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
	HAL058010	A. BUILDING: _____ B. WING _____	R-C 01/31/2020

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
VINTAGE INN RETIREMENT COMMUNITY	826 EAST BOULEVARD HWY 17 N BYPASS WILLIAMSTON, NC 27892

(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 a follow-up survey on January 29, 2020 - January 31, 2020.	{D 000}	RECEIVED MAR 05 2020 ADULT CARE LICENSURE SECTION RALEIGH	
{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 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: FOLLOW-UP TO TYPE B VIOLATION The Type B Violation was abated. Non-compliance continues. Based on observations and interviews, the facility failed to assure there was a special care unit (SCU) coordinator on the SCU eight hours per day, five days a week. The findings are: Interview with a SCU resident's family member on 01/30/20 at 3:25pm revealed: -He visited his family member once per week on the SCU. -He did not know if there was a specific person "in charge" on the SCU. -He knew the current ED would help on the SCU sometimes, but he hardly saw him on the SCU. -He had always spoken with the PCA assigned to his family member if he needed anything, and it	{D 466}	Executive Director will assure that there is a person assigned as the Special Care Unit Coordinator on the SCU 8 hours per day, five days a week. OI Department/Compliance Director will monitor on a quarterly basis, or as needed to ensure there is a SCU Coordinator on duty in the Unit 8 hours per day, 5 days per week E.D. 3/5/2020	1/31/2020 & Ongoing 1/31/2020 & Ongoing

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

Reviewed and accepted. 03/13/2020 - H Tolbert, RN

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{D 466}	Continued From page 1 would always get done. Telephone interview with a second SCU resident's family member on 01/31/20 at 8:45am revealed: -She visited her family member 2-3 times a week and picked up her laundry. -Her family member's pants in the laundry basket were often soiled with urine. -She had not seen "the lady" in the office in SCU area in approximately 2 months. -She hardly ever saw anyone in the front office on AL, but when she did complain to the person at the desk, they never did anything about it. -The facility could not keep a "head" person in the SCU, and in the last 3-4 months she had not seen anyone in the SCU who was "in charge". -She had spoken with the ED about her concerns because he tried to help out in the SCU, but he was not always there because he "did everything" in the facility. Interview with the Resident Care Coordinator (RCC) of the SCU on 01/29/20 at 9:30am revealed: -She began working at the facility in February 2019 as a Medication Aide (MA). -She was promoted to the role of RCC for the SCU on 01/24/20. -Her official title was "RCC", but her role was that of a SCU coordinator. -Her work schedule was Monday through Friday, 8:00am to 5:00pm, and on call after hours and on weekends "to ensure compliance". -Prior to 01/24/20, the Executive Director (ED) had assumed the duties of SCU coordinator while working as the ED. -She was the only RCC in the facility. -She divided her time between assisted living (AL) and SCU areas during her work day.	{D 466}		

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{D 466}	Continued From page 2	{D 466}		

-She oversaw the MAs and personal care aides (PCA) in AL and SCU areas.
-She spent most of her work time in the SCU, but there was no specific time distribution between her hours in the SCU and AL areas.
-Her daily duties included maintaining spreadsheets consisting of due dates for residents' care plans, FL2s, medication reviews, Licensed Health Professional Support (LHPS) tasks and physician orders for both AL and SCU areas.
-If any dates on the spreadsheets were past due, she would complete the task or assign the task to the designated MA working on AL or SCU.
-She had counted herself in staffing for coverage at times on both AL and SCU.

Interview with a SCU PCA on 01/29/20 at 2:35pm revealed:
-She had worked at the facility for approximately one year.
-She reported to the MA.
-She did not know there was an RCC in the SCU.
-She did not know what the role of the RCC was.
-She did not know where the RCC fit into her chain of command.

Interview with the ED on 01/30/20 at 10:15am revealed:
-He knew the facility was required to have a SCU coordinator on duty in the SCU five days per week, eight hours per day.
-He knew the SCU coordinator could not be counted in staffing as part of the required days/hours, based on their census of 16 or more residents.
-He had been working at the facility filling the roles of the RCC for AL, and the SCU coordinator since September 2019.
-He was promoted to ED on 11/25/19.

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{D 466}	Continued From page 3	{D 466}		

-He worked approximately 9 hours per day, 5 days per week.
-As the ED of the facility, he continued to cover the roles of RCC for AL and SCU coordinator, spending approximately half of his working hours in the SCU, until 01/24/20, when the facility hired a SCU coordinator.
-The SCU coordinator had no supervisory duties in the AL area of the facility.
-The SCU coordinator worked eight hours a day, five days a week in the SCU.
-He did not know that the SCU coordinator was spending some of her work time on the AL, but he would remind her that she was responsible for the SCU eight hours a day, five days a week.
-If the SCU coordinator had to work as a MA or PCA on the AL or SCU to cover a shortage of staff during her normal SCU coordinator work schedule, she would work the eight hours on a weekend day as the SCU coordinator to make up the missed time.
-He knew the SCU coordinator had the spreadsheets for AL and SCU, but she was only responsible for SCU.
-He was responsible for ensuring residents' care plans, FL2s, medication reviews, LHPS tasks and physician orders for AL were current.
-Staff in the SCU had been instructed to follow a chain of command as follows beginning 01/24/20: the PCAs, reported to the Supervisor/MA who reported to the SCU Coordinator, who reported to the ED.

