relevant federal and state laws and rules and regulations related to housekeeping and furnishings. The findings are: Based on observations and interviews, the facility failed to maintain areas that were uncluttered, clean and orderly manner, free of all obstructions and hazards to the doors, residents' rooms, residents' bathrooms, common shower rooms, common living rooms, and cable wires in the residents' rooms C Hall, and missing light fixtures and light bulbs on A Hall and C Hall. [Refer to Tag D 079, 10A NCAC 13F .0306(a)(3) Housekeeping and Furnishings (Continuing Unabated Type B Violation)].	{D912}		