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
	HAL026062	A. BUILDING: _____ B. WING _____	R 01/13/2017

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
CUMBERLAND VILLAGE ASSISTED LIVING	1124 CEDAR CREEK ROAD FAYETTEVILLE, NC 28301

(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 Cumberland County Department of Social Services conducted a follow-up survey on January 11 - 13, 2017.	{D 000}	See Attached	
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: TYPE B VIOLATION Based on observations, record reviews, and interviews, the facility failed to assure the adult care home was maintained in an uncluttered, clean and orderly manner, free of all obstructions and hazards, in 32 of 75 resident rooms; in 11 of 30 resident bathrooms; and in 6 of 6 community bathrooms, as evidenced by floorsand heating and air conditioning units with dirt/grime buildup, broken and missing floor tile pieces, dirty commodes, ceilings with peeling paint and evidence of water leaks, and walls with holes and in need of painting and repairs. [Tag 079, 10A NCAC 13F .0306 (5)Housekeeping and Furnishings (Type B Violation)]. The findings are:	D 079		

Reviewed + accepted
Judith D Cheshire MSRN
3-30-17

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D 079	Continued From page 1 1. Observations of the C Hall (resident rooms 18A - 29B) during the facility tour on 1/11/17 from 11:15AM to 1:00PM revealed: -Room 29 had a dusty and dirty heating unit along the outer wall, with orange-brown rusted areas and stains. The front metal panel was loose and had sharp edges. The windowsills were dusty, and held 3 dead flies and 2 dead roaches. -Room 27 smelled musty and sweaty, the smell came from the comforter and sheets on the bed closest to the room entrance. The room's heating unit had rust stains, chipped paint, and dried brown stains on the surfaces. -Room 28's heating unit was rusted, dusty and had dried black dirt stains on the top surfaces on the front long metal panel the length of the heater. The front metal panel metal was loose, and had sharp edges. -Room 25 had pieces of the popcorn ceiling falling on the floor. -Room 24 had scuffs on the walls from the furniture. The plaster appeared to be cracked or separating where the walls met the ceiling in the entire room. -Room 23 had scrapes and chipped paint on the corner of the wall next to the room's overhead light switch. The heating unit was dusty and had brown stains on the surfaces. The wall below the air-conditioning unit showed evidence of water streaks down to the heating unit. -The bathroom shared by Room 23 and 25 had loose baseboard behind the toilet. -The C Hall Community Shower room floors were dusty. Caulking and paint along the top and sides of the handsink were peeling. There was a ½-inch hole in the wallboard on the right wall between the entrance door and the shower stall. -Room 20 had scrapes on the wall corners beside the left chest of drawers and to the left of the room's overhead light switch. The room smelled	D 079	See Attached	

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D 079	Continued From page 2 musty and sweaty, the smell came from the bed linens. -Room 21 had buckling baseboard. The wall with the overhead light switch had a corner that had gouges where plaster and paint had chipped off. There were multiple scratches on that wall. -Room 19 contained a dusty heating unit with rust stains. The paint on the wall at the head of the beds was peeling. Brown, rusty stains on the ceiling and directly on the wall below the stain were evidence of a leak. -Room 18 had two water stains on the ceiling directly above the beds. The wall corner next to the closet had scrapes and missing plaster. 2. Observations of the B Hall (resident rooms 9 - 16) during the facility tour on 1/11/17 from 1:00PM to 2:15PM revealed: -Room 16's bathroom floor was dusty, with build-up of dirt along the toilet base and door jambs. There was one brown water stain on the ceiling. -Room 15 had a chipped linoleum tile at the entrance into the bathroom. There was a crack in the popcorn ceiling above the bed closest to the door. There were two brown spots on the ceiling, consistent with water leaks. Two large roaches were crawling up the wall behind the beds. Roaches were observed in both residents' closets in this room. The bathroom toilet was not secured to the floor, and could be moved from side to side. When moved, 22 tiny roaches came from the base of the toilet onto the bathroom floor. -The Community bathroom on B Hall had a dusty floor. The shower stall showed evidence of molded and missing grout. There was a large pile of used towels, used "chuck" bed pads, and used adult disposable briefs on the bathroom floor between the handsink and a large plastic	D 079	See attached	

