

June 8, 2018

Ed Miller, Architect
DHSR - Construction Section
2705 Mail Service Center
Raleigh, North Carolina 27699-2705

Re: Plan of Correction for Biennial Construction Survey 5/16/18
Facility: Twelve Oaks
License Number: HAL-086008
County: Surry

Dear Mr. Miller:

Please find the following documents for the deficiencies noted in the Construction Section Biennial Survey of Twelve Oaks on May 16, 2018.

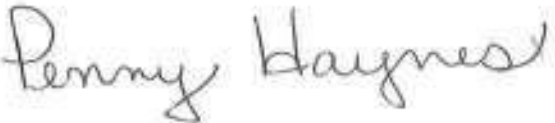
- Signed statement of deficiency
- Plan of Correction

Most of the items have been completed, as indicated on the Plan of Correction.

If you have any questions or requests regarding this Plan of Correction, please do not hesitate to call.

We strive to continuously improve the quality of care and services delivered to our residents and appreciate your partnership in attaining that goal. Thank you for all you do.

Respectfully,

A handwritten signature in cursive script that reads "Penny Haynes". The ink is dark and the signature is fluid.

Penny Haynes
Administrator

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL086008	(X2) MULTIPLE CONSTRUCTION A. BUILDING: 01 B. WING: _____	(X3) DATE SURVEY COMPLETED 05/16/2018
NAME OF PROVIDER OR SUPPLIER TWELVE OAKS		STREET ADDRESS, CITY, STATE, ZIP CODE 1297 GALAX TRAIL MOUNT AIRY, NC 27030		
(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 Report of a Construction Section Biennial Survey by Ed Miller and Dennis Harrell, conducted on May 16, 2018. Records indicate this facility was first licensed on 1-17-1997, for 112 residents, including 43 Special Care Beds. Based on the information the facility is required to meet the 1996 Rules for the Licensing of Adult Care Homes; the applicable portions of the 2005 Licensing of Adult Care Homes of Seven or More Beds; and the 1996 North Carolina State Building Code, Group I - Institutional Unrestrained Occupancy. Deficiencies were cited that require a Plan of Correction.	C 000		
C 164	Housekeeping and Furnishings-Clean, Repaired SECTION .0300 - PHYSICAL PLANT 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; (2) have no chronic unpleasant odors; (3) have furniture clean and in good repair; (e) This Rule shall apply to new and existing facilities. This Rule is not met as evidenced by: 1. Based on observation, the building mechanical systems are not kept clean and in good repair. Findings on May 16, 2018: a. Community Bath near AL Staff Station - the gypsum wall, beside the commode, is damaged. b. Bedroom 44 - the HVAC grille is missing out	C 164	See attached Plan of Correction	a. 6-5-18 b. 5-18-18

Division of Health Service Regulation

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

TITLE

(X6) DATE

Penny Haynes

Administrator 6-8-18

STATE FORM

6899

68PA21

If continuation sheet 1 of 9

Division of Health Service Regulation

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C 164	Continued From page 1 of the ceiling. c. Community Bath in SCU - the gypsum wall, beside the commode, is damaged d. Community Bath in SCU - the gypsum wall, beside the tub, is damaged	C 164		c. 6-5-18 d. 6-5-18
C 166	Housekeeping-Maintained Free of Hazards SECTION .0300 - PHYSICAL PLANT 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; (e) This Rule shall apply to new and existing facilities. This Rule is not met as evidenced by: 1. Based on Observation, the Building was not maintained free of hazards, because general maintenance was not being done or had not been completed. This could affect all residents, staff, and visitors if items are broken or partially removed and left where they could injure all. Findings on May 16, 2018: a. Community Bathroom near Staff Station - a towel bar mounting brackets are left attached to the wall. These brackets have sharp and rough edges that could injure residents. b. Community Bathroom in SCU - a towel bar mounting brackets are left attached to the wall. These brackets have sharp and rough edges that could injure residents. c. Exit near Bedroom 60 - the panic bar is missing its end cap, exposing sharp edges that could injure residents. 2. Based on observation, the Building plumbing	C 166	See attached Plan of Correction	a. 5-17-18 b. 5-21-18 c. 5-31-18

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C 185	Continued From page 3	C 185	See attached Plan of Correction	a. 5.20.18
C 185	Fire Safety-Rehearsals on Each Shift SECTION .0300 - PHYSICAL PLANT 10A NCAC 13F .0309 PLAN FOR EVACUATION (b) There shall be rehearsals of the fire plan quarterly on each shift in accordance with the requirement of the local Fire Prevention Code Enforcement Official. (c) Records of rehearsals shall be maintained and copies furnished to the county department of social services annually. The records shall include the date and time of the rehearsals, the shift, staff members present, and a short description of what the rehearsal involved. (f) This Rule shall apply to new and existing facilities. This Rule is not met as evidenced by: 1. Based on Record review and interview with Executive Director & Maintenance Director, fire drill rehearsals are not being performed regularly with at least one per shift for each quarter. Findings on May 16, 2018: a. In the 4th quarter for the last 12 months, no rehearsal was performed during 3rd shift.	C 185		
C 189	Building Equipment Maintained Safe, Operating SECTION .0300 - PHYSICAL PLANT 10A NCAC 13F .0311 OTHER REQUIREMENTS (a) The building and all fire safety, electrical, mechanical, and plumbing equipment in an adult care home shall be maintained in a safe and operating condition. (k) This Rule shall apply to new and existing facilities with the exception of Paragraph (e) which shall not apply to existing facilities.	C 189	See attached Plan of Correction	

