| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | (X2) MULTIPLE CONSTRUCTION | (X3) DATE SURVEY COMPLETED |
|---|---|---|---|
| | HaI089002 | A. BUILDING: _____ B. WING _____ | R 10/30/2019 |

| NAME OF PROVIDER OR SUPPLIER | STREET ADDRESS, CITY, STATE, ZIP CODE |
|---|---|
| TYRRELL HOUSE | 950 HWY 64 EAST COLUMBIA, NC 27925 |

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| {D 000} | Initial Comments<br><br>The Adult Care Licensure Section conducted a follow-up survey from 10/29/19 - 10/30/19. | {D 000} | Response to the cited deficiencies does not constitute an admission or agreement by the facility of the truth of the facts alleged or conclusions set forth in the Statement of Deficiencies or Corrective Action Report: The plan of correction is prepared solely as a matter of compliance with the State Law. | |
| D924 | G.S. 131D-21(14) Declaration of Resident's Rights<br><br>G.S. 131D-21 Declaration of Resident's Rights<br><br>Every resident shall have the following rights:<br><br>14. To be notified when the facility is issued a provisional license or notice of revocation of license by the North Carolina Department of Human Resources and the basis on which the provisional license or notice of revocation of license was issued. The resident's responsible family member or guardian shall also be notified.<br><br>.<br><br>This Rule is not met as evidenced by:<br>Based on interviews and record reviews, the facility failed to ensure residents and/or the resident's responsible parties were notified the facility was issued a provisional license.<br><br>The findings are:<br><br>Interview with a resident's family member on 10/29/19 at 5:16 pm revealed:<br>-No one discussed the facility's provisional license with her.<br>-She was invited to attend a family meeting by the Activities Director, but the meeting was held at a time when she did not drive.<br>-She was not able to attend the August 2019 | D924 | | |



LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE: Janet Elliott | TITLE: Administrator | (X6) DATE: 11-19-19



Reviewed and accepted 11/25/19.
Kathy Gray

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| D924 | Continued From page 1<br>meeting and she did not know about the content of the meeting.<br>-She was told about the questions posed to the family members related to suggestions for improving the facility but not about facility's provisional license.<br>-She had not received any correspondence from the facility and she had not received any correspondence related to the facility's provisional license.<br>-She did have concerns about the facility's provisional license because it may affect her family member's long term insurance.<br><br>Interview with a resident on 10/29/19 at 7:36am revealed:<br>-He knew the facility had a provisional license because he had heard people talking about it.<br>-No staff told him specifically that the facility had a provisional license.<br><br>Interview with a second resident on 10/29/19 at 7:52am revealed:<br>-Things were a lot better at the facility.<br>-She did not know the facility had a provisional license.<br>-No one had talked to her about the facility having a provisional license.<br><br>Interview with a third resident on 10/29/19 at 8:08am revealed:<br>-He had heard the facility might close down through "gossip."<br>-He was not notified of the facility's provisional license by facility staff.<br><br>Interview with a fourth resident on 10/29/19 at 8:18am revealed:<br>-He thought things were better at the facility.<br>-He hoped the facility did not close down. | D924 | The residents and their families have been notified of the provisional license that were received from NC DHSR, by letter and by phone calls. The new executive director has been educated/trained on provisional license process and regulations. The Divisoinal Vice President of Operations, (DVPO) in coordination with the Divisional Director of Clinical Services (DDCS) will monitor and ensure any future provisional issues with the Tyrrell House are sent to residents and families in a timely manner and ensure compliance with the rule area G.S. 131D-21(14) | 11/30/19 |

