STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	FCL045091	A. BUILDING: _____ B. WING _____	R-C 10/05/2023

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SOUNDVIEW FAMILY CARE HOMES UNIT F	24 EAST MONET 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 completed a Follow-up survey on 10/05/23.	{C 000}		
{C 246}	10A NCAC 13G .0902(b) Health Care 10A NCAC 13G .0902 Health Care (b) The facility shall assure referral and follow-up to meet the routine and acute health care needs of residents. This Rule is not met as evidenced by: The Type B Violation was abated. Non-compliance continues. Based on record reviews and interviews the facility failed to follow up with a physician appointment after a hospitalization for a resident (Resident #1) with chronic obstructive pulmonary disease (COPD). The findings are: Review of Resident #1's FL2 dated 12/13/22 revealed: -Diagnoses of schizoaffective disorder and COPD. -There was documentation Resident #1 was oriented and ambulated independently. Review Resident #1's physician discharge summary of the local hospital dated 08/17/23 revealed: -Resident #1 had been in the hospital from 08/14/23-08/17/23. -The admitting diagnosis was COPD exacerbation. -Resident #1 was admitted in respiratory failure and required ICU level of care for oxygenation support.	{C 246}		

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{C 246}	Continued From page 1 -Resident #1 had tested positive for Respiratory Syncytial Virus (RSV) (respiratory virus). -Resident #1 was to complete a course of Prednisone and follow up with "pulmonary at an already scheduled appointment. Interview with Resident #1 on 10/05/23 at 11:40am revealed: -He was supposed to see the pulmonologist for his COPD. -He had not been to the pulmonologist since he was in the hospital. -He recalled having a pulmonary study before being in the hospital but could not recall any appointments since then. Telephone interview with the certified medical assistant at Resident #1's physician office on 10/05/23 at 10:45am revealed: -Resident #1 had a pulmonary study on 07/11/23 and was to see the physician on 07/24/23. -Resident #1 was a no show for his 07/24/23 appointment and therefore the physician's office would not call and schedule another appointment for someone who was a no show. -Resident #1 did not have any appointments scheduled until 10/5/23 when the facility called to schedule an appointment and received one for 10/16/23. -It was very important to keep his new appointment to see the physician on 10/16/23 as his pulmonary test was such that he required treatment. Interview with the relief Supervisor-in-Charge (SIC) on 10/05/23 at 11:20am revealed: -She was not working the day Resident #1 returned from the hospital. -When she returned to work Resident #1 brought her some paperwork from the hospital.	{C 246}		

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{C 246}	Continued From page 2 -She did not go through the paperwork except to file it in the record and send the pharmacy information to the pharmacy. -The SIC for the facility would have been responsible to go through the paperwork when Resident #1 returned from the hospital. Interview with the Property Manager on 10/05/23 at 11:15am revealed: -The SIC was responsible for entering Resident #1's appointments into the medication administration record (MAR) computer system when he returned from the hospital. -Staff reviewed the MAR appointments to set up the scheduled appointments for the week. -If it was not entered by the SIC then there was no way for them to set up transportation and take Resident #1 to his appointments. -If the SIC did not have a discharge summary when Resident #1 arrived from the hospital she was responsible for calling the hospital to obtain the discharge summary. -If the SIC could not get the discharge summary then she should have called the Property Manager or the Administrator and they would have obtained it. -She was not aware Resident #1 was supposed to follow up with the Pulmonologist as it was not in the QIC Mar system. -There was no information about a 07/24/23 appointment in the MAR system so the facility could not have scheduled transportation for Resident #1. -She and the Administrator would randomly audit records to orders were being followed but they did not check behind staff after each admission or return from the hospital. Attempted interview with the facility SIC on 10/05/23 at 11:45am was unsuccessful.	{C 246}		

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