

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL095008	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED R 11/15/2017
NAME OF PROVIDER OR SUPPLIER DEERFIELD RIDGE ASSISTED LIVING		STREET ADDRESS, CITY, STATE, ZIP CODE 287 BAMBOO ROAD BOONE, NC 28607		
(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 Watauga Department of Social Services conducted an annual and follow-up survey on November 14, 2017 and November 15, 2017.	D 000		
D 210	10A NCAC 13F .0604 (3) Personal Care And Other Staffing 10A NCAC 13F .0604 Personal Care And Other Staffing (3) In addition to the staffing required for management and aide duties, there shall be sufficient personnel employed to perform housekeeping and food service duties. (f) Information on required staffing shall be posted in the facility according to G.S. 131D-4.3(a)(5). This Rule is not met as evidenced by: Based on observations, interviews, and record reviews, the facility failed to assure there was sufficient personnel employed to perform housekeeping and food service duties and resulted in direct care staff routinely setting up the dining room for meals, clearing the dirty dishes and flatware to be returned to the kitchen, removing table linens, and laundering, folding, and storing the residents clothes in the Special Care Unit for residents with Alzheimer's. The findings are: Confidential interview with 3 first shift facility direct care staff during the survey revealed: -They usually had 2 personal care aides (PCAs) and 1 medication aide (MA) on duty on first shift to provide care for the current census of 27	D 210		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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D 210	Continued From page 1 residents in the Special Care Unit. -Third shift direct care staff worked after 7:00am on days when they needed to complete their third shift tasks. -The Activity Director occasionally assisting residents to the dining room for the noon meal. -In addition to providing direct resident care during first shift, they were responsible for some laundry and food service duties. -The two PCAs daily laundered the clothes for 4 to 7 residents who were scheduled a shower on first shift. -Laundry which included washing, drying, folding and placing residents' clothing items back in the resident rooms took approximately 2 hours for first shift staff. -For the noon meal, the PCAs set the dining room tables with linens and flatware, poured all the beverages, served plates to residents, cleared the dirty dishes and flatware, scraped the dirty plates, stacked the beverage containers, dishes, and flatware to be returned to the kitchen, and removed the table linens. -For the breakfast meal, the PCAs served the plates and beverages to residents, cleared the dirty dishes and flatware, scraped the dirty plates, stacked the beverage containers, dishes, and flatware to be returned to the kitchen, and removed the table linens. -The residents' incidences of incontinence may be reduced if staff were free to assist residents back to their rooms immediately after the meals and not have to clear the tables after meals. -The residents were very impatient when requiring assistance; however, they responded slowly to direction because of their diagnosis of Alzheimer's/dementia. -Some residents needed a lot of supervision to prevent them from wandering into other resident rooms.	D 210			

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D 210	Continued From page 2 -The MA on first shift was often not available to assist the residents because of their medication duties. -Of the 27 residents currently residing in the facility, 6 residents were a 2 person assist with transferring, toileting/incontinent care, and personal hygiene, a total of 15 residents required assistance with incontinent care, and the remaining 12 residents required a lot of supervision after or with toileting to assure personal hygiene and appropriate dressing. -It could take 10 to 15 minutes per resident for PCAs to provide assistance with toileting. -It was often difficult to complete 2 hour rounds for 27 residents with the current staffing ratio and the number of residents who required assistance with the activities of daily living. Interview with the facility food service manager and the corporate food services manager on 11/15/17 at 1:40 pm revealed: -They currently did not have sufficient dietary staff to provide set up and clearing the tables in the special care unit. -The facility had 1 cook and 1 dietary aide daily in addition to the dietary manager, who also had to cook on certain days of the week when the cook was off. -Dietary staff prepared three meals and three snacks per day for the more than 60 residents and staff (who chose to eat a meal), cleaned the kitchen, stored all food items which came in, and washed all flatware, dishes, pots, and pans. -The dietary aide set up and cleared the tables in the assisted living unit. Review of the "Resident Assistant" (PCA) job description, revealed resident services included: -Serve meal trays or help in the preparation, delivery and clean-up of dining room meal	D 210			

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D 210	Continued From page 3 service. -No specific instructions for completing resident laundry but to "perform other tasks as needed." Review of the "Medication Technician," (MA) job description revealed resident services included: -Assist with resident's personal laundry as needed. -Assist with serving meals and supervise caregiver staff in the dining room. -Assure the dining room is cleaned after each meal service. Interview with the Administrator on 11/15/17 at 2:00pm revealed: -The direct care staff had been doing the residents' laundry and performing the food service tasks since she started in January 2017. -The direct care staff were given the task of resident laundry to prevent dirty clothes remaining in storage for long periods of time and permeating odors. -She would take a look at the residents and their assessed needs. Observation of the dining room on 11/15/17 at 11:17am revealed a PCA spreading linens and flatware on the table. Observation of the dining room on 11/15/17 at 1:10 pm revealed one PCA assisting a resident with feeding and another PCA removing dirty dishes, flatware, linens, and scraping and stacking dishes for return to the kitchen. Interview with 4 family members during the survey revealed: -The week-ends are "thinner" related to the staff available to provide assistance. -The residents gets good care.	D 210			

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D 210	Continued From page 4 -The family member visits twice a month, but not during meal time, and had no concerns. Interview on 11/15/17 at 10:05am with the Team Member Service Coordinator revealed: -She was responsible for the daily staffing schedule for MAs and PCAs. -She had been in this position for two months. -One MA and 3 PCA's should be scheduled for 27 residents on the Special Care Unit on 1st and 2nd shift, and 1 MA and 2 PCA's should be scheduled on 3rd shift. -There was a manager on-call and an MA on-call to come in if the staffing numbers were not met. -Sometimes staff from the previous shift would work extra hours after the end of their scheduled shift. -Sometimes staff would "come in early" to work before the start of their scheduled shift. Interview on 11/15/17 at 1:45pm with the Special Care Coordinator revealed: -She started this position on 11/12/17. -She was still in training. -She understood the direct care staff laundered the residents clothes on their shower days, set the tables, and cleared the dishes and linens. -One MA and 3 PCAs should be scheduled for 27 residents on the Special Care Unit on 1st and 2nd shift.	D 210		