STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	FCL045102	A. BUILDING: _____ B. WING _____	05/21/2021

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SOUNDVIEW FAMILY CARE HOME UNIT N	15 EAST MONET COURT FLAT ROCK, NC 28731

(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 and the Henderson County Department of Social Services completed an annual survey on May 20 and May 21, 2021 with a exit by telephone on May 21, 2021.	C 000		
C 330	10A NCAC 13G .1004(a) Medication Administration 10A NCAC 13G .1004 Medication Administration (a) A family care home shall assure that the preparation and administration of medications, prescription and non-prescription and treatments by staff are in accordance with: (1) orders by a licensed prescribing practitioner which are maintained in the resident's record; and (2) rules in this Section and the facility's policies and procedures. This Rule is not met as evidenced by: Based on observations, interviews, and record reviews, the facility failed to administer medications as ordered by a licensed prescribing practitioner for 1 of 3 sampled residents (#3) related to an eye drop used to treat dry eyes. The findings are: Review of Resident #3's FL-2 dated 08/26/20 revealed schizophrenia, anxiety, hypothyroidism, constipation, and congestive heart failure. Review of Resident #3's Progress Note dated 04/05/21 revealed a signed physician's order for artificial tears (used to treat dry eyes) 1 drop in both eyes twice daily. Review of Resident #3's March, April, and May	C 330		

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C 330	Continued From page 1 2021 electronic Medication Administration Record (eMAR) revealed there was no computer-generated entry for artificial tears 1 drop in both eyes twice daily. Observation of Resident #3's medications on hand on 05/20/21 at 11:45am revealed there was no artificial tears available to be administered. Telephone interview with a pharmacy technician from the facility's contracted pharmacy on 05/20/21 at 12:20pm revealed: -The pharmacy did not have the physician's order dated 04/05/21 for artificial tears for Resident #3 on file. -The pharmacy last dispensed artificial tears to Resident #3 in 2009. -The facility was responsible for faxing all physician's orders to the pharmacy. -The pharmacy would input the physician's orders in the computer and someone from the facility was responsible for approving the orders to appear on the eMAR. Interview with the Supervisor in Charge (SIC) on 05/20/21 at 12:35pm revealed: -She did not remember seeing the physician's order for artificial tears for Resident #3. -She was supposed to fax the order to the pharmacy but had missed the order. Interview with the Property Manager on 05/20/21 at 12:30pm revealed: -The SIC was responsible for faxing all physician's orders to the pharmacy. -She was responsible for making sure all orders entered by the pharmacy was approved for the eMAR within twenty-four hours. -The physician's order for the artificial tears was missed by the SIC.	C 330		

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C 330	Continued From page 2 -She did not remember seeing the order. Telephone interview with a nurse from Resident #3's Ophthalmologist's Office on 05/21/21 at 10:32am revealed: -The ophthalmologist had prescribed the artificial tears to treat dryness in Resident #3's eyes. -Resident #3 was at an increased risk of irritation, redness, worsening dry eyes, and blurry vision if she did not receive the eye drops. -Dry eyes was associated with severe discomfort and should be treated. Telephone interview with the Administrator on 05/21/21 at 2:30pm revealed: -The SIC was responsible for faxing all physician's orders to the pharmacy. -The Property Manager or someone in administration was responsible for approving the medication order entered by the pharmacy for the eMAR. -The order was missed and was never faxed to the pharmacy. -The Property Manager or someone in administration audited the medication carts quarterly by comparing the eMAR to the medications on the medication cart. -The staff was not comparing the eMAR to the physician's orders in the chart but planned to start doing this moving forward.	C 330		