STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	FCL040009	A. BUILDING: _____ B. WING _____	R 11/09/2017

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SOZO FAMILY CARE HOME	2757 MEWBORN CHURCH ROAD SNOW HILL, NC 28580

(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
C 000	Initial Comments The Adult Care Licensure Section conducted an annual and follow-up survey on November 09, 2017.	C 000		
C 079	10A NCAC 13G .0315(a)(6) Housekeeping and Furnishings 10A NCAC 13G .0315 Housekeeping and Furnishings (a) Each family care home shall: (6) have supply of bath soap, clean towels, washcloths, sheets, pillow cases, blankets, and additional coverings adequate for resident use on hand at all times; This rule apply to new and existing homes. This Rule is not met as evidenced by: Based on observations and interviews the facility failed to assure that 2 of 2 common bathrooms and 1 of 1 resident bathrooms at the facility had clean towels or paper towels for residents to dry their hands. The findings are: Observation of a common bathroom at the facility on 11/09/17 at 8:45 AM revealed there were no paper towels or a towel for residents to dry their hands. Observation of a second common bathroom at the facility on 11/09/17 at 9:00 AM revealed there were no paper towels or a towel for residents to dry their hands. Observation of a resident bathroom at the facility on 11/09/17 at 9:10 AM revealed: -There were no paper towels or a towel for	C 079		

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C 079	Continued From page 1	C 079		

residents to dry their hands.
-There were two dirty rags handing on the towel rack.

Interview with 6 residents at the facility on 11/09/17 from 8:30 AM to 10:00 AM revealed:
-There were never paper towels in the bathrooms.
-"There were never any towels hanging in the bathrooms".
-Some of the residents had to dry their hands with toilet paper.
-Some of the residents had to come out of the bathroom and walk through the house to get a paper towel out of the kitchen.
-Some of the residents would use the wash cloths or towels that they used to bath with to dry their hand throughout the day.
-The residents were only given one wash cloth and one towel.

Interview with a Medication Aide on 11/09/17 at 11:10 AM revealed:
-They do not put paper towels in the bathrooms because the residents would flush them down the toilet and clog the toile.
-The residents had to come out of the bathroom, and get the paper towels out of the kitchen when they needed to dry their hands.

Interview with a second Medication Aide on 11/09/17 at 11:40 AM revealed:
-The residents do not get paper towels put in the bathrooms because they would flush them down the toilet.
-She knew when the residents need to use the bathroom and she would carry paper towels to them then.

Interview with the Administrator on 11/09/17 at

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C 079	Continued From page 2 11:45 AM revealed: -Paper towels were not left in the bathrooms because the residents would flush them down the toilet. -The residents had to come out and get a paper towel out of the kitchen when they got done using the bathroom. -She was not aware a towel or paper towels were to be placed in the bathroom for residents to use. -She would make sure some paper towels were placed in the bathroom as soon as possible.	C 079		
C 311	10A NCAC 13G .0909 Residents' Rights 10A NCAC 13G .0909 Resident Rights A family care home shall assure that the rights of all residents guaranteed under G.S. 131D-21, Declaration of Residents' Rights, are maintained and may be exercised without hindrance. This Rule is not met as evidenced by: TYPE A2 VIOLATION Based on interviews the facility failed to assure 6 residents at the facility were free from verbal abuse and neglect by one staff member (Staff C) related to yelling and grabbing residents, forcing them to perform housekeeping duties, and forcing them to stay in their rooms. The findings are: Confidential interview with a resident on 11/09/17 revealed: -Staff C forced some of the resident get up in the middle of the night and take medications. -Sometimes Staff C would make them get up at	C 311		

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C 311	Continued From page 3 2-3 AM to take medications. -Staff C would holler and yell at residents to be quiet and stop talking to her. -Staff C would holler "I am not going to keep telling you to come and take these medications" -Staff C had grabbed the resident by the arm and jerked and pulled to make the resident go a certain way. -Staff C forced the resident to clean up the facility when Staff C worked. Confidential interview with a second resident on 11/09/17 revealed: -Staff C had yanked and pulled on some of the residents. -Staff C did holler and yell telling all the resident to be quiet and stop talking. -This happened every day that Staff C worked at the facility. -The last time was on 11/06/17 that Staff C had hollered at the residents. -Staff C would also force residents to wash dishes and clean up the facility. -All the residents got yelled at whenever they ask for anything. Confidential interview with a third resident on 11/09/17 revealed: -Staff C was very rude and mean to residents. -The resident was not aware of Staff C ever putting her hands on residents. -Staff C did holler and yell at residents to be quiet and to go and do something. -Staff C would also holler and yell at residents to "be quiet and stop talking so she could talk on the phone". -Staff C also required all of the residents to clean up when she worked. -She would have this attitude everyday Staff C worked.	C 311		

