STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL001016	A. BUILDING: _____ B. WING _____	09/07/2018

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SPRINGVIEW - BROCK BUILDING	1032 C N MEBANE STREET BURLINGTON, NC 27217

(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 Alamance County Department of Social Services conducted an annual survey on 09/06/18-09/07/18.	D 000		
D 465	10A NCAC 13F .1308(a) Special Care Unit Staff 10A NCAC 13F .1308 Special Care Unit Staff (a) Staff shall be present in the unit at all times in sufficient number to meet the needs of the residents; but at no time shall there be less than one staff person, who meets the orientation and training requirements in Rule .1309 of this Section, for up to eight residents on first and second shifts and 1 hour of staff time for each additional resident; and one staff person for up to 10 residents on third shift and .8 hours of staff time for each additional resident. This Rule is not met as evidenced by: Based on observations, interviews and record reviews, the facility failed to assure adequate staff were present the entire shift to meet the minimum requirements on 30 of 30 shifts sampled on 07/04/18, 07/07/18, 07/08/18, 08/14/18, 08/15/18, 08/24/18, 09/01/18, 09/02/18, 09/03/18 and 09/06/18 resulting in inadequate staff available to provide personal care and supervision for a census of 11-12 residents who resided on the Special Care Unit (SCU). The findings are: Review of the license revealed a capacity of 12 residents. Observation on 09/06/18 at 9:15am in the SCU revealed:	D 465		

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL001016	A. BUILDING: _____ B. WING _____	09/07/2018

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SPRINGVIEW - BROCK BUILDING	1032 C N MEBANE STREET BURLINGTON, NC 27217

(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 465	Continued From page 1	D 465		

-Eleven residents resided at the facility.
-There was one medication aide (MA) on duty in the unit.

Interview with a MA on 09/06/18 at 9:15am revealed:
-Only one MA worked in the SCU between the hours of 7:00am-3:00pm
-Only one personal care aide (PCA) worked in the SCU between the hours of 11:00am-3:00pm.
-If she needed assistance at other times, she could call the PCA or the Special Care Unit Coordinator (SCUC) for help.

Interview with a PCA on 09/06/18 at 2:27pm revealed:
-Only one (PCA) worked in the SCU between the hours of 11:00am -3:00pm.
-Only one MA worked in the SCU between the hours of 7:00am-3:00pm.
-She would come at other times if the MA needed assistance.
-She worked at another nearby SCU.

Interview with a second MA on 09/06/18 at 2:20 pm revealed:
-Only one MA worked in the SCU between the hours of 3:00pm-11:00pm.
-Only one PCA worked in the SCU between the hours of 7:00pm-11:00pm
-.If she needed help at other times, she would call the PCA who worked at a nearby facility.

Attempted telephone interview with a MA on 09/07/2018 at 4:06pm who worked between the hours of 11:00pm -7:00am was unsuccessful.

Interview with the SCUC on 09/06/18 at 3:00pm revealed:
-Only one MA worked in the SCU between the

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL001016	A. BUILDING: _____ B. WING _____	09/07/2018

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SPRINGVIEW - BROCK BUILDING	1032 C N MEBANE STREET BURLINGTON, NC 27217

(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 465	Continued From page 2	D 465		

hours of 7:00am-3:00pm.
-Only one PCA worked in the SCU between the hours of 11:00am-3:00pm.
-Only one MA worked in the SCU between the hours of 3:00pm-11:00pm.
-Only one PCA worked in the SCU between the hours of 7:00pm-11:00pm.
-Only one MA worked in the SCU between the hours of 11:00pm-7:00am.
-The staff did not leave the premises during their 8 hours or 4 hours shift.
-The Senior Manager was responsible for doing the staff schedule for the SCU.

Review of staff time hours, staff schedule and daily census report for 07/04/18 revealed:
-There were 12 residents in the SCU, which required 12 aide hours for 1st and 2nd shift and 9.6 aide hours for 3rd shift.
-There were 12 aide hours documented for 1st shift, but the aide only worked 11:00am-3:00pm leaving the building short 4.0 hours.
-There were 12 aide hours documented for 2nd shift, but the aide only worked 7:00pm-11:00pm leaving the building short 4.0 hours.
-There were 8 aide hours documented for 3rd shift leaving the building short 1.6 hours.