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D 079	Continued From page 3 garbage can. -In Room 13, three tiles were missing large pieces. A large, bumpy, peeling crack in the tile floor ran the length of the room from the door to the window. -Room 12 had dusty floors, scrapes on the wall, and a dirty wall containing the overhead light switch. Chips of paint and plaster were missing from the wall. -The bathroom shared by Rooms 10 and 12 had brown dirt and mold in tile cracks in front of the toilet. There were holes in the walls behind and to the right of the toilet. There was no mirror in the bathroom. -The Community Bathroom on B hall next to Room 9 had a dusty floor with paint spatters on it. The toilet was unflushed and contained urine, feces, and toilet paper. 3. Observations of the A Hall (resident rooms 5 - 8, 30 - 35) during the facility tour on 1/13/17 from 10:15AM to 12:15PM revealed: -Room 6 had scrapes on the corner of the wall between the closet and the entrance door. A light switch was inoperable. -Room 4 had scrapes and missing paint on the edge of the wall between the entrance door and the closet. -Room 3 had a water leak spot on the ceiling. -The bathroom for Room 5 had molded rusty caulk around the base of the toilet. The toilet was clogged up with toilet paper. There were scrapes along the door jambs. -The bathroom between Rooms 30 and 31 smelled of old urine. -Room 30's air-conditioning unit had gaps between the unit and the wall; sunlight from the outside was visible where insulation was missing around unit. -Room 33 had water stains on the ceiling above	D 079	See Attached	

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D 079	Continued From page 4 the bed next to the window. The popcorn texture was coming loose. There were water drip marks on the walls below the ceiling stains. The wastebasket was filled with soiled disposable adult briefs. -Room 32's bathroom floor was badly scuffed. The tile around the toilet was worn to a gray color. There were rust stains along the toilet base and on the baseboards around the toilet and sink. Three roaches were climbing up the wall. -Room 35 had gray marks where a wheelchair hit the wall. The baseboard was chipped. The baseboard was coming off the wall by the bathroom door, dresser, and closet doors. 4. Observation of Hall E (resident rooms 38 thru 49) during facility tour on 1/11/17 from 11:00AM to 1:00PM revealed: -Room 40 had an indentation approximately 6 cm wide and 2 cm deep behind the door where the door handle connected with the wall. -The bathroom door in Room 40 had black scuff marks across the door from floor to waist height. -Room 40 also had broken blinds at the window and the window was open approximately 2 cm. -Shower room across from Room 40 in the enclosure where the toilet was had missing baseboard tiles with a hole in the wall approximately 8 cm wide and 4 cm deep. -The shared bathroom between Room 42 and Room 43 had peeling paint on the ceiling. -The carpet at the door entrance to Room 46, Room 48 and shower room across the hall from Room 48 all had frayed carpeting presenting a trip hazard for residents. 5. Observation of Hall F (resident rooms 50 thru 68) during facility tour on 1/11/17 from 11:00AM to 1:00PM revealed: -The shared bathroom between Room 51 and	D 079	See Attached	

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D 079	Continued From page 5 Room 53 had peeling paint on the ceiling. - The carpet at the door entrance to Room 56 had frayed carpeting presenting a trip hazard for residents. -Room 68 had a toilet in the shower stall. Interview with the resident who lived in room 68, on 1/11/17 at 12:20PM revealed: -The maintenance person was in the process of fixing the toilet for the last three days. -The resident used the community bathroom down the hall for toileting and showers. -The resident stated that not being able to use bathroom attached to the room was very inconvenient. 6. Observation of G Hall (resident rooms 69 thru 87) during facility tour on 1/11/17 from 11:00AM to 1:00PM revealed: -The shared shower room between Room 70 and Room 72 had floor tiles in front of the toilet that were broken with missing pieces. -The shared bathroom between Room 77 and Room 79 had a stopped up toilet. -The shared bathroom between Room 84 and 86 had no tub or shower fixtures, no baseboards and two thirds of the casing around the door that lead into Room 84 was missing. -There were residents living in rooms 77 and 84. -The floor area between exit 4 and exit 5, at the fire wall doors had two large holes approximately 8 cm in length, 4 cm wide and 3 cm in depth, as well as broken and missing tiles. Interview with the resident who lived in room 77, on 1/11/17 at 12:50PM, revealed: -The toilet been stopped up just happened this morning. -Maintenance was made aware and planned to fix it.	D 079	See Attached	

