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
	HAL057011	A. BUILDING: _____ B. WING _____	R-C 11/09/2023

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MARS HILL RETIREMENT COMMUNITY	170 SOUTH MAIN STREET MARS HILL, NC 28754

(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 11/08/23 and 11/09/23.	{D 000}		
{D 139}	10A NCAC 13F .0407(a)(7) Other Staff Qualifications 10A NCAC 13F .0407 Other Staff Qualifications (a) Each staff person at an adult care home shall: (7) have a criminal background check completed in accordance with G.S. 131D-40 and results available in the staff person's personnel file; This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to ensure 2 of 5 sampled staff (Staff A and B) had a criminal background check completed upon hire. The findings are: a. Review of Staff A's personnel record revealed: -Staff A was hired on 10/16/23 as a personal care aide (PCA). -There was a signed consent to obtain a criminal background check on Staff A. -There was documentation a criminal background was initiated on 10/27/23. Refer to interview with the Business Office Manager (BOM) on 11/09/23 at: 10:45am. Attempted interview with the Administrator on 11/09/23 at 10:55am was unsuccessful. b. Review of Staff B's personnel record revealed: -Staff B was re-hired on 08/18/23 as a medication aide (MA). -There was a no consent to obtain a criminal	{D 139}	Personnel Audit Form was created and implemented. Form designed to show every state required document needed for an employee and Business Office Manager adds the information to this form. 12.1.23 Community is in compliance ensuring all Criminal background checks are being initiated and received back prior to the hire date of potential team member 12.1.23 Community has contracted with a new Criminal Background Check Company and Criminal Background Company is now completed within 4 - 24 hours vs several days using State Bureau of Investigation. 10.23.23 The Business Office Manager (BOM) is responsible for ensuring all required documentation and the Criminal Background Check is completed and signed. Once signed, BOM documents date and time submitted to vendor. Once submitted, BOM will provide documentation to Executive Director for review and acknowledge proper submission date. Potential team member will be informed that once CBC report has been received, decision will be made. Executive Director will make final decision to hire or deny.	

Called ED on 12-28-23 at 9:39am. She is aware it is not a state requirement to have criminal background back before hire date. She is aware she needs signed consent.

This is the correct date this was initiated.

Division of Health Service Regulation

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
[signature]		12.21.23

Reviewed and acknowledged by AS
Date - 12-28-23

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{D 139}	Continued From page 1 background check on Staff B. -There was no documentation that a criminal background check had been obtained. Refer to interview with the Business Office Manager (BOM) on 11/09/23 at 10:45am. Attempted interview with the Administrator on 11/09/23 at 10:55am was unsuccessful. Interview with the Business Office Manager (BOM) on 11/09/23 at 10:45am revealed: -She was responsible for obtaining criminal background checks on new employees upon hire. -She completed audits of personnel records for required documentation bimonthly. -Staff B was employed by the facility in 2022 and she had made a new employee packet but had not completed a criminal background on Staff B. -She had just used the one from Staff B's last employment with the facility of 04/27/22. -The facility considered the date of hire as the date the new employee begins there paperwork. -New staff frequently do not bring the information requested by the BOM when they come to complete their new hire paperwork. -Staff A had not brought in all the required original documents in for employment verification and therefor there criminal background checks were not completed until the staff brought in there original documents resulting in the criminal backgrounds being initiated after the hire date. -It was her personal preference that required documents be originals, not copies of documents, as she would not process the paperwork until she observed the originals.	{D 139}		