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	HAL081008	A. BUILDING: _____ B. WING _____	C 03/03/2017

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SOUTHERN MANOR REST HOME	390 HARDIN ROAD FOREST CITY, NC 28043

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D 000	Initial Comments The Adult Care Licensure Section conducted an annual survey on March 2-3, 2017.	D 000		
D 072	10A NCAC 13F .0305(m) Physical Environment 10A NCAC 13F .0305 Physical Environment (m) The requirements for outside premises are: (1) The outside grounds of new and existing facilities shall be maintained in a clean and safe condition; (2) If the home has a fence around the premises, the fence shall not prevent residents from exiting or entering freely or be hazardous; and (3) Outdoor walkways and drives shall be illuminated by no less than five foot-candles of light at ground level. This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to maintain the outside grounds of the facility in a clean condition. The findings are: Observation of the front of the facility on 3/2/17 at 9:37am revealed there were numerous weeds and grass 1 ft. tall growing up through the mulch beds in the front of the facility. Observation of the back of the facility outside resident room #10 on 3/2/17 at 9:44am revealed: -A metal framed chair with vinyl padded cushions with an elevated foot rest was located on the exterior wall of resident room #10. -The outside metal frame of the chair was covered in a thick layer of red dirt. -The inside metal frame of the chair was missing some areas of paint. -There was a rotor and a knap sack lying on the	D 072	(D 072) Facility will ensure that the outside grounds will be kept clean and in good condition at all times. Manager will do a walk-through of the outside grounds weekly and document condition found and steps to be taken to remedy any problems found.	Immediately

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE: SEUNG CHAI — TITLE: Administrator — (X6) DATE: 4-3-17

Reviewed and Accepted
Date: 4/6/17 cs

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D 072	Continued From page 1 seat of the chair. -There were 2 rusted rotors lying on the ground on the right side of the chair. -The cream colored vinyl siding on the exterior wall under the window of room #10 was discolored red with dirt for a 2 ft. high by 6 ft. long area. -There was a screen that was detached and leaning against the facility from the second window on the right walking towards the heat pump unit. Observation of the smoking area outside resident room #11 on 3/2/17 at 10:16am revealed: -There were cigarette butts too numerous to count scattered on the ground around the smoking area. -There was an ashtray on the right side of the door leading into the facility available for resident use. -A green plastic chair with burgundy cloth padding on its seat and back was on the right side of the exit door. The cloth padding back was faded by the sun and there were black stains and numerous burn holes in the seat padding. -Above the green plastic chair there was a 1 ft. tall by 2 in. wide area of gray discoloration on the white corner molding of the vinyl siding which appeared to be where cigarettes had been extinguished. -On the exterior wall of room #11 under the window there was a 2 ft. high by 5 ft. long area of vinyl siding that was discolored red with dirt. Interview with the Resident Care Coordinator on 3/3/17 at 1:00pm revealed: -She had been aware the grass and weeds were high around the outside premises of the facility. -Contracted help had been scheduled to cut the grass and remove the weeds on 3/1/17, "but it	D 072		

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D 072	Continued From page 2 rained that day and we had to reschedule it to be done." -She was aware there was a metal chair out behind the facility and it had come "out of one of the residents' rooms. We were waiting until we could get someone to lift it up and put it in the dumpster." -She was aware there had been cigarette butts on the ground outside the facility on 3/2/17. -"The Housekeeper and third shift staff work on getting those picked up." -The Housekeeper "got them all picked up this morning." -"Everyday [the cigarette butts] are picked up. The resident's won't always use the ash trays we have out there for them." Interviews with nine residents on 3/2/17 and 3/3/17 revealed none of the residents had any complaints concerning the condition of the outside premises.	D 072		
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 reviews, the facility failed to keep the floors in the kitchen and dining room clean. The findings are:	D 074	(D 074) The facility will ensure that walls, ceilings, and all floor coverings will be kept clean and in good repair. RCC will do a walk-through of dining kitchen area daily to ensure cleaning is being done at all times. Manager will check weekly to ensure dining and kitchen areas are being maintained properly.	Immediately

