

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: FCL052305	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 08/10/2023
NAME OF PROVIDER OR SUPPLIER LIVEWELL CARY		STREET ADDRESS, CITY, STATE, ZIP CODE 208 MIDENHALL WAY CARY, NC 27513		
(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)	(X6) COMPLETE DATE
C 000	Initial Comments	C 000		
	The Adult Care Licensure Section conducted an annual survey on 08/10/23.			
C 271	10A NCAC 13G .0904(d)(1) Nutrition and Food Service 10A NCAC 13G .0904 Nutrition And Food Service (d) Food Requirements in Family Care Homes: (1) Each resident shall be served a minimum of three nutritionally adequate meals based on the requirements in Subparagraph (d)(3) of this Rule. Meals shall be served at regular times comparable to normal meal times in the community. There shall be at least 10 hours between the breakfast and evening meals	C 271	Meal times are posted in home for all staff and include the following: Breakfast: 730am-8am Lunch: 12:30pm Dinner: 530pm-6pm Staff notified that there are no deviations to these times and if issues/concerns regarding meeting times of meals at any point, RN/Chief Care Office must be notified immediately.	08/28/23
	This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to ensure the breakfast meal was served at the regular time as evidenced by breakfast being served between 11:01am and 12:00pm. The findings are: Observation of the facility during the initial tour on 08/10/23 at 9:00am revealed: -Two residents were sitting in the common area. -Four residents were in the bed in their rooms. -There was a medication aide (MA) and a personal care aide (PCA) on duty. -The MA was administering medications. -The PCA was in the kitchen preparing breakfast. Observation of the breakfast meal on 08/10/23 between 11:01am and 12:00pm revealed: -Three residents were served breakfast at		New Checklists with tasks to be completed per shift will be initiated to ensure time management and patient care needs. 11-15-2023 New precepting checklists will also be initiated to assist with proper training/precepting of all new employees for both levels of care: PCA and Medication Technician. Included in checklists will be 3rd shift responsibility to assist with morning routines (i.e. dressing/personal care for residents). Checklists will be reviewed by House Manager and/or designee each shift to ensure compliance. Checklists will be kept in both personnel record for new hires and in home (shift checklists). RN/Chief Care Officer to verify process is being followed and will review both types of checklists on biweekly basis.	

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

STATE FORM

SEZK11

If continuation sheet 1 of 3

Nicole Combs RN

Chief Care Officer

9/18/23

Reviewed and acknowledged [signature] 09/19/23

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C 271	Continued From page 1 11:01am. -One resident was served breakfast at 11:17am. -A fifth resident was served breakfast at 11:34am. -A sixth resident was served breakfast at 12:00pm. Interview with a resident in the facility on 08/10/23 at 12:16pm revealed breakfast was not normally served late. Interview with a resident's private duty sitter on 08/10/23 at 11:47am revealed: -She had worked in the facility twice in the past month. -Breakfast was normally served between 7:00am and 7:30am. -She had never known breakfast to be served late. Interview with the PCA on 08/10/23 at 12:05pm revealed: -Breakfast was served at 7:30am. -Lunch was served at 12:30pm. -Dinner was served at 5:30pm. -She was preparing breakfast this morning when the state surveyor arrived at 9:00am. -The MA told her to stop preparing breakfast because all the residents in the facility were not out of bed. -The MA told her to get the remaining residents in the facility out of bed. Interview the MA on 08/10/23 at 11:49am revealed: -Breakfast was served between 8:00 and 8:30am. -Lunch was served between 12:00 and 12:30pm. -Dinner was served between 5:00pm and 5:30pm. -She was supposed to report to work at 7:00am but arrived at 7:30am.	C 271	New Food/M meal Planner placed in home with the following resources for staff: 8-28-2023 1. Meals for upcoming month 2. Diet Exceptions for next coming month 3. Explanations/Education for different diets including but not limited to: Mechanical Soft Pureed Diet No Salt Added Low Carb 4. Meals for each menu separated by categories: Breakfast Entrees Sides Sauces Desserts Veggies Old Menus will be placed at back of the binder and will remain in the home. Care Coordinator/RN will ensure staff have upcoming menus/exceptions/recipes for the following month (to be sent out 15 of each month). Staff In-Services with Dieticians from Grove Menus to assist with education regarding Food Service. 11/30/2023 Staff In-Service to be completed to introduce new processes listed above. 09/15/2023		

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C 271	Continued From page 2 -She did not ask the MA who relieved her to stay and help them get caught up because the time had to be approved by the office and she had a transportation service picking her up. -She preferred all residents be out of bed and in the common area before breakfast was prepared. -She did not want the food to be cold when the residents came out of their room to eat, so she told the PCA to stop preparing breakfast and get the residents out of bed who weren't up. -She was late serving breakfast because it was the PCA's first day working in the facility, and she had to go over training information and the layout of the facility with the PCA. Interview with the Administrator on 08/10/23 at 10:18am revealed: -It was unacceptable that the residents had not eaten breakfast. -She thought when she arrived the residents had eaten because she "smelled bacon." Second interview with the Administrator on 08/10/23 at 1:59pm revealed she did not know why the breakfast meal was served late.	C 271	See correction action plan above.	