Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	FCL019007	A. BUILDING: _____ B. WING _____	10/02/2018

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
LIVEWELL ON 11472 CLUB DRIVE	11472 CLUB DRIVE CHAPEL HILL, NC 27517

(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 initial survey on October 2, 2018.	C 000	10A NCAC 13 G. Food Service Orientation Staff A retested and re-reviewed Food Service Orientation and successfully competed the test with a score of 100% . Administrator interviewed Staff A about taking test previously as Administrator recalled Staff A worked at LiveWell Pauline location during which time Staff A was given the Food Service Orientation.	10/2/18
C 178	10A NCAC 13G .0509 Food Service Orientation 10A NCAC 13G .0509 Food Service Orientation The family care home staff person in charge of the preparation and serving of food shall complete a food service orientation program established by the Department or an equivalent within 30 days of hire for those staff hired on or after July 1, 2004. The orientation program is available on the internet website, http://facility-services.state.nc.us/gcpage.htm, or it is available at the cost of printing and mailing from the Division of Facility Services, Adult Care Licensure Section, 2708 Mail Service Center, Raleigh, NC 27699-2708. This Rule is not met as evidenced by: Based on observation, record reviews, and interviews, the facility failed to assure 1 of 2 sampled staff, (Staff A) had completed the food service orientation training course within 30 days of hire. The findings are: Review of Staff A's, supervisor-in-charge (SIC)/medication aide (MA), personnel record revealed: -Staff A's hire date was 05/11/18. -There was no documentation of Staff A completing the food service orientation training. Interview with Staff A on 10/02/18 at 4:31pm	C 178	Prior to the 10/2/18 Initial Licensing Inspection, the Administrator identified the "failings" of the previous HR Manager and Staffing Coordinator and began auditing HR files and identifying "Non Compliant" files. Administrator promoted Staffing/Payroll Coordinator Michelle Santillo Olson to HR Manager and the two implemented Auditing system. Additionally, an experienced Recruiter Staffing Coordinator Coletta Crockett was hired. Both are experienced and familiar with NCDHSR FCH Rules and Regulations. An audit of all HR files was conducted by the new team for the purposes of quality control and to correct past mistakes made by previous Hiring Mangers.	10/29/18 11/1/18

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE — TITLE — (X6) DATE

Diana Beckett — Administrator — 11/2/18

STATE FORM 6899 NOT411 If continuation sheet 1 of 2

Reviewed and accepted - Kathy Gray 11-05-2018

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C 178	Continued From page 1 revealed: -She cooked for the residents when she was on the schedule; she cooked dinner last night (10/01/18). -She did not recall taking a food service orientation as an employee of the facility. Interview with the Administrator on 10/02/18 at 4:45pm revealed: -She was aware of the rule regarding food service orientation training. -The facility had a hiring manager who was responsible for hiring and training employees. -The hiring manager who had been responsible for hiring and training Staff A was no longer an employee. -The hiring manager should have made sure Staff A had completed her food service training. -She had noted problems with personnel records and had begun completing her own audits; she had been auditing the personnel records over the past 2 weeks and knew Staff A had not completed food service training. -She would schedule Staff A to complete the food service orientation training as soon as possible.	C 178	Administrative Coordinator Coletta Crockett is responsible for insuring all new hires complete the Food Orientation Training prior to start of shift. Hiring Manager Michelle Santillo Olson is responsible for overseeing the compliance in this area. Effective this current quarter Q 4 2018 and every quarter following, the Administrative Coordinator and Hiring Manager will conduct a quarterly audit of all active staff files. The Administrator or designee is responsible for the final quality control.	10/29/18 10/29/18 10/29/18 10/29/18