NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES

ROY COOPER • Governor
MANDY COHEN, MD, MPH • Secretary
MARK PAYNE • Director, Division of Health Service Regulation

May 13, 2019

Jennifer Francis, Executive Officer
SNH SE Tenant TRS Inc., Licensee
Seasons at Southpoint
1002 East Highway 54
Durham, NC 27713

email address: sprestianni@5ssl.com

Re: Receipt of Plan of Correction (Event ID F2XC11)
Facility: Seasons at Southpoint
Licensure Number: HAL-032-109
County: Durham

Dear Ms. Prestianni:

Based on our telephone conversation on May 13, 2019, there was an addendum to the Plan of Correction for the Statement of Deficiencies dated 04/18/2019. The pages noting the addendum are provided for your records.

Please do not hesitate to contact us at 984-365-2578, if you have questions or we may be of further assistance.

Sincerely,

Shonda Stacey

Shonda Stacey, Licensure Consultant
Adult Care Licensure Section
Division of Health Service Regulation

Enclosure

cc: Sommer Prestianni, Administrator
Kathy Hooker, Supervisor, **Durham** County DSS
Bridget Rackley, Team 4 Supervisor, Central Branch Regional Office, Adult Care Licensure Section
Raleigh Facility File

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL032109	A. BUILDING _____ B. WING _____	04/18/2019

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SEASONS AT SOUTH POINT	1002 EAST HIGHWAY 54 DURHAM, NC 27713

(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 and complaint investigation on April 17-18, 2019.	D 000		
D 137	10A NCAC 13F .0407(a)(5) Other Staff Qualifications 10A NCAC 13F .0407 Other Staff Qualifications (a) Each staff person at an adult care home shall: (5) have no substantiated findings listed on the North Carolina Health Care Personnel Registry according to G.S. 131E-256; This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to assure 1 of 3 sampled staff (Staff C) had no substantiated findings on the North Carolina Health Care Personnel Registry (HCPR). The findings are: Review of Staff C's personnel record revealed: -Staff C was a personal care aide (PCA). -Staff C was hired in 2014. -There was no documentation of a North Carolina HCPR check in Staff C's personnel record. Interview with Staff C on 04/18/19 at 11:47 am revealed: -She was hired as a housekeeper in 2013 and then became a personal care aide (PCA) in 2014. -She had never heard of a North Carolina HCPR check. Interview with the Business Office Manager (BOM) on 04/18/19 at 3:30 pm revealed:	D 137		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE: Summer Pruitt

TITLE: Executive Director

(X6) DATE: 5-9-19

Reviewed and Accepted with Revisions SS- 5/13/19

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D 137	Continued From page 1 -She was responsible for the paperwork for new hires. -When a person was selected as a new hire, she ran the North Carolina HCPR check. -She audited the personnel records in January 2019 but did not finish auditing all personnel records. -She was responsible for ensuring all the required paperwork was completed and she would complete auditing the personnel records in May 2019. -Prior to 04/17/19, she did not know Staff C did not have a North Carolina HCPR check completed. -She completed a check on the North Carolina HCPR for Staff C on 04/17/19 and there were no findings. Interview with the Administrator on 04/18/19 at 3:22 pm revealed: -Staff C had worked at the facility for several years and she did not know Staff C did not have a North Carolina HCPR check completed. -Staff C was a PCA and worked night shift. -The BOM was responsible for ensuring all staff had a North Carolina HCPR check completed.	D 137	Charts continue to be Audited. Charts will be completely Audited by May 31, 2019 by Bom. A new hire checklist is in place and in each chart. The BOM will audit the staff folders monthly. Amended SS- 5/13/19	5-31-19
D 282	10A NCAC 13F .0904(a)(1) Nutrition and Food Service 10A NCAC 13F .0904 Nutrition and Food Service (a) Food Procurement and Safety in Adult Care Homes: (1) The kitchen, dining and food storage areas shall be clean, orderly and protected from contamination. This Rule is not met as evidenced by: Based on observations and interviews, the facility	D 282		

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D 282	Continued From page 2 failed to assure the kitchen and food storage areas were kept clean and protected from contamination. The findings are: Observation of two plastic storage racks on 04/17/19 at 5:04 pm revealed: -There were four shelves on each rack. -There were pots, pans, lids, plastic mixing containers, pitchers, and trays stored on the shelves. -There was a dusty residue on each shelf and the dust could be felt when touched. Observation of the convection oven on 04/17/19 at 5:03 pm revealed: -There was a greasy/dusty residue on the doors of the convection oven. -There were brownish stains on the outer and inner portions of the doors. -There was a greasy residue throughout the oven. -There were bits of cooked food debris and aluminum foil at the bottom of the oven. Observation of the dry goods storage area metal racks on 04/17/19 at 5:08 pm revealed: -There were seven metal racks located in the dry goods storage area. -There were spices, canned food, cereal, paper towels, water, pots, and pans stored on the shelves. -There were brown and white stains on the metal spokes of the shelves. -The stains were speckled over each shelf. Interview with a dietary aide (DA) on 04/18/19 at 9:25 am revealed: -He and other dietary aides were responsible for	D 282	Plastic Storage racks and shelves were cleaned. Racks will be checked by ED weekly during rounds with Food Service Director Oven was cleaned. Greasy/dusty residue was removed along with any debris at the bottom of the oven. Oven will be checked by ED weekly during rounds with Food Service Director. Metal racks cleaned. New shelf liners ordered on 5-9-19. Racks will be checked by ED weekly during rounds with Food Service Director.	4-23-19 4-23-19 4-25-19