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D 074	Continued From page 3 Observations in the facility kitchen on 3/2/17 at 10:02am revealed: -The 7 ft. wide by 8 ft. long area of floor located between the 2 partition sink, ice machine, and on left side of the stove were dulled with gray residue on the white floor tiles. -A 1 ft. wide by 3 ft. long section of white floor tiles in front of the standalone freezer unit had numerous black scuff marks. -The white floor tiles along the wall behind and to the right side the standalone freezer unit had a brown discoloration of approximately 1 in. wide where the wall met the floor tiles. -An area of white floor tiles 4 ft. long by 3 ft. wide on the left side of the standalone refrigerator unit were dulled with gray residue and had one tile with yellow stain. -A 1 in. wide by 4 ft. long section of floor tiles along the wall on the right side of the standalone refrigerator along the wall to the entrance to the kitchen was stained brownish yellow. -A 7 ft. long by 3 ft. wide section of floor tiles under the 2 partition sink had a coating of gray residue and two tiles directly under the drain connection from the wall that were stained yellowish brown. -The white floor tiles under and around the metal storage rack on the right side of the kitchen had a yellowish residue on them. Observations in the facility dining room on 3/2/17 at 10:04am revealed: -The return vent on the left wall had a thick coating of dust. -The floor tiles along the entire perimeter of the room had a yellowish brown residue 6 in. wide where the floor tiles adjoined the walls. -There was a gray residue visible on the white floor tiles in the main walkways in the room and	D 074		

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D 074	Continued From page 4 under the chairs at the dining tables. -At the first table on the left upon entering the dining room, there was a thick black substance visible coming up around the sides of 8 of the white floor tiles. -At the first table on the right upon entering the dining room, there was a thick black substance visible coming up around the sides of 3 of the white floor tiles. Review of the facility's Food Establishment Inspection Report dated 9/28/16 revealed: -"The floors need to be stripped, waxed, and buffed to maintain the cleanable finish." -"Need to clean the floors and walls throughout the kitchen." Interview with the Resident Care Coordinator (RCC) on 3/3/17 at 1:00pm revealed: -The floors in the dining room had been stripped and waxed. -New floor tiles had been installed in 2015. -The "guys who put in the floor in put too much glue down and it's coming up through the cracks." -"We can't get them completely clean." -"All we can do is keep mopping them." Interviews with nine resicents on 3/2/17 and 3/3/17 revealed none of the residents had any complaints concerning the environment inside the building.	D 074		
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: (1) The kitchen, dining and food storage areas	D 282	(D 282) See response next page.	

FORM APPROVED

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D 282	Continued From page 5 shall be clean, orderly and protected from contamination. This Rule is not met as evidenced by: Based on observations, interviews, and record review, the facility failed to assure food items stored in the kitchen were stored in a manner as to protect from contamination. The findings are: Observation on 3/2/17 between 10:00am and 10:15am of the dry storage area in the facility kitchen revealed: -A 5 lb. bag of quick grits 1/4 full, opened, the bag partially rolled, not dated -A 16 oz. bag of potato chips, in a white bag, half full, had been opened and rolled up but it was not dated. -A 42 oz. box of quick oats open and empty. -A box of 20 count, fruit and cream oatmeal with 16 packets left and expiration date of 2/16/17 not dated. -A box of 20 count, fruit and cream oatmeal, unopened and expiration date of 10/29/16. -A box of 20 count, fruit and cream oatmeal, opened with 20 packets, and expiration date of 10/29/16. -A 16 oz. box of lasagna noodles, was open and not dated. -Two 5 lb. bags of corn meal, in an 18 quart round plastic container, was opened and not dated. -A 32 0z round container of coffee, ¼ full, not dated. -An 8oz box of spaghetti, was opened, not dated. -A 16oz. plastic container of peanut butter was opened and not dated. Review of the Food Establishment Inspection Report dated 9/28/16 revealed a score of 90.	D 282	(D 282) Facility will ensure kitchen, dining and food storage areas are clean, orderly and free of contamination. RCC will do a walk-through weekly to ensure all canned foods are current and have correct dates on them. RCC will also check to make sure dietary staff are properly trained regarding labeling and dating and storing open food correctly. Manager will follow up monthly to ensure full compliance with this policy.	Immediately - Staff training 30 days

