STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL001017	A. BUILDING: _____ B. WING _____	09/11/2018

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SPRINGVIEW - ROSS BUILDING	1032 B NORTH 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 conducted an annual survey on 09/11/18.	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 26 of 30 shifts sampled on 07/02/18, 07/03/18, 07/04/18, 08/07/18, 08/08/18, 08/11/18, 09/03/18, 09/08/18, 09/09/18 and 09/11/18 resulting in inadequate staff available to provide personal care and supervision for a census of 10-12 residents who resided on the Special Care Unit (SCU). The findings are: Review of the license revealed a capacity of 12 residents. Observation on 09/11/18 at 9:00am in the SCU revealed: -Ten resident resided at the facility. -There was a medication aide (MA) and a	D 465		

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D 465	Continued From page 1 personal care aide (PCA) on duty in the unit. Interview with a MA on 09/11/18 at 9:00am revealed: -Only one MA worked in the SCU between the hours of 7:00am-3:00pm. -Only one PCA worked in the SCU between the hours of 7:00am-11:00am. -If she needed help at other times, she could call the PCA for help. -The PCA worked at a nearby SCU. Interview with a PCA on 09/11/18 at 9:15am revealed: -Only one PCA worked in the SCU between the hours of 7:00am-11:00am. -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 09/11/18 at 3:12pm 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 3:00pm-7:00pm. -If the MA needed assistance at other times, she would call the PCA for help. -The PCA worked at a nearby SCU. Interview with a second PCA on 09/11/18 at 4:00pm revealed: -Only one PCA worked in the SCU between the hours of 3:00pm-7:00pm. -Only one MA worked in the SCU between the hours of 3:00pm-11:00pm. -She would come at other times if the MA needed assistance.	D 465		

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D 465	Continued From page 2 -She worked at a nearby SCU. Interview with the Special Care Unit Coordinator (SCUC) on 09/11/18 at 3:15pm revealed: -A MA worked from 7:00am-3:00pm in the unit -A PCA worked from 7:00am-11:00am in the unit. -A MA worked from 3:00pm-11:00pm in the unit -A PCA worked from 3:00pm-7:00pm. -A MA worked from 11:00pm-7:00am in the unit -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 07/02/18 revealed: -There were 12 residents in the SCU, which required 12 aide hours for 1st and 2nd shift and 9.6 for 3rd shift. -There were 12 aide hours documented for 1st shift leaving the building short 4.00 hours. -There were 12 aide hours documented for 2nd shift leaving the building short 4.00 hours. -There were 8 aide hours documented for 3rd shift leaving the building short 1.60 hours. Review of staff time hours, staff schedule and daily census report for 07/03/18 revealed: -There were 12 residents in the SCU, which required 12 aide hours for 1st and 2nd shift and 9.6 for 3rd shift. -There were 12 aide hours documented for 1st shift leaving the building short 4.00 hours. -There were 12 aide hours documented for 2nd shift leaving the building short 4.00 hours. -There were 8 aide hours documented for 3rd shift leaving the building short 1.60 hours. Review of staff time hours, staff schedule and daily census report for 07/04/18 revealed:	D 465		

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D 465	Continued From page 3 -There were 12 residents in the SCU, which required 12 aide hours for 1st and 2nd shift and 9.6 for 3rd shift. -There were 12 aide hours documented for 1st shift leaving the building short 4.00 hours. -There were 12 aide hours documented for 2nd shift leaving the building short 4.00 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 08/07/18 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 12 aide hours documented for 1st shift leaving the building short 3.00 hours. -There were 12 aide hours documented for 2nd shift leaving the building short 3.00 hours. -There were 8 aide hours documented for 3rd shift leaving the building short 0.8 aide hours. Review of staff time hours, staff schedule and daily census report for 08/08/18 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 12 aide hours documented for 1st shift leaving the building short 3.00 hours. -There were 12 aide hours documented for 2nd shift leaving the building short 3.00 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 08/11/18 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 12 aide hours documented for 1st	D 465		

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D 465	Continued From page 4	D 465		

shift leaving the building short 3.00 hours.
-There were 12 aide hours documented for 2nd shift leaving the building short 3.00 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 09/03/18 revealed:
-There were 10 residents in the SCU, which required 10 aide hours for 1st and 2nd shift and 8 aide hours for 3rd shift.
-There were 12 aide hours documented for 1st shift leaving the building short 2.00 hours.
-There were 12 aide hours documented for 2nd shift leaving the building short 2.00 hours.
-There were 8 aide hours documented for 3rd shift.

Review of staff time hours, staff schedule and daily census report for 09/08/18 revealed:
-There were 10 residents in the SCU, which required 10 aide hours for 1st and 2nd shift and 8 aide hours for 3rd shift.
-There were 12 aide hours documented for 1st shift leaving the building short 2.00 hours.
-There were 12 aide hours documented for 2nd shift leaving the building short 2.00 hours.
-There were 8 aide hours documented for 3rd shift.

Review of staff time hours, staff schedule and daily census report for 09/09/18 revealed:
-There were 10 residents in the SCU, which required 10 aide hours for 1st and 2nd shift and 8 aide hours for 3rd shift.
-There were 12 aide hours documented for 1st shift leaving the building short 2.00 hours.
-There were 12 aide hours documented for 2nd shift leaving the building short 2.00 hours.
-There were 8 aide hours documented for 3rd

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D 465	Continued From page 5	D 465		

shift.

Review of staff time hours, staff schedule and daily census report for 09/11/18 revealed:
-There were 10 residents in the SCU, which required 10 aide hours for 1st and 2nd shift and 8 aide hours for 3rd shift.
-There were 12 aide hours documented for 1st shift leaving the building short 2.00 hours.
-There were 12 aide hours documented for 2nd shift leaving the building short 2.00 hours.
-There were 8 aide hours documented for 3rd shift

Interview with the Senior Manager (SM) on 09/11/18 at 3:45pm 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 requirements.
-A MA worked from 7:00am-3:00pm in the unit
-A PCA worked from 7:00am-11:00am in the unit.
-A MA worked from 3:00pm-11:00pm in the unit
-A PCA worked from 3:00pm-7:00pm.
-A MA worked from 11:00pm-7:00am in the unit
-He was responsible for doing the staff schedule for the SCU.

Interview with the Administrator on 09/11/18 at 5:15pm 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.
-A MA worked from 7:00am-3:00pm in the unit
-A PCA worked from 7:00am-11:00am in the unit.
-A MA worked from 3:00pm-11:00pm in the unit
-A PCA worked from 3:00pm-7:00pm.

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D 465	Continued From page 6 -A MA worked from 11:00pm-7:00am in the unit -The SM was responsible for doing the staffing schedule for the SCU.	D 465		