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D 079	Continued From page 6 Confidential interview with facility personal care staff on 1/11/17 revealed: -Personal Care staff were expected to deep clean (move beds and other furniture to sweep and mop under them) assigned rooms on a daily basis. -There were some days that both Personal Care and Medication Aide staff were assigned as housekeeping staff. -"When I was hired, housekeeping duties was not in my job description." Interview with the Administrator on 1/12/17 at 12:20PM revealed: - The toilet in the shared bathroom between Room 77 and Room 79 was fixed yesterday. -The shared bathroom between Room 84 and Room 86 was under renovations, they had just not been completed and that is why the tub and shower fixtures, the casing around the door and the baseboards are missing. -She would make a list of the needed repairs and give it to the Maintenance worker to be done. -The toilet in Room 68 was repaired yesterday. -G Hall was just recently opened in October 2016 under emergency situation to house residents from another facility that was flooded out during the storm. Interview with a Nurse Assistant on 1/13/17 at 3:45PM revealed: -Her duties were to make sure that residents needs were taken care of and that there were no hazards to harm the residents. -Only first shift did deep cleaning, which meant that they moved the beds and dressers, swept and mopped under them, and dusted the moved items. -The first shift did different rooms each day as far	D 079	See Attached	

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D 079	Continued From page 7 as deep cleaning. -Housekeeping also deep-cleaned resident rooms and bathrooms. -When she saw any needed repairs, she would report it to the Supervisor in Charge/ Medication Aide or to the Maintenance worker. -Maintenance would then try to fix the needed repairs. Observation on 1/13/17 at 4:00PM revealed that the Maintenance worker repaired the two holes in the hallway between exit 4 and exit 5. Interview with the Maintenance worker on 1/13/17 at 4:15PM revealed: -He was hired December 15, 2016. -His hours were from 8:00AM to 5:00PM Mondays through Fridays, except for emergencies. -His duties were to keep the building in good repair,check everything each day to see what needed to be done, and then complete needed repairs. -He kept a log of all repairs. -The log also documented areas that were observed to have needed repairs. -If it was a repair that he could not take care of, he called the head of Maintenance at the corporate office. The corporate office gave the okay to either call outside resources or he would call them. -The Administrator monitored to make sure repairs were done weekly. Review of the facility Maintenance Log revealed: -On Thursday, 12/22/16 a maintenance staff documented that blinds were needed. -On Wednesday, 12/29/16 and Wednesday, 1/4/17 a maintenance staff documented that he could not buff because he did not have buffing	D 079	See Attached	

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D 079	Continued From page 8 pads. Interview with the Administrator on 1/13/17 at 11:00AM revealed: -Maintenance was responsible for the upkeep of the building. -Maintenance kept a log of repairs and initialed all tasks done on the weekly maintenance duties check-off sheet, and placed it on the Administrator's desk. -The Administrator then signed off on the weekly maintenance duties. -Maintenance was still working on list of repairs brought to the Administrator's attention during tour on 1/12/17. -If he was unable to perform repairs, he would call the head Maintenance person and then we would get an outside person to do repairs. --- Confidential interviews with residents revealed the following concerns: -Community bathrooms offered no privacy while bathing or showering. -Roaches were a problem in the facility. -Toilets were frequently stopped up. -There have been several times in the past 6 months when water was not available in resident rooms for half a day. -One resident had no water in the bathroom for two weeks. -There were gaps around the air-conditioning units in resident rooms, allowing insects in the rooms year-round. Cold air came through the gaps in the winter, hot air came through the gaps in the summer. Insulation was not installed properly around the air-conditioning units. -Rooms were dusty, furnishings and blinds were not cleaned every week.	D 079	See Attached	