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D 282	Continued From page 3 cleaning the kitchen when he worked, which meant washing the dishes, mopping the floors, removing trash, and cleaning the dining room area. -There was no written cleaning schedule. -The plastic storage racks were cleaned this past weekend, 04/13/19, with soap and water. -The metal storage racks were cleaned by the Dietary Manager (DM) and the stains had been on the metal racks since he started working at the facility. -He did not know the last time the metal storage racks were cleaned. -He was not responsible for cleaning the convection oven; it was cleaned by the cook or DM and it was cleaned during the week of 04/15.19. -He thought the convection oven was cleaned weekly. Interview with the cook on 04/18/19 at 9:48 am revealed: -The convection oven was supposed to be cleaned every two weeks. -A degreaser was used to clean the convection oven doors and a scraper and oven cleaner was used for the inside portion of the oven; it was effective when used. -The convection oven had not been cleaned in sometime, possibly six months ago, but she did not know the month. -The DM was responsible for cleaning the convection oven. -The plastic racks were cleaned sometime in 2018 and they were cleaned by running the pieces through the dish machine. -The DM was responsible for cleaning the metal racks and they had not been cleaned since 2018. -There used to be a cleaning schedule hanging on the wall near the temperature logs but it was	D 282		

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D 282	Continued From page 4 no longer there. Interview with the DM on 04/18/19 at 9:58 am revealed: -He was responsible for cleaning the kitchen at the facility. -He knew there was a dusty residue on the plastic racks in the kitchen and he did not know the last time the racks were cleaned. -The plastic storage racks could be ran through the dishwasher and cleaned. -He delegated this task to the DAs sometimes. -The plastic storage racks had not been cleaned because of the busy workload. -He knew about the stains on the metal storage racks in the dry good storage area and they were caused by spillage from obtaining flour, sugar and other food items during food preparation. -He had replaced one of the metal storage racks in the last six months due to the stains. -He had last cleaned the metal storage racks six months ago and expected them to be cleaned every six months. -He was responsible for cleaning the metal storage racks. -He knew about the brown stains and greasy residue on the convection oven doors and inside the oven. -The oven should be cleaned monthly. -He had a ceramic liquid cleaner and a razor to use on the oven doors and also a stainless steel scrubber. -He had wheels to place on the convection oven legs to wheel it outside to allow for deep cleaning. -The convection oven was last cleaned in 2018, but he was unsure of the month. -He was responsible for cleaning the convection oven and he had not cleaned it due to the busy workload.	D 282		

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D 282	Continued From page 5 Interview with the Administrator on 04/18/19 at 3:22 pm revealed: -The DM was responsible for cleaning and maintaining a clean kitchen. -She did a walk-through of the kitchen once a week and looked at the floors, microwave, temperature logs, food prep areas, refrigerator and freezer. -She knew about the grease build-up on the convection oven and a company was coming to clean the convection oven, but she did not know the specific date. -The convection oven was last cleaned professionally in 2016. -She expected the plastic storage racks and the metal storage racks to be cleaned once a month. -She did not know about the dusty residue on the plastic storage racks and the stains on the metal storage racks. -The DM was supposed to use cleaners pre-approved by the facility.	D 282		
D 283	10A NCAC 13F .0904(a)(2) Nutrition and Food Service 10A NCAC 13F .0904 Nutrition and Food Service (a) Food Procurement and Safety in Adult Care Homes: (2) All food and beverage being procured, stored, prepared or served by the facility shall be protected from contamination. This Rule is not met as evidenced by: Based on observation, and interviews the facility failed to assure the ice machine was clean and free from contamination. The findings are:	D 283		

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D 283	Continued From page 6 Observation of the ice machine on 04/17/19 at 5:06 pm revealed: -The white inner hinge had black spots along the edge. -The white upper hinge had a large amount of black spots along the edge and corners. -The hinge was directly above the ice cubes. -There was dust on the outer top of the machine. -There was a ice scoop secured in a blue holder attached to the front lower side of the ice machine. -The DA used the ice scoop to prepare beverages for the residents. Interview with a Dietary Aide (DA) on 04/18/18 at 9:25 am revealed: -The DAs did not clean the ice machine. -The Dietary Manager (DM) cleaned the ice machine. -He did not know about the black spots on the inner and upper hinge of the ice machine. Interview with the cook on 04/18/19 at 9:48 am revealed the DM was responsible for cleaning the ice machine monthly. A second observation of the ice machine on 04/18/19 at 9:55 am revealed: -The black spots along the edge of the inner hinge were removed. -The white upper hinge had a smaller amount of black spots along the edge and corners. -There was dust on the outer top of the machine. Interview with the DM on 04/18/18 at 9:58 am revealed: -He knew the ice machine had black spots on the hinge. -The ice machine was cleaned monthly with bleach wipes.	D 283	Ice Machine was deep cleaned. The black spots and dust have been removed and cleaned. Ice machine will be checked weekly by ED during rounds with Food Service Director. Ice Scoop replaced. Ice Machine was deep cleaned. The black spots and dust have been cleaned. Ice machine will be checked weekly during rounds with Food Service Director.	4-24-19 4-25-19 4-24-19

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D 283	Continued From page 7 -He was responsible for cleaning the ice machine. -He cleaned the ice machine last in March 2019. -The upper hinge was difficult to clean and he should have removed the piece to ensure all the black spots were removed. -He planned to order a new hinge for the ice machine. Interview with the Administrator on 04/18/18 at 3:22 pm revealed: -She supervised the DM. -The DM had cleaning logs they reviewed together monthly. -She made rounds through the kitchen intermittently. -The DM made her aware on 04/17/19 about the ice machine's black spots. -She expected the ice machine to be cleaned once a month.	D 283		