Division of Health Service Regulation

Received via email on 08/04/22

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	FCL034092	A. BUILDING: _____ B. WING _____	R 06/28/2022

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
WAMU'S FAMILY CARE HOME	1251 SHELTER COVE WINSTON-SALEM, NC 27106

(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 06/28/22.	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, record reviews, and interviews, the facility failed to administer medications as ordered by a licensed prescribing practitioner for 1 of 3 sampled residents related to a medication used to for symptoms of gingivitis (a form of gum disease). The findings are: Review of Resident #1's current FL-2 dated 12/21/21 revealed: -Diagnoses included hypertension, seizure disorder, hypothyroidism, cognitive impairment, and mitral valve insufficiency. -There was an order for peridex 0.12% solution swish and spit twice daily (used to treat gingivitis). Review of Resident #1's April 2022 medication administration record (MAR) revealed: -There was an entry for peridex 0.12% rinse swish 10 mls in mouth or throat for 1-2 minutes	C 330	Administrator and staff have discussed the importance of administering Peridex mouth wash as prescribed by the patient's dentists. All staff members must be sure to administer peridex mouth wash 2 times a day at 8 am and, at 8Pm. Administrator will review charts quarterly to ensure that medication administration reflects prescribing professional's orders.	

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE **esther muriuki** TITLE **administrator** (X6) DATE **7/12/22**

Esthermuriuki

Reviewed and Acknowledged Keisha Banks 08/12/22

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C 330	Continued From page 1 and expectorate twice daily scheduled for 8:00am, 12:00pm, 4:00pm, and 8:00pm. -There was documentation peridex was administered daily from 04/01/22 through 04/30/22 at 8:00am, 12:00pm, 4:00pm, and 8:00pm. Review of Resident #1's May 2022 MAR revealed: -There was an entry for peridex 0.12% rinse swish 10 mls in mouth or throat for 1-2 minutes and expectorate twice daily scheduled for 8:00am, 12:00pm, 4:00pm, and 8:00pm. -There was documentation peridex was administered daily from 05/01/22 through 05/31/22 at 8:00am, 12:00pm, 4:00pm, and 8:00pm. Review of Resident #1's June 2022 MAR revealed: -There was an entry for peridex 0.12% rinse swish 10 mls in mouth or throat for 1-2 minutes and expectorate twice daily scheduled for 8:00am, 12:00pm, 4:00pm, and 8:00pm. -There was documentation peridex was administered daily from 05/01/22 through 05/27/22 at 8:00am, 12:00pm, 4:00pm, and 8:00pm and on 05/28/22 at 8:00am and 12:00pm. Observation of Resident #1's medications on hand on 06/28/22 at 1:44pm revealed: -There was an opened bottle of peridex 0.12% rinse swish 10 mls in mouth or throat for 1-2 minutes and expectorate twice daily dispensed to the facility on 07/02/21 and it was more than halfway full. -There were 6 unopened bottles of peridex 0.12% rinse dispensed to the facility on 01/04/22, 02/02/22, 03/01/22, 04/01/22, 05/02/22, and 06/02/22.	C 330		

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C 330	Continued From page 2 Telephone interview with a pharmacy technician from the facility's contracted pharmacy revealed: -Resident #1 had an order for peridex 0.12% rinse swish 10 mls in mouth or throat for 1-2 minutes and expectorate twice daily. -Peridex was a cycle filled medication and was automatically delivered to the facility each month with the last dispense date being on 06/02/22. -The bottle of peridex dispensed to the facility administered twice a day should last about 23 days. Telephone interview with a dental assistant at Resident #1's dentist's office on 06/28/22 at 1:52pm revealed: -Peridex was used for gum health. -The dentist last refilled Resident #1's peridex on 09/30/20 for use twice daily. -Resident #1 was last seen in the dentist's office on 01/31/22 and had light bleeding of his gums. -There was no documentation from the 01/31/22 visit notes regarding use of peridex. -There was not documentation the facility contacted the dental office regarding Resident #1 not using peridex. Interview with a medication aide (MA) on 06/28/22 at 2:22pm revealed: -He told Resident #1 when it was time to administer the peridex rinse, but Resident #1 refused it and he could not make Resident #1 rinse. -He thought peridex was supposed to be administered 4 times a day and he offered peridex 4 times daily. -He assumed the order for peridex was 4 times daily because there were 4 administration times on the MAR.	C 330		

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C 330	Continued From page 3 -He had not noticed the order on the MAR for peridex 10 mls twice daily. Interview with the Administrator on 06/28/22 at 10:35am revealed: -Resident #1 refused the mouth rinse a lot. -His family took him to the dentist and took care of his dental issues. -She thought the MAs just checked off on the MAR that the medication was administered. Second interview with the Administrator on 06/28/22 at 1:47pm revealed: -Resident #1 refused to let staff put anything in his mouth. -She told Resident #4's PCP ongoing that Resident #1 refused the peridex, but she had not reached out to his dentist. -Resident #4's PCP advised her to continue to offer peridex to Resident #1. Based on observation, interview, and record review, it was determined Resident #1 was not interviewable.	C 330		
C 342	10A NCAC 13G .1004(j) Medication Administration 10A NCAC 13G .1004 Medication Administration (j) The resident's medication administration record (MAR) shall be accurate and include the following: (1) resident's name; (2) name of the medication or treatment order;(3) strength and dosage or quantity of medication administered; (4) instructions for administering the medication or treatment; (5) reason or justification for the administration of	C 342	Administrator will review the new MARs every month to ensure that they reflect the prescribing professional's instructions including : 1, The Resident's name 2.medication name 3.Medication dosage 4. indication for medication 5.Time of administration 6. The route of medication administration And any other instructions from the provider.	