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| D924 | Continued From page 2<br>-He had heard the facility might close down from other residents.<br>-No facility staff had told him the facility had a provisional license.<br><br>Telephone interview with a resident's family member on 10/29/19 at 12:00pm revealed:<br>-She received a call from staff at the facility today, 10/29/19.<br>-They told her the facility had a provisional license for 90 days.<br><br>Telephone interview with a second resident's family member on 10/29/19 at 12:10pm revealed:<br>-She was invited to a meeting at the facility by the Activities Director, but she was not able to attend the meeting. (She did not recall the date).<br>-She could not recall if the Activities Director told her what the meeting was related to.<br>-She was not aware the facility had a provisional license.<br>-She had heard through "gossip" the state was doing an audit at the facility.<br>-No one has called her or sent her a letter to notify her of the facility's provisional license.<br><br>Telephone interview with a third resident's family member on 10/29/19 at 1:17pm revealed:<br>-She was invited to a family meeting at the facility. (She did not recall the date).<br>-She lived out of town and was not able to attend, but she had a family member attend on her behalf.<br>-The Administrator talked about the facility having a provisional license.<br><br>Telephone interview with a fourth resident's family member on 10/29/19 at 5:23pm revealed:<br>-She was not aware of the facility's provisional license. | D924 | | |

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| D924 | Continued From page 3<br>-She had not received any communication by telephone or mail related to a provisional license.<br>-She would have liked to have known if there was a problem.<br><br>Interview with the Special Care Coordinator (SCC) on 10/29/19 at 10:40am revealed he and the previous Administrator had talked about notifying the residents and families of the provisional license by letter, but they did not send a letter because the home office was responsible for sending letters to the residents and families related to the provisional license.<br><br>Interview with the Administrator on 10/29/19 at 10:46am revealed she was not sure how or who was notified of the facility's provisional license but the residents know.<br><br>Interview with the Activities Director on 10/29/19 at 11:27am revealed:<br>-He called all the resident's families to notify them of a family meeting at the facility on 08/08/19.<br>-He did not tell the families what the meeting was about.<br>-He did not do any type of follow-up with the families that did not attend.<br>-He talked with residents about the provisional license in group settings like after exercise.<br>-He did not talk to the residents about the provisional license at a resident council meeting.<br>-He did not talk to the residents in the special care unit.<br>-He talked to some of the residents one-on-one.<br>-He did not talk to every resident in assisted living but "almost everyone."<br><br>Interview with another resident on 10/29/19 at 8:28 am revealed:<br>-He did not know about the provisional license; he | D924 | | |

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| D924 | Continued From page 4<br>wanted to know what it was and what it was about.<br>-He thought he should know about the provisional license because he lived in the facility and it could affect him.<br>-He did not know if his family knew because his family never said anything about the provisional license when they visited him.<br><br>Interview with two residents on 10/29/19 at 8:33am revealed:<br>-They did not know about the provisional license for the facility.<br>-No one from the facility had spoken to them.<br>-They did not know if their family member had been made aware.<br>-They thought they should have been told about the provisional license.<br><br>Telephone interview with a family member for two residents on 10/29/19 at 11:54am revealed:<br>-He was not aware of the facility's provisional license, but thought it was something he would have liked to have known about.<br>-He had received a voice mail a couple of weeks ago from someone from the facility, but they did not invite him to a meeting, the caller asked him to call them back; it did not seem like an emergency, so he did not call back.<br>-He called his family member and checked on them; they were both okay, and the facility did not call him anymore.<br><br>Second interview with the Administrator on 10/29/19 at 11:04am revealed:<br>-The residents knew about the provisional license for the facility because the facility staff spoke to the residents in smaller groups.<br>-Families found out about the provisional license on their own because the facility was in a small | D924 | | |

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| D924 | Continued From page 5<br>community and "people talk".<br>-The families got together after they found out and had a meeting to support the facility; the families did not want the facility to close.<br><br>Second interview with the SCC on 10/29/19 at 11:19am revealed:<br>-Families were called and invited to a meeting but they were not told what the meeting was about.<br>-A meeting was held to inform them about the provisional license. (He thought the meeting was in August 2019).<br>-There were 10-15 people that attended the meeting.<br>-There was no sign in sheet, no agenda and no documentation from the family meeting.<br>-The residents were told of the provisional license on a one to one basis and in resident council; there was no list, no sign off sheet, no agenda and no documentation of the resident meetings or resident council. | D924 | | |