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
	HAL011338	A. BUILDING: _____ B. WING _____	R-C 08/09/2023

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
ARBOR TERRACE OF ASHEVILLE	3199 SWEETEN CREEK ROAD ASHEVILLE, NC 28803

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{D 000}	Initial Comments The Adult Care Licensure Section conducted a follow-up survey on 08/08/23 to 08/09/23.	{D 000}		
D 375	10A NCAC 13F .1005(a) Self-Administration Of Medications 10A NCAC 13F .1005 Self -Administration Of Medications (a) An adult care home shall permit residents who are competent and physically able to self-administer their medications if the following requirements are met: (1) the self-administration is ordered by a physician or other person legally authorized to prescribe medications in North Carolina and documented in the resident's record; and (2) specific instructions for administration of prescription medications are printed on the medication label. This Rule is not met as evidenced by: TYPE B VIOLATION Based on observations, interviews, and record reviews, the facility failed to ensure 1 of 5 sampled residents (#5) had self-administration orders for a prescription topical gel medication used to treat pain and over the counter (OTC) medications including a medication used to treat heartburn, 3 different lubricated eye drops used to treat dry eyes, an eye ointment medication used to treat dry eyes, a topical medication used to prevent skin infections, a medication used to enhance smoking cessation, a liquid medication used to treat mouth/dental pain, and a gel medication used to treat mouth/dental pain used	D 375	All medications that were found in resident #5's room were removed. The physician and POA were notified. Orders requested and received from the PCP for staff to administer the medications. Staff also met with the daughter and went over the policies and procedures of medication administration.	8/11/2023 8/11/2023 8/11/2023 8/11/2023

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE: Dianne O'Kelley | TITLE: ED | (X6) DATE: 9-12-23

Reviewed and Acknowledged
Date: 09/18/23 CS

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D 375	Continued From page 1 by Resident #5 and stored in Resident #5's room. The findings are: Review of the Medication Management Policies and Procedures dated 11/2013 revealed: -All residents who administer their own medications must be evaluated for competency. -Self medicating residents should be evaluated for competency by the Resident Care Director (RCD) with the Resident Self-Medication Assessment at least quarterly or more frequently in accordance with state regulations. -Any resident who is determined to be unable to self-administer medication will be provided with medication management services. Review of Resident #5's current FL2 dated 10/10/22 revealed: -Diagnoses included mild cognitive impairment and anxiety disorder. -There was no orientation information listed. -Recommended level of care was assisted living. -There was an order for Voltaren (a topical medication used to treat arthritis pain) 1% gel, apply 2 grams three times daily for neck pain. -There was an order for Voltaren 1% gel, apply 2 grams three times daily to both knees. -There was no order permitting the resident to self administer any medication. Observation during initial tour on 08/08/23 at 9:45am revealed: -Resident #5 was resting in her bed. -Beside Resident #5 on top of her bedspread were the following medications: -Two Voltaren (a topical medication used for pain relief) 1% gel tubes, 3.53-ounce each, one tube full and one tube half full. -One bottle of Tums (an oral medication used to	D 375	An audit was complete for the other resident's room. No other medications were noted in their rooms. The Care Directors meet with the private sitter for resident #5. medication policy reviewed. Inservice training was completed on medication management policies, including the prohibition of residents keeping medications in their room without an assessment and orders from their PCP. Residents and family members were notified through written notices, meetings and one-on -one discussions. Routine audits of resident's rooms were implemented in a weekly basis to ensure compliance with the self-medication management policy.	8/11/2023 8/11/2023 8/11/2023 8/17/2023 8/11/2023

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D 375	Continued From page 2 treat heartburn) ultra-strength chewable 1,000mg tablets. -One bottle of Cryoderm (a topical roll-on medication used to treat pain) pain relieving cool therapy roll-on 3 fluid ounce bottle. -Two Systane Lubricant (an eye medication used to treat dry eyes) eye drops 30ml per 1 ounce bottle, one bottle full and one bottle half full, with an expiration date of 03/2023 printed on each bottle. -Ten Oasis Tears Plus (an eye medication used to treat dry eyes) in 0.3ml/0.01 fluid ounce single-use dose containers. -One Thera Tears (an eye medication used to treat dry eyes) 0.5 fluid ounce bottle less than half full and an expiration date of 02/2023. -One Retaine (an eye medication used to treat dry eyes) lubricant eye ointment in a 5-gram full tube. -One Neosporin (a medication used to prevent skin infections) topical ointment 0.5-ounce full tube. -Two boxes Nicotene Gum (a medicated gum used to enhance smoking cessation) 4mg nicotine per piece with 160 pieces in each full box. -One Kanka (a medication used to treat mouth/dental pain) mouth pain liquid bottle with amount in bottle unreadable. -Instant Oral Pain Relief (a medication used to treat mouth/dental pain) 0.33-ounce full tube, maximum strength gel. Interview with Resident #5 on 08/08/23 at 9:45am revealed: -She always kept these medications in her room. -Staff knew she took these medications. -She self-administered the Voltaren gel two or three times a week on her neck and her knees. -She self-administered her eye drops every day.	D 375		