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C 342	Continued From page 4 medications or treatments as needed (PRN) and documenting the resulting effect on the resident; (6) date and time of administration; (7) documentation of any omission of medications or treatments and the reason for the omission, including refusals; and (8) name or initials of the person administering the medication or treatment. If initials are used, a signature equivalent to those initials is to be documented and maintained with the medication administration record (MAR). This Rule is not met as evidenced by: Based on observations, record reviews, and interviews, the facility failed to ensure the accuracy of medication administration records for 1 of 3 sampled residents (#1), including a medication used to for symptoms of gingivitis (a form of gum disease). The findings are: Review of Resident #1's current FL-2 dated 12/21/21 revealed: -Diagnoses included hypertension, seizure disorder, hypothyroidism, cognitive impairment, and mitral valve insufficiency. -There was an order for peridex 0.12% solution swish and spit twice daily (used to treat gingivitis). Review of Resident #1's April 2022 medication administration record (MAR) revealed: -There was an entry for peridex 0.12% rinse swish 10 mls in mouth or throat for 1-2 minutes and expectorate twice daily, scheduled for 8:00am, 12:00pm, 4:00pm, and 8:00pm. -There was documentation peridex was administered daily from 04/01/22 through 04/30/22 at 8:00am, 12:00pm, 4:00pm, and	C 342	Administrator has corrected the current MAR to reflect the dentist's order for peridex mouth wash, swish and spit two times a day at 8 am and 8 pm. Perdiex will be administered and charted in the MAR 2 times a day at 8 am and 8 pm. Staff members will chart when the patient refuses to use peridex with an "R" indicating "Refused" whenever the resident refuses the medication. The order for peridex twice a day has been faxed tp the pharmacy requesting the pharmacy to correct future MARs from 4 times a day to 2 times a day Administrator will notify the prescribing health professional if the resident refuses to take medication.	

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	8:00pm. Review of Resident #1's May 2022 MAR revealed: -There was an entry for peridex 0.12% rinse swish 10 mls in mouth or throat for 1-2 minutes and expectorate twice daily, scheduled for 8:00am, 12:00pm, 4:00pm, and 8:00pm. -There was documentation peridex was administered daily from 05/01/22 through 05/31/22 at 8:00am, 12:00pm, 4:00pm, and 8:00pm. Review of Resident #1's June 2022 MAR revealed: -There was an entry for peridex 0.12% rinse swish 10 mls in mouth or throat for 1-2 minutes and expectorate twice daily, scheduled for 8:00am, 12:00pm, 4:00pm, and 8:00pm. -There was documentation peridex was administered daily from 05/01/22 through 05/27/22 at 8:00am, 12:00pm, 4:00pm, and 8:00pm and on 05/28/22 at 8:00am and 12:00pm. Observation of Resident #1's medications on hand on 06/28/22 at 1:44pm revealed: -There was an opened bottle of peridex 0.12% rinse swish 10 mls in mouth or throat for 1-2 minutes and expectorate twice daily dispensed to the facility on 07/02/21 and it was more than halfway full. -There were 6 unopened bottles of peridex 0.12% rinse dispensed to the facility on 01/04/22, 02/02/22, 03/01/22, 04/01/22, 05/02/22, and 06/02/22. Telephone interview with a pharmacy technician from the facility's contracted pharmacy revealed: -Resident #1 had an order for peridex 0.12% rinse swish 10 mls in mouth or throat for 1-2		

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C 342	Continued From page 6 minutes and expectorate twice daily. -Peridex was a cycle filled medication and was automatically delivered to the facility each month with the last dispense date being on 06/02/22. -It was possible peridex was originally ordered for 4 times daily and it was not changed by the pharmacy to twice daily. -The facility had not called to change the entry on the MAR to only two spaces for entering documentation of administration. Interview with a medication aide (MA) on 06/28/22 at 2:22pm revealed: -He told Resident #1 when it was time to administer the peridex rinse, but Resident #1 refused it and he could not make Resident #1 rinse. -Resident #1 refused peridex most of the time, but he was not sure about how to document when Resident #1 refused a medication. -He usually just documented his initials on the MAR when Resident #1 refused just as he would as if medication was administered. -He thought peridex was supposed to be administered 4 times a day and he offered peridex 4 times daily and documented his initials 4 times daily. -He assumed the order for peridex was 4 times daily because there were 4 administration times on the MAR. -He had not noticed the order on the MAR for peridex 10 mls twice daily. Interview with the Administrator on 06/28/22 at 2:07pm revealed: -She expected MAs to document on the MAR as medications were given to residents. -She did not notice prior to today that peridex was scheduled to be administered 4 times daily on the MAR and that MAs documented administration 4	C 342	

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C 342	Continued From page 7 times daily in April, May, and June 2022. -She documented administration of peridex 4 times daily on multiple days in June 2022. -She made a mistake in documenting and it must have been an oversight when the MAs documented administration 4 times daily. -She was responsible for reviewing the MARs once a month, but she had not reviewed them this month.	C 342		