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D 282	Continued From page 6 Interview on 3/2/17 at 10:15am with the facility Cook revealed: -Numerous items in the pantry were donated yesterday by a local church. -He did not date items when he opened them. -He had not checked to see if any of the items were expired. -"Sometimes the stuff they bring is out of date." -"We just throw it away if it is." -He could not explain why there was outdated food items in the dry storage area. Interview on 3/2/17 at 10:17am with the Resident Care Coordinator revealed: -"We go shopping on Friday's for anything we need." -"The third of each month is our big shopping day." -A local church donates items to the dry storage pantry. -"They just lay them on the counter in the kitchen or put them in the pantry." -"We must be sure to look at the donated items and see if any are expired." -"If they are expired then we throw them away." -The Cook "knows he is supposed to label things when he opens them." -She was unable to explain why the opened food items were not stored, dated and labeled.	D 282		
D 287	10A NCAC 13F .0904(b)(2) Nutrition And Food Service 10A NCAC 13F .0904 Nutrition And Food Service (b) Food Preparation anc Service in Adult Care Homes: (2) Table service shall include a napkin and non-disposable place setting consisting of at least	D 287	(D 287) See response next page.	

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D 287	Continued From page 7 a knife, fork, spoon, plate and beverage containers. Exceptions may be made on an individual basis and shall be based on documented needs or preferences of the resident. This Rule is not met as evidenced by: Based on observation and interviews the facility failed to ensure residents received a complete set of flatware that included a knife, fork and spoon in order for residents to eat their meals, or cut up their food without using a fork or spoon. The findings are: Interview with the Supervisor-In-Charge on 3/2/17 at 8:30am revealed there were 15 residents that currently resided in the facility. Observation on 3/2/17 at 11:45am during the lunch meal revealed: -There were 11 residents in the dining room. -The meal consisted of BBQ chicken, potato salad, green beans, scalloped apples and a white roll. -The place setting for each of the residents included a divided plate, a napkin and either a fork or a spoon and their beverages. -Residents were provided beverages of their choice. -Residents were using the single utensil to pull the chicken away from the bone. -Two residents were pulling the BBQ chicken apart with their fingers. Observation on 3/3/17 at 12:07pm during the lunch meal revealed: -There were 12 residents in the dining room -The meal consisted of a pork chop, greens,	D 287	(D 287) Facility will ensure that residents receive a complete set of flatware that includes a knife, fork, and spoon at each meal. RCC will do a walk-through at least one time a week to ensure residents are receiving a complete set of flatware. Manager will also monitor this area monthly.	Immediately

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D 287	Continued From page 8 black eyed peas, fresh onion, corn bread and pears or cherry angel food cake. -The place setting for each of the residents included a divided plate, a napkin, a fork, knife and spoon and their beverages. -A resident was using the knife to cut his pork chop. Confidential interviews with 7 out of 15 residents revealed: -"I only use a spoon to eat with." -"The cook will come around and cut up our meat if we need it cut." -"I prefer to use a fork, they will cut it up for me if I need it cut." -"They give me a spoon every day, I guess they have a shortage of silverware." -"They don't allow knives, someone could get killed." -"It doesn't bother me." Interview on 3/3/17 at 12:50pm with the Cook revealed: -"Sometimes I put out all the silverware sometimes I don't." -"They usually just use a fork or a spoon and I give them their preference." -"I went ahead and put it out today, I didn't know if it would make a difference." Interview on 3/3/17 at 12:55pm with the Resident Care Coordinator revealed: -She could not explain why the residents were not provided a complete place setting at each meal. -"We will make sure that there will be a knife, fork and spoon at each meal."	D 287		
D 298	10A NCAC 13F .0904(d)(2) Nutrition And Food Service	D 298	(D 298) See response next page.	

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D 298	Continued From page 9 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 observation, interview, and record review, the facility failed to assure that snacks were offered or made available to all residents between each meal, for a total of three snacks per day, and shown on the menu as snacks. The findings are: Interview with the Supervisor-In-Charge on 3/2/17 at 8:30am revealed there were 15 residents that currently resided in the facility. Interviews with eleven residents on 3/2/17 and 3/3/17 revealed the following comments about snacks being served daily -8 out of 15 residents interviewed agreed snacks were not offered or made available to residents consistently three times a day. -"We only get snacks at night." -"Sometimes one of the other residents will give me something they have for a snack." -"We take our meds first then they give us a snack in the evening, I don't get hungry between meals." -"You get a snack if you go ask for one." -"Once in a great while we may get a sandwich or a piece of cake with our 8:00pm meds." -Snacks "are given at nighttime." -"I've got cheese crackers and sodas in my room	D 298	(D 298) Facility will ensure snacks appropriate to residents' diets are being offered and made available to all residents between meals three times a day. RCC will ensure that dietary staff follow menus and offer snacks as indicated at appropriate times daily. Manager will monitor this area weekly by talking to residents to make sure snacks are being given out between each meal. Manager will also provide in-service to all dietary staff regarding following menus including proper administration of snacks.	Immediately - Staff training 30 days