Review of staff time hours, staff schedule and daily census report for 07/07/18 revealed:
-There were 12 residents in the SCU, which required 12 aide hours for 1st and 2nd shift and 9.6 aide hours for 3rd shift.
-There were 12 aide hours documented for 1st shift, but the aide only worked 11:00am-3:00pm leaving the building short 4.0 hours.
-There were 12 aide hours documented for 2nd shift, but the aide only worked 7:00pm-11:00pm. leaving the building short 4.0 hours.
-There were 8 aide hours documented for 3rd

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL001016	A. BUILDING: _____ B. WING _____	09/07/2018

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SPRINGVIEW - BROCK BUILDING	1032 C N MEBANE STREET BURLINGTON, NC 27217

(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 465	Continued From page 3 shift leaving the building short 1.6 hours. Review of staff time hours, staff schedule and daily census report for 07/08/18 revealed: -There were 12 residents in the SCU, which required 12 aide hours for 1st and 2nd shift and 9.6 aide hours for 3rd shift. -There were 12 aide hours documented for 1st shift, but the aide only worked 11:00am-3:00pm leaving the building short 4.0 hours. -There were 12 aide hours documented for 2nd shift, but the aide only worked 7:00pm-11:00pm leaving the building short 4.0 hours. -There were 8 aide hours documented for 3rd shift leaving the building short 1.6 hours. Review of staff time hours, staff schedule and daily census report for 08/14/18 revealed: -There were 12 residents in the SCU, which required 12 aide hours for 1st and 2nd shift and 9.6 aide hours for 3rd shift. -There were 12 aide hours documented for 1st shift, but the aide only worked 11:00am-3:00pm leaving the building short 4.0 hours. -There were 12 aide hours documented for 2nd shift, but the aide only worked 7:00pm-11:00pm leaving the building short 4.0 hours. -There were 8 aide hours documented for 3rd shift leaving the building short 1.6 hours. Review of staff time hours, staff schedule and daily census report for 08/15/18 revealed: -There were 12 residents in the SCU, which required 12 aide hours for 1st and 2nd shift and 9.6 aide hours for 3rd shift. -There were 12 aide hours documented for 1st shift, but the aide only worked 11:00am-3:00pm leaving the building short 4.0 hour. -There were 12 aide hours documented for 2nd shift, but the aide only worked 7:00pm-11:00pm	D 465		

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL001016	A. BUILDING: _____ B. WING _____	09/07/2018

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SPRINGVIEW - BROCK BUILDING	1032 C N MEBANE STREET BURLINGTON, NC 27217

(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 465	Continued From page 4	D 465		

leaving the building short 4.0 hours.
-There were 8 aide hours documented for 3rd shift leaving the building short 1.6 hours.

Review of staff time hours, staff schedule and daily census report for 08/24/18 revealed:
-There were 12 residents in the SCU, which required 12 aide hours for 1st and 2nd shift and 9.6 aide hours for 3rd shift.
-There were 12 aide hours documented for 1st shift, but the aide only worked 11:00am-3:00pm leaving the building short 4.0 hours.
-There were 12 aide hours documented for 2nd shift, but the aide only worked 7:00pm-11:00pm leaving the building short 4.0 hours.
-There were 8 aide hours documented for 3rd shift leaving the building short 1.6 hours.

Review of staff time hours, staff schedule and daily census report for 09/01/18 revealed:
-There were 12 residents in the SCU, which required 12 aide hours for 1st and 2nd shift and 9.6 aide hours for 3rd shift.
-There were 12 aide hours documented for 1st shift, but the aide only worked 11:00am-3:00pm leaving the building short 4.0 hours.
-There were 12 aide hours documented for 2nd shift, but the aide only worked 7:00pm-11:00pm leaving the building short 4.0 hours.
-There were 8 aide hours documented for 3rd shift leaving the building short 1.6 hours.

Review of staff time hours, staff schedule and daily census report for 09/02/18 revealed:
-There were 12 residents in the SCU, which required 12 aide hours for 1st and 2nd shift and 9.6 aide hours for 3rd shift.
-There were 12 aide hours documented for 1st shift, but the aide only worked 11:00am-3:00pm leaving the building short 4.0 hours. .

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL001016	A. BUILDING: _____ B. WING _____	09/07/2018

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SPRINGVIEW - BROCK BUILDING	1032 C N MEBANE STREET BURLINGTON, NC 27217

(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 465	Continued From page 5	D 465		

-There were 12 aide hours documented for 2nd shift, but the aide only worked 7:00pm-11:00pm leaving the building short 4.0 hours.
-There were 8 aide hours documented for 3rd shift leaving the building short 1.6 hours.

Review of staff time hours, staff schedule and daily census report for 09/03/18 revealed:
-There were 11 residents in the SCU, which required 11 aide hours for 1st and 2nd shift and 8.8 aide hours for 3rd shift.
-There were 11 aide hours documented for 1st shift, but the aide only worked 11:00am-3:00pm leaving the building short 3.0 hours.
-There were 11 aide hours documented for 2nd shift, but the aide only worked 7:00pm-11:00pm leaving the building short 3.0 hours.
-There were 8 aide hours documented for 3rd shift leaving the building short 0.8 hours.

