STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	FCL079089	A. BUILDING: _____ B. WING _____	R 03/05/2021

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SAFE HAVEN # 2	157 GLENDALE DRIVE EDEN, NC 27288

(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 Annual and Follow-up survey on March 4, 2021 and March 5, 2021.	C 000		
C 074	10A NCAC 13G .0315(a)(1) Housekeeping and Furnishings 10A NCAC 13G .0315 Housekeeping And Furnishings (a) Each family care home shall: (1) have walls, ceilings, and floors or floor coverings kept clean and in good repair; This Rule shall apply to new and existing homes. This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to ensure the floor in the resident bathroom and a floor vent in the kitchen, were kept in good repair. The findings are: Observations of the bathroom on 03/04/21 at 9:25 am revealed: -The bathroom floor was spongy in front of the left side of the bathtub. -The bathroom floor had some water damage causing the floor between the sink and bathtub to be unlevel and buckled up in 2 areas as the floor material had enlarged. -The linoleum was buckled and did not lay flat on the floor. -The area between the 2 raised areas of the floor sagged and was much lower than the rest of the floor.	C 074		

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C 074	Continued From page 1 Observation of the kitchen on 03/04/21 at 9:30 am revealed the floor vent cover was broken, with the slats from the vent were missing on both the right and left sides, leaving 2 large holes uncovered on the right side of the kitchen by the wall. Interview with a Resident on 03/04/21 at 9:35 am revealed: -The bathroom floor had been damaged for a while. -She tried to not walk over that part of the floor. -It was previously damaged due to a water leak but had been fixed. Interview with the Supervisor-in-Charge (SIC) on 03/04/21 at 4:30 pm revealed: -If she found something broken or needed repairs, she was supposed to inform the Administrator. -She had not noticed the floor in the bathroom would give when walked upon. -She did not know if the Administrator was aware the floor was damaged in the bathroom. Interview with the Administrator on 03/05/21 at 11:130 pm revealed: -She walked through the facility frequently and saw things that needed repair. -Whenever she noticed something broken or messed up, she got it repaired. -She knew the bathroom floor was in need of repairs. -A repairman was supposed to come next week to make the repairs to the floor. -She did not know the vent register in the kitchen was broken. -The floor was previously repaired between 1 and 2 years ago because of a water leak.	C 074		

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C 074	Continued From page 2 -She did not own the house, so she had to contact the owner to get the repairs completed. -Everything that needed to be repaired would be repaired.	C 074		
C 102	10A NCAC 13G .0317 (a) Building Service Equipment 10A NCAC 13G .0317 Building Service Equipment (a) The building and all fire safety, electrical, mechanical, and plumbing equipment in a family care home shall be maintained in a safe and operating condition This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to ensure the dishwasher in the kitchen was maintained in a safe operating condition. The findings are: Observation of the kitchen on 03/04/21 at 9:30 am revealed: -The control panel cover on the front of the dishwasher was missing. -There were electrical wires exposed in the control panel. Interview with the Supervisor-in-Charge (SIC) on 03/04/21 at 4:30 pm revealed: -The dishwasher had been broken for about 4 days. -The Administrator knew the dishwasher was broken. -She was currently not using the dishwasher	C 102		

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C 102	Continued From page 3 because it was broken. Interview with the Administrator on 03/05/21 at 11:130 pm revealed: -She walked through the facility frequently and saw things that needed repair. -Whenever she noticed something broken or messed up, she got it repaired. -She knew the dishwasher needed to be replaced. -The repairman had taken the control panel cover off the dishwasher 4 days ago to fix the dishwasher. -She had gone to a local home improvement store to purchase a dishwasher. -A salesman at the home improvement store informed her she needed to measure the dishwasher to be sure it would fit. -She did not know the salesman's name, but the home improvement store knew her because that's where she bought most of her appliances. -She had not had the dishwasher measured yet by her repairman. -She had not purchased a new dishwasher at this time.	C 102		
C 320	10A NCAC 13G .1002 (f) Medication Orders 10A NCAC 13G .1002 Medication Orders (f) The facility shall assure that all current orders for medications or treatments, including standing orders and orders for self-administration, are reviewed and signed by the resident's physician or prescribing practitioner at least every six months This Rule is not met as evidenced by: Based on observations, interviews, and record	C 320		