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C 311	Continued From page 4 Confidential interview with a fourth resident on 11/09/17 revealed: -Staff C hollered at her every day Staff C worked. -Staff C had never put her hands on any of the residents. -Staff C would holler at all the residents to "shut up" when the residents would ask questions. -Staff C had hollered to "shut up and be quiet" to all of the residents at the facility. -Staff C forced all the residents to clean up the facility when Staff C worked. Confidential interview with a fifth resident on 11/09/17 revealed: -Staff C did not like for the residents to talk to her or ask her questions. -If a resident asked Staff C a question she would holler at them to "be quiet" or "shut up". -Staff C made the residents stay in their rooms until she told them they could come out. -The resident did not like being confined to the room. -The resident had never seen Staff C put her hands on any of the residents. -Staff C forced all the resident to clean up the facility when Staff C worked. -None of the other staff forced the residents to clean up the facility. -Staff C hollered at all the resident every time she worked. Confidential interview with a sixth resident on 11/09/17 revealed: -Staff C hollered and yelled at him to "be quiet". -Staff C had never been rough with the resident. -The resident was not aware of Staff C ever putting her hands on any of the residents. -Staff C did force the residents to clean the facility when Staff C worked.	C 311		

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C 311	Continued From page 5 -Staff C hollered at all the other residents as well telling them to "stop talking" or "be quiet". Interview with a Medication Aide on 11/09/17 at 11:30 AM revealed: -He had received some complaints from some of the residents that Staff C was moody and would not let them have their personal snacks. -The resident's would tell him that they hoped that Staff C was not working that day. -Some of the residents reported to him that Staff C was moody when she talked with them. -He had reported this to the Administrator and she told him that she would handle it. -He did not specify when he had reported this to the Administrator. -He had not received any reports of Staff C hollering or yelling at residents. Attempted interview with Staff C on 11/09/17 at 11:55 AM was unsuccessful. Interview with the Administrator on 11/09/17 at 11:45 AM revealed: -She had not received any complaints from residents or staff about Staff C yelling at residents. -Staff C did have a hearing problem and was a little loud sometimes. -She was not aware that Staff C had been hollering at residents at the facility. -She would start an internal investigation today 11/09/17 to find out if the allegations were true. -She would report Staff C to the Health Care Personnel Registry today on 11/09/17. _____ The facility failed to assure that six residents at the facility were free from verbal, physicalabuse, and neglect. Including residents who were	C 311		

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C 311	Continued From page 6 hollered and yelled at. The facility's noncompliance caused serious abuse and neglect and constituted a Type A2 Violation. _____ Review of the facility's Plan of Protection revealed: -The Administrator will immediately complete and internal investigatgion of the allegations on Staff C today on 11/09/17. -The Administrator will immediately report allegations to the Health Care Personnel Registry today on 11/09/17. -The Administrator will conduct monthly resident meetings and staff meetings to check for any issues by 11/10/17. CORRECTION DATE FOR THE TYPE A2 VIOLATION SHALL NOT EXCEED DECEMBER 8, 2017.	C 311		
C 914	G.S 131D-21(4) Declaration Of Resident's Rights Every resident shall have the following rights: 4. To be free of mental and physical abuse, neglect, and exploitation. This Rule is not met as evidenced by: Based on observations, interviews, and record reviews the facility failed to assure residents were free from abuse and neglect as related to Resident Rights. The findings are: 1. Based on interviews the facility failed to assure 6 residents at the facility were free from verbal abuse and neglect by one staff member (Staff C) related to yelling and grabbing residents, forcing	C 914		

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C 914	Continued From page 7 them to perform housekeeping duties, and forcing them to stay in their rooms. [Refer to Tag D0311, 10A NCAC 13G .0909 Residents Rights (Type A2 Violation)].	C 914		