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D 375	Continued From page 3 -She self-administered a Tums anytime the facility served spicy food that did not agree with her and most recently self-administered a tablet last week. -She had never used the Kanka mouth pain liquid and wanted the bottle thrown away. -She self-administered the Retaine eye ointment when she needed it (could not clarify how often that was). -She self-administered the Neosporin on her skin when she needed it. -She used the Cryoderm if the Voltaren gel did not help her neck and knee pain. -She could not recall when she most recently used the instant oral pain relief gel. -She self-administered the Nicotene Gum whenever she wanted a piece, probably in the last few days. Review of Resident #5's care plan dated 10/13/22 revealed Resident #5 was totally dependent for medication management. Review of Memory Care notes dated 04/12/23 revealed Resident #5 was diagnosed with dementia on 01/05/23. Review of the most recent physician's orders dated 03/03/23 revealed: -There were no orders for Resident #5 to self-administer any of her medications. -There were no orders for Resident #5 to be administered Cryoderm pain relieving roll-on, Tums, Systane Lubricant eye drops, Oasis Tears Plus, Thera Tears, Retaine eye lubricant ointment, Neosporin, Nicotene gum, Kanka mouth pain liquid or Instant Oral pain relief gel. -There was an order for Voltaren 1% gel, apply 2 grams three times daily for neck pain. -There was an order for Voltaren 1% gel, apply 2	D 375		

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D 375	Continued From page 4 grams three times daily to both knees. Review of the June 2023 electronic Medication Administration Record (eMAR) revealed: -There were no entries for Cryoderm pain relieving roll-on, Tums, Systane Lubricant eye drops, Oasis Tears Plus, Thera Tears, Retaine eye lubricant ointment, Neosporin, Nicotene gum, Kanka mouth pain liquid or Instant Oral pain relief gel. -There was an order for Voltaren 1% gel, apply 2 grams three times daily for neck pain and documentation the medication was administered per the order by the medication aide (MA). -There was an order for Voltaren 1% gel, apply 2 grams three times daily to both knees and documentation the medication was administered per the order by the MA. Review of the July 2023 eMAR revealed: -There were no entries for Cryoderm pain relieving roll-on, Tums, Systane Lubricant eye drops, Oasis Tears Plus, Thera Tears, Retaine eye lubricant ointment, Neosporin, Nicotene gum, Kanka mouth pain liquid or Instant Oral pain relief gel. -There was an order for Voltaren 1% gel, apply 2 grams three times daily for neck pain and documentation the medication was administered per the order by the MA. -There was an order for Voltaren 1% gel, apply 2 grams three times daily to both knees and documentation the medication was administered per the order by the MA. Review of the August 2023 eMAR revealed: -There were no entries for Cryoderm pain relieving roll-on, Tums, Systane Lubricant eye drops, Oasis Tears Plus, Thera Tears, Retaine eye lubricant ointment, Neosporin, Nicotene gum,	D 375		

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D 375	Continued From page 5 Kanka mouth pain liquid or Instant Oral pain relief gel. -There was an order for Voltaren 1% gel, apply 2 grams three times daily for neck pain and documentation the medication was administered per the order by the MA. -There was an order for Voltaren 1% gel, apply 2 grams three times daily to both knees and documentation the medication was administered per the order by the MA. Interview with a Supervisor on 08/08/23 at 3:30pm revealed: -Resident #5 did not have orders to self-administer any medications. -They have "raided" Resident #5's room several times to remove medications she was not supposed to have in her room. -They thought her private sitter was bringing medications to Resident #5. -All medications had now been removed from her room. Telephone interview with a medication aide (MA) on 08/08/23 at 4:04pm revealed: -She administered medications to Resident #5 on the morning of 08/08/23. -She did not observe any medications in Resident #5's room or on her bedspread. -She was in the room around 9:40am to administer Resident #5's medications. -She adminstered the Voltaren gel to Resident #5's neck and knees per the physician's order. -Resident #5 did not have an order to self-administer any medications. -There should not be any medications in Resident #5's room. Second interview with a Supervisor on 08/09/23 at 9:40am revealed:	D 375		

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D 375	Continued From page 6 -He had personally removed medications from Resident #5's room at least 3 times in the past 6 months. -The previous Resident Care Director (RCD) spoke with the Responsible Party for Resident #5 and informed her that Resident #5 could not have medications in her room. -The facility staff thought the private sitter was bringing medications in for Resident #5. -Although they suspected the sitter was bringing in medications, they had not put any measures in place to check the room for medications when the sitter left. Interview with the Executive Director (ED) on 08/09/23 at 10:00am revealed: -Resident #5 was not supposed to have medications in her room. -Resident #5 did not have an order to self-administer her medications from the physician. -Resident #5 did not have an assessment to determine if she was able to self-administer her medications. -Facility staff had spoken with Resident #5's responsible party in the past about not bringing in medications or allowing the sitter to bring in medications for Resident #5 to keep in her room. -She thought the issue had been resolved. Interview with the Corporate Registered Nurse (RN) on 08/09/23 at 10:04am revealed: -The MAs were supposed to be observing the surroundings in a resident's room when medications were administered. -Room sweeps should be performed for all residents once weekly to ensure there were no medications in resident rooms. -Resident #5 did not have an order to self-administer and there should have been no	D 375		

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D 375	Continued From page 7 medication in her room. Telephone interview with the Primary Care Provider (PCP) on 08/09/23 at 10:43am revealed: -Resident #5 did not have orders to self-administer medications. -He was not concerned that she could overdose on any of the medications. -He was concerned that she was self-administering two different eye drops that were both expired. -Resident #5's self-administration of expired medications was an indication that she should not be self-administering her medications. -She was at risk for developing an eye infection in one or both eyes because of her self-administration of the expired medication. -He would write an order for Resident #5 to have no medications in her room. The facility failed to obtain self-administration orders for prescription and over the counter medications Resident #5 used and stored in her room which resulted in Resident #5 self-administering expired ophthalmic medications putting her at risk for an eye infection. This failure was detrimental to the health, safety, and welfare of the resident and constitutes a Type B Violation. The facility provided a Plan of Protection in accordance with G. S. 131-D-34 on 08/09/23. CORRECTION DATE FOR THE TYPE B VIOLATION SHALL NOT EXCEED SEPTEMBER 23, 2023.	D 375		