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C 189	Continued From page 4 This Rule is not met as evidenced by: 1. Based on Observation, fire rated doors of hazardous or Incidental areas are not being maintained in a safe and operating condition. This could affect residents, staff and visitors if smoke/fire is not contained in Room of origin. Findings on May 16, 2018: a. Soiled Linen - the corridor door, part of the fire-resistance-rated enclosure, is only a 20 min rated door and held open with a permanent magnet. b. Pantry - the door, part pf the fire-resistance-rated enclosure, is held open with a permanent magnet. c. Housekeep on Hall 2 - the door, part pf the fire-resistance-rated enclosure, is held open with a permanent magnet. 2. Based on observations, the Building fire safety was not maintained in a safe and operating condition. This could expose all to fire/smoke if not contained in Room of origin. Findings on May 16, 2018: a. Soiled Linen - there is a gap around a cable not firestopped as it penetrates the fire-resistance-rated ceiling assembly. b. Kitchen - there is a gap around a Hood suppression system conduit not firestopped as it penetrates the fire-resistance-rated ceiling assembly. c. Housekeeping on Hall #2 - there is a hole not firestopped as it penetrates the fire-resistance-rated wall assembly. d. Activity Office -there are two holes not firestopped as they penetrate the fire-resistance-rated ceiling assembly. 3. Based on observation, the building's	C 189		a. 6.6.18 a. 6.12.18 b. 6.6.18 c. 6.6.18 a. 6.6.18 b. 5.17.18 c. 5.17.18 d. 5.21.18

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C 189	Continued From page 7 c. Bedroom 29 - the corridor door is missing it door handle. 9. Based on Observation, the corridor doors are not maintained in a safe and operating condition. This affects all by not containing smoke and fire in the room of origin. Findings on May 16, 2018: a. Community Bath near AL Staff Station - the corridor door closed, but did not latch into its frame. b. Solid Linen - the corridor door has a gap around the door handle. c. Bedroom 17 - the corridor door has a rock holding the door open. This prevents the rapid release of the door with a light push or pull of the door, to close and latch. d. Beauty Shop - the corridor door has a wedge holding the door open. This prevents the rapid release of the door with a light push or pull of the door, to close and latch. Deficiency corrected before Construction Surveyors departed site. e. Bedroom 24 - the corridor door did not latch into its frame. f. Bedroom 60 - the corridor door did not latch into its frame.	C 189		c. 5.16.18 a. 5.17.18 b. 6.6.18 c. 5.16.18 d. 5.16.18 e. 5.16.18 f. 5.16.18
C 199	Exhaust Ventilation SECTION .0300 - PHYSICAL PLANT 10A NCAC 13F .0311 OTHER REQUIREMENTS (g) The spaces listed in this Paragraph shall be provided with exhaust ventilation at the rate of two cubic feet per minute per square foot. This requirement does not apply to facilities licensed before April 1, 1984, with natural ventilation in these specified spaces: (1) soiled linen storage;	C 199	See attached Plan of Correction	

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C 199	Continued From page 8 (2) soil utility room; (3) bathrooms and toilet rooms; (4) housekeeping closets; and (5) laundry area. (k) This Rule shall apply to new and existing facilities with the exception of Paragraph (e) which shall not apply to existing facilities. This Rule is not met as evidenced by: 1. Based on Observation and testing with a thin plastic sheet, the facility failed to maintain the ventilation system in proper working order. This could affect all residents, staff, and visitors by preventing the exhausting of odors. Findings on May 16, 2018: a. Community Bath near AL Staff Station - the required exhaust ventilation system did not work, and there is odor. b. AL Laundry - the required exhaust ventilation system did not work, and there is odor. c. SCU Laundry - the required exhaust ventilation system did not work, and there is odor. d. SCU Utility (hopper) - the required exhaust ventilation system did not work, and there is odor.	C 199		a. 6.4.18 b. 6.4.18 c. 6.4.18 d. 6.4.18

Twelve Oaks

FID #: 970084

License #: HAL-086-008

DHSR Construction Section Biannual Survey of May 16, 2018

Section .0300 – PHYSICAL PLANT

10A NCAC 13F .0306(a) 1-3, (e) – HOUSEKEEPING AND FURNISHINGS

Tag # C 164

- a. The gypsum wall beside of the commode in the community bath near AL staff station has been repaired and new tile installed.
- b. The HVAC grille has been replaced in bedroom 44
- c. The gypsum wall beside of the commode in the community bath in SCU has been repaired and new tile installed.
- d. The gypsum wall beside of the tub in the community bath in SCU has been repaired and new tile installed.