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D 079	Continued From page 9 -Floors were wet-mopped weekly, but resident rooms needed deep cleaning and more frequent cleaning. -The facility has been patching holes in the resident room walls. -The facility has been patching floors in some resident bathrooms. Some ceilings have been patched. -Maintenance was a problem, there was only one maintenance person to do everything in the facility. -The facility needed more housekeepers. Interview with the Administrator and the Vice-President on Marketing on 1/13/17 from 3:30 - 4:30PM revealed the following: -The facility hired a new maintenance person in the past month. -The facility now has 1 full-time and two part-time housekeepers on staff. -The Administrator/Executive Director monitored a maintenance repair list, documenting what needs to be repaired, location, date received, and date completed. -The Administrator completed a Weekly Walk Thru Form, monitoring offices, halls, public rest rooms, staff lounges, living rooms, activity rooms, kitchenettes and private dining areas, beauty shop, porches/foyers, shower rooms, medication room, personal care aide documentation room, sprinkler room, soiled utility areas, and storage rooms. _____ Review of the facility's Plan of Protection dated 1/12/17 revealed: Immediate action to abate the violation will include: -Corporate maintenance will repair leaking and loose toilets, broken floor tiles, thresholds in	D 079		

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D 079	Continued From page 10 doorways, and sheetrock damage where metal corners are exposed by 1/20/17. -Corporate maintenance will repair peeling and water damaged ceilings and the Resident bathroom for Rooms 84 and 86 by 1/28/17. -Corporate maintenance will conduct a survey of the entire building and prepare a punch list of all other maintenance issues by 2/24/17. The facility plan to ensure residents are protected from further risk or additional harm will include: -Company owners will meet with the facility owners (building is leased) and share the punch list of all remaining issues, a budget for making repairs, and will request financial assistance from facility owners with making repairs by 2/24/17. -The punch list, a budget for repairs, and a plan for completion will be sent to the Adult Care Licensure Section with projection dates of phases when remaining maintenance issues will be addressed by 3/10/17. -Facility Housekeeping and Direct Care Staff will continue documentation on daily duty sheets and continue to report any items needing repair. -Administrator/Designee will continue weekly walk through to assure walls, ceilings, and floors are clean and in good repair. -Administrator/Designee will continue to log needed repairs on weekly walk through forms and on maintenance log. -Facility Maintenance worker will review maintenance log daily and complete needed repairs. -Repairs unable to be completed by facility Maintenance worker will be reported to corporate maintenance. -Administrator/Designee will check maintenance logs daily to assure needed repairs logged on the maintenance list are completed.	D 079	See attached	

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{D912}	Continued From page 11	{D912}	See Attached	
{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, interviews and record reviews, the facility failed to ensure residents received care and 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, record reviews, and interviews, the facility failed to assure the adult care home was maintained in an uncluttered, clean and orderly manner, free of all obstructions and hazards, in 32 of 75 resident rooms; in 11 of 30 resident bathrooms; and in 6 of 6 community bathrooms, as evidenced by floors and heating and air conditioning units with dirt/grime buildup, broken and missing floor tile pieces, dirty commodes, ceilings with peeling paint and evidence of water leaks, and walls with holes and in need of painting and repairs. [Tag 079, 10A NCAC 13F .0306 (5)Housekeeping and Furnishings (Type B Violation)].	{D912}		

Cumberland Village
HAL-026-062
Plan of Correction
DHSR Follow-Up Survey 1/13/2017

Non-Compliance Identified: 10A NCAC 13F. 0306(a) (5) Housekeeping and Furnishings

(a) Adult Care Home shall (5) be maintained in an uncluttered, clean and orderly manner, free of all obstructions and hazards.

Facility Interventions:

1. Room 29-Heater was painted, metal panel repaired, window sill cleaned
2. Room 27-Bedding was changed and washed, heating unit was painted
3. Room 28-Heating unit was painted, part has been ordered to repair metal panel
4. Room 25-Ceiling has been repaired
5. Room 23-Heating unit painted, wall below a/c unit repaired, molding has been ordered for the wall corner
6. Room 23 bathroom-baseboard will be replaced
7. C Hall Community bathroom-Caulking around sink was repaired, hole in wall repaired, floor mopped
8. Room 20-Molding has been ordered for the wall corner, light switch repaired, bed linen changed and washed
9. Room 21-Baseboards will be replaced, molding has been ordered for the wall corner, walls will be painted after molding is installed
10. Room 19-Heating unit has been painted, wall over bed painted, ceiling has been repaired.
11. Room 18-ceiling has been repaired, new molding ordered for wall corner
12. Room 16-Bathroom floor was cleaned, ceiling has been repaired
13. Room 15-Floor tile will be replaced, facility is working with pest control to get rid of any pest, toilet will be repaired
14. Community Bath-Grout will be cleaned and replaced where needed, bathroom was cleaned
15. Room 13-Floor was replaced
16. Room 12-Floor was mopped, wall will be cleaned and repaired
17. Room 12 bathroom-Will repair floor, will repair wall, mirror will be installed
18. B HallCommunity Bath-Paint splatter will be cleaned up, toiled was flushed
19. Room 6-Molding has been ordered for wall corner, switch was repaired
20. Room 4-Molding has been ordered for the wall corner
21. Room 3-Ceiling has been repaired
22. Room 5 bathroom-Caulk will be replaced, toilet was unstopped, door jamb will be painted
23. Room 30 bathroom-Flooring was replaced, bathroom will be cleaned daily
24. Room 30-Molding has been ordered for all a/c units
25. Room 33-Ceiling has been repaired, wastebasket has been emptied

26. Room 32-Door will be repaired and painted, tile will be replaced, facility is working with pest control to get rid of pest
27. Room 35-Molding has been ordered for the wall corner, baseboard was repaired
28. Room 40-Blind will be replaced, window was left open at residents request
29. Room 40 bathroom-Door will be repaired
30. Shower across from room 40-Baseboard has been repaired
31. Room 42 bathroom-Ceiling has been repaired
32. Room 46,48-Carpet has been repaired
33. Room 51 bathroom-Ceiling has been repaired; carpet repaired, toilet removed
34. Room 68-Toilet repaired
35. Room 72-Floor was repaired
36. Room 70 bathroom-Toilet was unstopped
37. Room 84 bathroom-Fixtures were repaired, sink was replaced, casing was replaced, some tile replaced, baseboard replaced
38. Hall between exit 4 and 5-Tile was replaced

All unfinished repairs noted on the survey will be completed within 45 days of receipt of the written survey report dated February 17, 2017.

Monitoring System:

1. Facility housekeeping and direct care staff will continue to documentation on daily duty sheets for cleaning and continue to report any items needing repair. 1/13/2017 & ongoing
2. Administrator, Regional Director and/or Designee will continue weekly walk through to assure walls ceilings, floors are clean and in good repair. 1/13/2017 & ongoing
3. Administrator/Designee will continue to log needed repairs on weekly walk through forms and on maintenance log 1/13/2017 & on-going
4. Maintenance Director will monitor maintenance logs daily and complete repairs as needed. 1/13/2017 & ongoing
5. Repairs unable to be completed by facility maintenance are reported to corporate maintenance. 1/13/2017 & on-going
6. Administrator/Designee checks maintenance logs weekly to assure needed repairs logged on maintenance list are completed or reported to corporate maintenance. 1/13/2017 & on-going

Cumberland Village
HAL-026-062
Plan of Correction
DHSR Follow-Up Survey 1/13/2017

Non-Compliance Identified: GS 131D-21(2) Declaration of Resident Rights

Facility Interventions:

1. Facility will assure residents receive care and services which are adequate, appropriate, and in compliance with relevant federal and state laws and rules and regulations. 4/24/2017 & on-going
2. All unfinished repairs noted on the survey will be completed 4/24/2017 & on-going

Monitoring System:

1. Facility housekeeping and direct care staff will continue to documentation on daily duty sheets for cleaning and continue to report any items needing repair. 1/13/2017 & ongoing
2. Administrator, Regional Director and/or Designee will continue weekly walk through to assure walls ceilings, floors are clean and in good repair. 1/13/2017 & ongoing
3. Administrator/Designee will continue to log needed repairs on weekly walk through forms and on maintenance log 1/13/2017 & on-going
4. Maintenance Director will monitor maintenance logs daily and complete repairs as needed. 1/13/2017 & ongoing
5. Repairs unable to be completed by facility maintenance are reported to corporate maintenance. 1/13/2017 & on-going
6. Administrator/Designee checks maintenance logs weekly to assure needed repairs logged on maintenance list are completed or reported to corporate maintenance. 1/13/2017 & on-going

Joyce Johnson
Administrator Signature

23/10/17
Date