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
	HAL088015	A. BUILDING: ______ B. WING ______	R 11/16/2021

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
KINGSBRIDGE HOUSE	10 SUGAR LOAF ROAD BREVARD, NC 28712

(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 completed a follow up survey on November 16, 2021.	{D 000}		
{D 465}	10A NCAC 13F .1308(a) Special Care Unit Staff 10A NCAC 13F .1308 Special Care Unit Staff (a) Staff shall be present in the unit at all times in sufficient number to meet the needs of the residents; but at no time shall there be less than one staff person, who meets the orientation and training requirements in Rule .1309 of this Section, for up to eight residents on first and second shifts and 1 hour of staff time for each additional resident; and one staff person for up to 10 residents on third shift and .8 hours of staff time for each additional resident. This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to ensure the minimum number of staff were present to meet the needs of the residents in a Special Care Unit (SCU) on the third shift for 9 of 14 third shifts sampled from 11/01/21 to 11/14/21. The findings are: The facility was licensed by the Division of Health Service Regulation as a SCU with a capacity of 60 beds. Review of the facility resident census dated 11/01/21 revealed there was a SCU census of 42 residents, which required 33.6 staff hours on third shift. Review of the individual time sheets dated 11/01/21 revealed 25.5 staff hours were provided on third shift, leaving the shift short 8.1 hours.	{D 465}		

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{D 465}	Continued From page 1	{D 465}		

Review of the facility resident census dated 11/03/21 revealed there was a SCU census of 42 residents, which required 33.6 staff hours on third shift.

Review of the individual time sheets dated 11/03/21 revealed 24 staff hours were provided on third shift, leaving the shift short 9.6 hours.

Review of the facility resident census dated 11/04/21 revealed there was a SCU census of 42 residents, which required 33.6 staff hours on third shift.

Review of the individual time sheets dated 11/04/21 revealed 24 staff hours were provided on third shift, leaving the shift short 9.6 hours.

Review of the facility resident census dated 11/05/21 revealed there was a SCU census of 42 residents, which required 33.6 staff hours on third shift.

Review of the individual time sheets dated 11/05/21 revealed 16 staff hours were provided on third shift, leaving the shift short 17.6 hours.

Review of the facility resident census dated 11/06/21 revealed there was a SCU census of 41 residents, which required 32.8 staff hours on third shift.

Review of the individual time sheets dated 11/06/21 revealed 16.5 staff hours were provided on third shift, leaving the shift short 16.3 hours.

Review of the facility resident census dated 11/07/21 revealed there was a SCU census of 41 residents, which required 32.8 staff hours on third

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{D 465}	Continued From page 2	{D 465}		

shift.

Review of the individual time sheets dated 11/07/21 revealed 24 staff hours were provided on third shift, leaving the shift short 8.8 hours.

Review of the facility resident census dated 11/08/21 revealed there was a SCU census of 41 residents, which required 32.8 staff hours on third shift.

Review of the individual time sheets dated 11/08/21 revealed 16 staff hours were provided on third shift, leaving the shift short 16.8 hours.

Review of the facility resident census dated 11/12/21 revealed there was a SCU census of 41 residents, which required 32.8 staff hours on third shift.

Review of the individual time sheets dated 11/12/21 revealed 24.5 staff hours were provided on third shift, leaving the shift short 8.3 hours.

Review of the facility resident census dated 11/14/21 revealed there was a SCU census of 41 residents, which required 32.8 staff hours on third shift.

Review of the individual time sheets dated 11/14/21 revealed 24 staff hours were provided on third shift, leaving the shift short 8.8 hours.

Interview with a first shift personal care aide (PCA) on 11/16/21 at 2:15pm revealed:
-The facility was short of staff on third shift.
-Sometimes the residents required incontinence care at the start of her shift in the mornings.
-She knew the facility had been attempting to hire on more staff for third shift.

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{D 465}	Continued From page 3 Interview with a second first shift PCA on 11/16/21 at 2:23pm revealed sometimes the facility did not have enough staff. Interview with the Special Care Coordinator (SCC) on 11/16/21 at 2:30pm revealed: -The facility had been having problems retaining staff. -The facility had increased the staffs' hourly wage. -Seven staff had left to go to work at another facility. -The facility had attempted to recruit more staff through advertisements. Attempted telephone interview with a third shift PCA on 11/16/21 at 2:23pm was unsuccessful. Attempted telephone interview with a second 3rd shift PCA on 11/16/21 at 2:24pm was unsuccessful.	{D 465}		