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C 320	Continued From page 4 reviews, the facility failed to ensure all current orders for medications and treatments were reviewed and signed by the resident's physician or prescribing practitioner at least every six months for 2 of 3 sampled residents (#2 and #3). The findings are: 1. Review of Resident #2's current FL2 dated 05/13/20 revealed: -Diagnoses included hypertension, glaucoma, arthritis, and hypothyroidism. -Medications orders included: lisinopril (used to treat high blood pressure) 10mg daily, aspirin (used to thin blood) 325mg daily, furosemide (used to help with fluid retention) 40mg daily, potassium (mineral supplement) 40mEq daily, dorzolamide (used to treat glaucoma) 2% eye drops instill 1 drop both eyes daily, albuterol (used to treat shortness of breath) 90mcg inhaler 2 puffs four times a day as needed, cetirizine (used to treat allergies) 10mg daily, levothyroxine (used in treatment of hypothyroidism) 75mcg daily, ocusoft scrub eye lid cleanser (eye cleansing solution) clean both eyelids daily, combigan eye drops (used to treat glaucoma) 1 drop in both eyes daily, lumigan 0.01% eye drops (used to treat glaucoma) 1 drop each eye at bedtime, and lotrisone cream (used to treat itching) Review of Resident #2's record revealed no six-month medical provider renewal of all medications and treatments for Resident #2. Telephone interview with a Representative at the contracted pharmacy on 03/05/21 at 9:31 am revealed: -The physician had faxed prescriptions to the pharmacy for Resident #2 on 02/15/21.	C 320		

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C 320	Continued From page 5 -The pharmacy had not received a medication update for Resident #2's routine medications since the FL2 dated 05/03/20. Attempted interview with Resident #2's PCP on 03/05/20 at 10:02 am was unsuccessful. Refer to telephone interview with a Representative at the contracted pharmacy on 03/05/21 at 9:31 am. Refer to interview with the Supervisor-in-Charge (SIC) on 03/04/21 at 4:30pm. Refer to interview with the Administrative Assistant (AA) on 03/04/21 at 1:44pm. Refer to interview with the Administrator on 03/05/21 at 11:30 am. 2. Review of Resident #3's current FL2 dated 07/13/20 revealed: -Diagnoses included schizoaffective disorder, major depressive disorder, essential hypertension, and muscle weakness. -Medications orders included: Tylenol (used to treat pain) 325mg give 2 tablets every 6 hours as needed for pain, benadryl (used to treat allergies) 25mg daily as needed for allergies, fluoxetine (used to treat depression) 20mg daily, amlodipine (used to treat high blood pressure) 5mg daily, benztropine (used to treat Parkinson like disorders) 0.5mg daily, doxepin (used to treat depression) 10mg nightly, propranolol (used to treat high blood pressure) 10mg twice a day, and risperidone (used to treat schizoaffective disorder) 2 mg nightly. Review of Resident #2's record revealed no six-month medical provider renewal of all	C 320		

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C 320	Continued From page 6 medications and treatments for Resident #2. Telephone interview with a Representative at the contracted pharmacy on 03/05/21 at 9:31 am revealed: -The physician had faxed prescriptions to the pharmacy for Resident #3 on 01/27/21. -The pharmacy had not received a medication update for Resident #3's routine medications since the FL2 dated 07/13/20. Attempted interview with Resident #3's PCP on 03/05/20 at 10:02 am was unsuccessful. Refer to telephone interview with a Representative at the contracted pharmacy on 03/05/21 at 9:31 am. Refer to interview with the Supervisor-in-Charge (SIC) on 03/04/21 at 4:30pm. Refer to interview with the Administrative Assistant (AA) on 03/04/21 at 1:44pm. Refer to interview with the Administrator on 03/05/21 at 11:30 am. _____ Telephone interview with a Representative at the contracted pharmacy on 03/05/21 at 9:31 am revealed: -The prescriptions were good for a year unless they had a specific number of refills. -The pharmacy dispensed the resident's medications monthly from the orders received directly from the physician. -The pharmacy sent a copy of medication and treatment orders to the facility monthly along with the MARs so the facility could have the residents' providers review and sign the orders when needed.	C 320		

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C 320	Continued From page 7 -The facility was responsible to send all new medication orders, new medication updates, or FL2 changes to the pharmacy. Interview with the SIC on 03/04/21 at 4:30pm revealed: -She was responsible for ensuring residents' medications were administered correctly. -She faxed any new medication orders for the residents to the pharmacy when she received orders. -She had not sent 6 months medication and treatment renewals to the residents' providers for review and authorization because the AA was responsible for sending the medication orders to the providers. -She knew the residents needed to have all medication and treatment orders updated every 6 months. -She had audited resident records in October 2020 and made a list of items that were missing and gave the list to the AA. Interview with the Administrative Assistant on 03/04/21 at 1:44pm revealed: -He was responsible for completing the FL2s, care plans, and all paperwork. -The facility had not been completing 6-month physician orders. -He did not know the residents were supposed to have orders and treatments updated every 6 months. -He did not recall the list that missing paperwork from the resident record. Interview with the Administrator on 03/05/21 at 11:30 am revealed: -She was the Administrator and owner of the facility. -She paid staff to do the work at the facility	C 320		

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C 320	Continued From page 8 including completing all the required paperwork for each resident. -The facility had always completed 6 month orders for the residents. -She did not know why staff had not completed the 6-month orders. -She did not audit the records to ensure all orders were current. -She expected all medication and treatment orders to be current.	C 320		