Completion Date: June 5, 2018

Section .0300 – PHYSICAL PLANT

10A NCAC 13F .0306(a),(5), (e) – HOUSEKEEPING AND FURNISHINGS

Tag # C 166

1. a. The towel bar has been replaced in the community bathroom near the staff station.
1. b. The towel bar mounting brackets have been removed in the community bathroom in SCU.
1. c. Rubber set has been applied to the panic bar near bedroom 60 covering the exposed rough and sharp edges.
2. a. A new commode and lid was installed in the community bathroom near the staff station.
3. a. The portable medical oxygen cylinder was removed from the building by the DME company.

Completion Date: May 31, 2018

Section .0300 – PHYSICAL PLANT

10A NCAC 13F .0306(b), (7), (e) – HOUSEKEEPING AND FURNISHINGS

Tag # C 175

1. a. Another towel bar was install in the shared bathroom of bedroom 02 & 04

Completion Date: May 18, 2018

Section .0300 – PHYSICAL PLANT

10A NCAC 13F .0309(b), (c), (f) – PLAN FOR EVACUATION

Tag # C 185

1. a. The facility will assure monthly fire drills will be performed during all shifts each quarter.

Completion Date: May 20, 2018

Section .0300 – PHYSICAL PLANT

10A NCAC 13F .0311(a), (k) – OTHER REQUIREMENTS

Tag # C 189

1. a. The permanent magnet has been removed from the soiled lined corridor door. The 20 min rated door has been changed out with a 45 min rated door as of 6/12/18.

b. The permanent magnet has been removed from the pantry door.

c. The permanent magnet has been removed from the housekeeping door on hall 2

Completion Date: June 6, 2018

2. a. The gap around the cable in the soiled linen room has been caulked with fire barrier sealant.

b. The gap around the hood suppression system conduit in the kitchen has been caulked with fire barrier sealant.

c. The hole in the housekeeping closet on hall 2 has been caulked with fire barrier sealant.

d. The two holes in the activity office have been caulked with fire barrier sealant.

Completion Date: June 6, 2018

3. a. The self-contained emergency light on corridor 2 near the time clock room has been replaced.

Completion Date: May 18, 2018

4. a. The dining room door of the kitchen was adjusted and now will close on its own power during smoke detection.

Completion Date: May 17, 2018

5. a. The front leaf, of the double egress cross corridor doors in the SCU was adjusted and will latch when the fire alarm system releases the doors.

Completion Date: May 18, 2018

6. a. The fire sprinkler escutcheon plate was fixed so that no opening is visible.
b. The pressure gauge of the fire sprinkler riser was serviced and the issue corrected by FLSA.

Completion Date: June 1, 2018

7. a. The extension cord was removed and replaced with a surge protector to the small refrigerator in the storage room.
b. The correct manufacture's blank was installed in the open breaker location of electrical panel 13.
c. The cover was placed over the light switch in the SCU blue room storage.
d. This deficiency was corrected before surveyors departed facility and remains correct at this time.

Completion Date: May 18, 2016

8. a. The gate at the courtyard near AL kitchen was adjusted making it easy to open the door.
b. The door handle for bedroom 27 was replaced.
c. The door handle for bedroom 29 was replaced.

Completion Date: May 16, 2018

9. a. The corridor door of the community bath near AL staff station was adjusted and will latch at this time.

- b. The door handle of the soiled linen room was replaced eliminating the gap.
- c. The rock holding the door open to bedroom 17 has been removed.
- d. The wedge remains removed from the corridor door of the beauty shop.
- e. The corridor door of bedroom 24 was adjusted and will latch at this time.
- f. The corridor door of bedroom 60 was adjusted and will latch at this time.

Completion Date: June 6, 2016

Section .0300 – PHYSICAL PLANT

10A NCAC 13F .0311(g), (1-5), (k) – OTHER REQUIREMENTS

Tag # C 199

1. a. The exhaust ventilation system in the community bath near AL staff station was replaced by SHAC.
- b. The exhaust ventilation system in the AL laundry room was replaced by SHAC.
- c. The exhaust ventilation system in the SCU laundry room was replaced by SHAC.
- d. The exhaust ventilation system in the SCU utility room was replaced by SHAC.

Completion Date: June 4, 2018

The Maintenance Director will assure facility compliance with these requirements by inspecting these areas on a monthly basis. Documentation of the inspections will be maintained by the Maintenance Director and will be reviewed quarterly by the Administrator.

Penny Haynes, Administrator

Date