Review of staff time hours, staff schedule and daily census report for 09/06/18 revealed:
-There were 11 residents in the SCU, which required 11 aide hours for 1st and 2nd shift and 8.8 aide hours for 3rd shift.
-There were 11 aide hours documented for 1st shift, but the aide only worked 11:00am-3:00pm leaving the building short 3.0 hours.
-There were 11 aide hours documented for 2nd shift, but the aide only worked 7:00pm-11:00pm leaving the building short 3.0 hours.
-There were 8 aide hours documented for 3rd shift leaving the building short 0.8

Interview with the Senior Manager (SM) on 09/0718 at 10:56am revealed:
-The SM thought he was meeting the requirements for the SCU staffing.
-The rule did not say the staff had to be present in the facility the entire shift to meet the minimum

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL001016	A. BUILDING: _____ B. WING _____	09/07/2018

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SPRINGVIEW - BROCK BUILDING	1032 C N MEBANE STREET BURLINGTON, NC 27217

(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 465	Continued From page 6 requirements. -Only one MA worked between the hours of 7:00am-3:00pm in the unit -Only one PCA worked between the hours of 11:00am-3:00pm in the unit. -Only one MA worked between the hours of 3:00pm-11:00pm in the unit -Only one PCA worked between the hours of 7:00pm-11:00pm in the unit. -Only one MA worked between the hours of 11:00pm-7:00am in the unit. -He was responsible for doing the staff schedule for the SCU. Interview with the Administrator on 09/07/18 at 10:56am revealed: -The Administrator thought she was meeting the minimum requirements for the SCU staffing. -The rule did not say the staff had to be present in the facility the entire shift to meet the minimum requirements. -Only one MA worked between the hours of 7:00am-3:00pm in the unit -Only one PCA worked between the hours of 11:00am-3:00pm in the unit. -Only one MA worked between the hours of 3:00pm-11:00pm in the unit -Only one PCA worked between the hours of 7:00pm-11:00pm. -Only one MA worked between the hours of 11:00pm-7:00am in the unit. -The SM was responsible for doing the staffing schedule for the SCU.	D 465		
D 466	10A NCAC 13F .1308(b) Special Care Unit Staffing 10A NCAC 13F .1308 Special Care Unit Staffing (b) There shall be a care coordinator on duty in	D 466		

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL001016	A. BUILDING: _____ B. WING _____	09/07/2018

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SPRINGVIEW - BROCK BUILDING	1032 C N MEBANE STREET BURLINGTON, NC 27217

(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 466	Continued From page 7	D 466		

the unit at least eight hours a day, five days a week. The care coordinator may be counted in the staffing required in Paragraph (a) of this Rule for units of 15 or fewer residents.

This Rule is not met as evidenced by:
Based on observation and interview, the facility failed to ensure a Care Coordinator was on duty in the Special Care Unit (SCU) at least eight hours a day, five days a week.

The findings are:

Review of the license revealed a capacity of 12 residents.

Observation on 09/06/18 at 9:15am in the SCU revealed:
-Eleven residents resided at the facility.
-There was one medication aide (MA) on duty in the unit.

Interview with a MA on 09/06/18 at 9:15am revealed:
-There was a coordinator for the SCU.
-She could not say how many hours a day the coordinator worked in the unit.
-The coordinator spent a lot of time on the unit.

Interview with a personal care aide (PCA) on 09/06/18 at 2:27pm revealed:
-The coordinator worked on the unit a lot, but the PCA did not know how many hours a day the coordinator worked.
-The coordinator was always available by phone.

Interview with another MA on 09/06/18 at 2:20pm revealed:

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL001016	A. BUILDING: _____ B. WING _____	09/07/2018

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SPRINGVIEW - BROCK BUILDING	1032 C N MEBANE STREET BURLINGTON, NC 27217

(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 466	Continued From page 8 -The unit had a coordinator, but she did not know how many hours a day the coordinator worked on the unit. -If the coordinator was not on the unit, she was available by phone. Interview with the coordinator on 09/06/18 at 3:00pm revealed: -She was the coordinator on the SCU in this facility. -She worked on the unit at least 4 hours a day, five days a week. -She was available for assistance at other times. -She worked as the coordinator at a nearby facility. Interview with the Administrator on 09/07/18 at 10:56am revealed: -The Administrator thought she was meeting the requirements for the SCUC. -The coordinator worked at the facility at least 4 or more hours a day, five days a week. -She did not know the coordinator had to work on the unit at least eight hours a day, five days a week. -Effective 09/07/18, she would have a coordinator working in the unit at least eight hours a day, five days a week.	D 466		