Interview with the Corporate Compliance Director on 01/31/20 at 12:20pm revealed:
-She worked 3-4 days per week at the facility.
-Her office was in the AL, but she spent time on both AL and SCU that varied from day to day.
-She tried to spend a lot of her time on the SCU as a resource while there was no SCU

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{D 466}	Continued From page 4 coordinator and while the ED was filling the two roles of RCC and SCU coordinator. -Her role was to ensure compliance by conducting audits to ensure care duties of staff were completed. -She was a resource person for staff at the facility. -Staff reported to ED.	{D 466}		

E.D.

Forte, Hope

From: Meredith Seals <Meredith@mytahome.com>
Sent: Thursday, March 5, 2020 9:07 PM
To: Forte, Hope
Subject: Re: [External] Re: Vintage Inn Retirement Community 2020-01-31 SOD-SODBL VM2612
Attachments: Vintage Inn SOD 01312020_POC.pdf

I apologize Ms Forte!

Have a blessed night!

MS

On Mar 5, 2020, at 8:05 PM, Forte, Hope <hope.forte@dhhs.nc.gov> wrote:

Good Evening Ms. Seals,
I am unable to see an attached POC to this email. If you don't mind, please resend with the attachment.
Thank you,
Hope

Hope Forte, RN
Facility Survey Consultant
Division of Health Service Regulation, Adult Care Licensure Section
NC Department of Health and Human Services

Office/Mobile: 910-305-5145
Fax: 919-733-9379
hope.forte@dhhs.nc.gov

801 Biggs Drive, Brown Building
2708 Mail Service Center
Raleigh, NC 27699

Twitter | Facebook | YouTube | LinkedIn

From: Meredith Seals <Meredith@mytahome.com>
Sent: Thursday, March 5, 2020 7:56 PM
To: Forte, Hope <hope.forte@dhhs.nc.gov>
Cc: William (Whit) Carroll <William.Carroll@myvschome.com>
Subject: [External] Re: Vintage Inn Retirement Community 2020-01-31 SOD-SODBL VM2612

Good Afternoon,

Please see attached Plan of Correction for Vintage Inn Retirement Community.

Sincerely,

Meredith Seals

On Feb 13, 2020, at 8:41 AM, Forte, Hope <hope.forte@dhhs.nc.gov> wrote:

Dear Ms. Seals:

Please find the Statement of Deficiencies and accompanying letter for the follow up survey on January 31, 2020 attached to this e-mail. If the Statement of Deficiencies includes citations or violations for which a plan of correction is required, please read the attached letter carefully for instruction on completing the plan of correction. **PLEASE NOTE: WE WILL NOT ACCEPT A FAXED PLAN OF CORRECTION! We are unable to accept faxed reports at this time; therefore, a copy must be mailed to our office or e-mailed to the survey team leader. Please make sure the copy you mail or e-mail to us is SIGNED AND DATEDor it will not be accepted.** A response to the plan of correction will be sent ONLY if the plan of correction is not approved. Please retain a copy for your files.

The attached letter also contains information regarding your right to request an Informal Dispute Resolution (IDR) of any cited deficiencies or violations. For more information about the IDR process please visit our website at http://www.ncdhhs.gov/dhsr/acls/idr.html.

If you have any questions regarding the information provided in or attached to this email, please call me at (910) 305-5145. Please be aware that information sent via electronic mail is immediately available for release to the public. Therefore, the information contained in and attached to this e-mail is now public information.

Sincerely,

<image003.png>

Licensure Consultant
Adult Care Licensure Section
Division of Health Service Regulation

STAR RATING
If the Statement of Deficiencies attached to this email is a result of an annual, follow-up or complaint inspection a star rating certificate and worksheet will be issued within 45 days of the date of this email. If you would like to know more information about the NC Star Rated Certificate Program or view facility ratings, please visit the star rating website athttp://www.ncdhhs.gov/dhsr/acls/star/index.html. If you have questions about this facility's star rating or the rating program in general, please send an email with your

questions to the star rating customer service email address atDHSR.AdultCare.Star@dhhs.nc.gov

Hope Forte, RN
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Division of Health Service Regulation, Adult Care Licensure Section
NC Department of Health and Human Services

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<Vintage Inn Retirement Community 2020-01-31 SOD VM2612.pdf><Vintage Inn Retirement Community 2020-02-13 SODBL VM2612.pdf>