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D 298	Continued From page 10 that my family brings me. They offer two cookies at bedtime, but I'm bad diabetic so I don't take the cookies..." -Snacks were not offered "except two or three cookies at nighttime. That's the only time we are given snacks...at med time." -"We take medicine first and then they give us snack" in the evening. Snack usually was chocolate chip cookies and soda. The resident denied getting hungry between meals "I always get enough...everybody gets enough." -"We get snacks two to three times a day." -"We get snack everyday. Sometimes in the afternoon after dinner. Usually cookies." Review of the posted facility menu on 3/2/17 revealed there were no snacks listed on the menu per day. Observation on 3/2/17 at 10:11am in the dry storage area did reveal a large plastic container with a red lid that contained 6 large packs of cookies. There were no observations on 3/2/17, during the survey, of snacks being provided. There were no observations on 3/3/17, during the survey, of snacks being provided. Interview with the Supervisor on 3/3/17 at 11:00am revealed: -She usually worked first shift. -The kitchen staff was responsible for getting snack items out for residents if the residents wanted one during the day. Interview with the Cook on 3/3/17 at 12:12pm revealed: -If they want a snack during the day they just come ask him and he will give them one.	D 298		

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D 298	Continued From page 11 -He leaves the 8pm snacks out before he leaves at 5:30pm. -He will leave them cookies or a sandwich. Interview with Resident Care Coordinator on 3/3/17 at 12:55pm revealed: -"We give them a snack three times a day." -"Half the residents will not take a snack and the other half do." -"They get cookies, Kool-aide, chips, popcorn and jello pudding cups sometimes."	D 298		
D 300	10A NCAC 13F .0904(d)(3)(B) 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: (B) Fruit: Two servings of fruit (one serving equals 6 ounces of juice; ½ cup of raw, canned or cooked fruit; 1 medium-size whole fruit; or ¼ cup dried fruit). One serving shall be a citrus fruit or a single strength juice in which there is 100% of the recommended dietary allowance of vitamin C in each six ounces of juice. The second fruit serving shall be of another variety of fresh, dried or canned fruit. This Rule is not met as evidenced by: Based on observation and interview, the facility failed to assure two fruit servings, which included a citrus fruit or a single strength juice were served as listed on the facility menu. The findings are:	D 300	(D 300) Facility will ensure two fruit servings are made available daily to each resident on a regular diet that includes a citrus fruit or a single strength juice in which there is 100% of the recommended dietary allowance of vitamin C in each 6 ounces of juice, and a second fruit of another variety of fresh, dried or canned fruit. Manager will provide in-service training to all dietary staff regarding this policy and check behind staff twice weekly to ensure policy is being implemented.	Immediately - Staff training 30 days

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D 300	Continued From page 12 Interview with the Supervisor-In-Charge on 3/2/17 at 8:30am revealed there were 15 residents that currently resided in the facility. Observation on 3/2/17 at 9:50am of the facility's food supply revealed: -There were four 12 oz. containers of frozen orange juice concentrate stored in the freezer. -There was no other fruit juice available in the facility freezer, refrigerator, or dry storage area. -No oranges or other citrus fruit were available. Observation on 3/2/17 at 9:52am of the frozen orange juice concentrate label revealed add 3 cans of cold water to the concentrate to make 48 fluid ounces of 100% orange juice which would equal 32 6oz. servings. Review of the facility menu used for 3/2/17 revealed: -6 oz. of orange juice was listed to be served at the breakfast meal. -1/2 cup serving of scalloped apples was listed to be served at the lunch meal. Observation on 3/2/17 at 11:45am lunch meal revealed residents were served 1/2 cup of cooked apples as a fruit serving Interviews with seven residents on 3/2/17 and 3/3/17 revealed the following comments about juice being served daily at breakfast: -"It depends on how my blood sugar is." -"Juice? No, they give us coffee at breakfast." -"We don't get no apple juice, prune juice...we don't get no juice at all except coffee, milk, and that [fruit flavored beverage] stuff." -"Sometimes we get orange juice. Just some mornings we get it." The resident stated he would	D 300		

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	HAL081008	A. BUILDING _____ B. WING _____	C 03/03/2017

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D 300	Continued From page 13 drink juice everyday at breakfast if it were served. -One resident stated they were offered "milk or juice" at breakfast. -"We only get juice once in a while, not all the time." -"I get coffee, I don't remember anyone asking me if I wanted any juice.' Interview with the Cook on 3/2/17 at 9:55am revealed: -"A lot of times they don't want it." -"I offer it in the mornings." -"We have one or two residents that might want some." -Groceries were usually bought on Friday's, however if he ran out of anything in the kitchen before Friday he would let the Resident Care Coordinator (RCC) know and she would go buy what he needed. Interview with the RCC on 3/2/17 at 10:15am revealed "We offer juice, but they don't take it." Interview with the RCC on 3/3/17 at 1:00pm revealed the Cook "usually serves orange juice, but the residents weren't drinking it and it was being poured out."	D 300		
D 317	10A NCAC 13F .0905 (d) Activities Program 10A NCAC 13F .0905 Activities Program (d) There shall be a minimum of 14 hours of a variety of planned group activities per week that include activities that promote socialization, physical interaction, group accomplishment, creative expression, increased knowledge and learning of new skills. Homes that care exclusively for residents with HIV disease are	D 317	(D 317) See response next page.	

FORM APPROVED

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D 317	Continued From page 14 exempt from this requirement as long as the facility can demonstrate planning for each resident's involvement in a variety of activities. Examples of group activities are group singing, dancing, games, exercise classes, seasonal parties, discussion groups, drama, resident council meetings, book reviews, music appreciation, review of current events and spelling bees. This Rule is not met as evidenced by: Based on observations, interviews, and record reviews, the facility failed to assure a minimum of 14 hours of planned group activities were provided each week that promoted socialization, physical interaction, group accomplishment, creative expression, increased knowledge, and learning of new skills for the residents currently living in the facility. The findings are: Review of the posted March 2017 Activity Calendar revealed: -On 3/2/17, music 5-7pm. -On 3/3/17, movie 5-7pm. -On 3/4/17, board games 9-11am. -On 3/5/17, Sunday School 9-11am. -On 3/6/17, current affairs 8-10am. -On 3/7/17, movie 5-7pm. -On 3/8/17, music 5-7pm. Random observations of residents on 3/2/17 from 8:30am to 4:00pm and 3/3/17 from 8:30am to 2:15pm revealed: -Several residents were seen frequently smoking on the front porch of the facility. -Residents were seen to watch television in the facility living room. -Residents were seen in their rooms laying down	D 317	(D 317) The facility will insure that 14 hours of planned group activities are offered per week that promote socialization, physical interaction, group accomplishment, creative expression, increased knowledge, and learning of new skills. Manager will talk with the residents to make sure that activities are being offered and conduct a resident council meeting to solicit input and feedback from the residents regarding activities that met these objectives, and solicit suggestions for additional activities that will.	Immediately Resident Council Meeting - 6 month

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D 317	Continued From page 15 on their beds napping. -There were no activities observed to be offered to the residents. Interviews with ten residents on 3/2/17 and 3/3/17 concerning activities offered in the facility revealed the following comments: -"Whatever they ask us to do." -"They don't do nothing." -"We don't do activities here cause the residents don't have the money to buy the supplies for activities. The facility doesn't have money for activities. We used to play bingo and they would have snacks as prizes, but we don't have the funds anymore." -"Pretty much just smoking and listening to TV in my room." -"We don't have no activities." -"I go to the park and shoot basketball. We walk up there. Just some of us go." -"They play games with us. Sometimes I play them and sometimes I don't." -"We don't do activities anymore." -"We need new games the ones we have are shot." -"We don't do anything, but smoke and watch TV." Interview with the Regional Manager on 3/3/17 at 8:30am revealed: -"The residents don't want to do activities unless there are paid prizes like $2.00 for bingo." -"50 cent is not enough for them"as prizes to participate. -The facility did not have enough of an activity budget to offer residents monetary prizes for participation. Interview with the Resident Care Coordinator on 3/3/17 at 1:00pm revealed:	D 317		

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D 317	Continued From page 16 -"We offer activities like bingo or card games, but they won't do it if we don't pay them." -"They don't participate like they used to in activities." -Staff kept a log of the activities offered and the residents who participated in each activity. -The activity participation log had not recently been updated.	D 317		