STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	FCL091018	A. BUILDING: _____ B. WING _____	04/04/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
HOUSE OF BLESSINGS FAMILY CARE HOME	1421 ROSS MILL ROAD HENDERSON, NC 27537

(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 survey on 04/04/24.	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: Based on interviews and record reviews, the facility failed to ensure referral and follow-up to meet the routine needs for 1 of 3 sampled residents (Resident #3) related to a colonoscopy. The findings are: Review of Resident #3's FL2 dated 07/25/23 revealed diagnoses included gastroesophageal disease (GERD). Review of an order from Resident #3's gastroenterologist dated 01/03/24 revealed Resident #3 was scheduled for a colonoscopy screening on 02/15/24. Review of Resident #3's February 2024 medication administration record (MAR) revealed: -There was an entry for polyethylene glycol (PEG) 350 electrolyte combination solution (used to cleanse the colon before certain medical test) begin at 5:00pm the evening before the procedure; drink 8 ounces of mix every 10 to 20 minutes until half of the solution is gone. -Refrigerate the other half of solution and begin drinking again five hours before scheduled procedure and must complete all of mixture. -There was a hand-written note "prep cancelled	C 246	See Attached	

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE: Florence B. Ademola

TITLE: Administrator

(X6) DATE: 5/10/24.

Reviewed and acknowledged on 03/14/24

P.D.

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C 246	Continued From page 1 01/26/24 per guardian". Telephone interview with a representative from Resident #3's gastroenterologist office on 04/04/24 at 3:37pm revealed: -Resident #3 had a colonoscopy procedure scheduled for 02/15/24. -The facility called and cancelled Resident #3's colonoscopy on 01/26/24. -The facility had not rescheduled Resident #3's colonoscopy. -The facility would have to contact the gastroenterologist to reschedule the procedure. Interview with Resident #3 on 04/04/24 at 3:53pm revealed: -He had a colonoscopy years ago before he was admitted to the facility, but he did not know how long ago. -He did not know the results from the colonoscopy from before he was admitted to the facility. -He had a family member who had a history of colon cancer. -He had a routine colonoscopy scheduled about a month ago, but he was having some personal issues and his guardian told him he did not have to have the colonoscopy procedure. -He did not know if the appointment for the colonoscopy had been rescheduled. -He did not know who was supposed to reschedule the colonoscopy. -He wanted to have the procedure, so he was okay with it being rescheduled. Telephone interview with Resident #3's guardian on 04/04/24 at 12:49pm revealed: -She requested the facility cancel Resident #3's colonoscopy procedure scheduled in February 2024 because he was out of sorts and depressed	C 246		

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C 246	Continued From page 2 and it would be too much for him to handle. -She had not heard from the facility about a rescheduled date for the colonoscopy. -The facility was responsible for rescheduling the colonoscopy for Resident #3. -She assumed the facility would have rescheduled the procedure when they called to cancel in February 2024. -The facility should have rescheduled the appointment for Resident #3 because they were the ones who transported him to his appointments and procedures and stayed with him and knew what they could schedule. -She was not sure why Resident #3's primary care provider (PCP) had scheduled the colonoscopy. -She expected the facility to reschedule Resident #3's colonoscopy and then notify her of the date. Interview with the medication aide/supervisor-in-charge (MA/SIC) on 04/04/24 at 12:12pm revealed: -Resident #3 had a colonoscopy scheduled for 02/15/24. -She thought the gastroenterologist had scheduled the colonoscopy, but she did not know if there was a concern or if it was routine. -The appointment was cancelled because Resident #3 became depressed and his guardian said to cancel it. -Resident #3 had not done the preparation or taken the prep medication because the appointment was cancelled a few days before the appointment date. -The PEG was returned to the pharmacy. -She had not rescheduled the appointment for the colonoscopy because Resident #3's guardian had not said it was okay to reschedule the appointment.	C 246		

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C 246	Continued From page 3 Interview with the Administrator on 04/04/24 at 2:21pm and 4:03pm revealed: -Resident #3's PCP had referred him to the gastroenterologist for a colonoscopy screening because of his family history of colon cancer. -The SIC/MA was responsible for scheduling appointments for the residents. -Resident #3's gastroenterologist had scheduled the colonoscopy screening and had ordered the colonoscopy preparation medication. -Resident #3 was having some emotional issues so his guardian called the facility and told them to cancel the colonoscopy because she felt was too much for him to handle. -The SIC/MA cancelled the appointment. -The PCP made the appointment for the colonoscopy procedure that was cancelled. -The facility staff called Resident #3's guardian and she was supposed to reschedule his colonoscopy. -She was going to follow-up with Resident #3's guardian within four to six weeks from the cancelled procedure date. -She had not followed up with the guardian yet because it had not been a month. Attempted telephone interview with Resident #1's PCP on 04/04/24 at 1:40pm was unsuccessful.	C 246		
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	C 330	See Attached	

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C 330	Continued From page 4 (2) rules in this Section and the facility's policies and procedures. This Rule is not met as evidenced by: Based on observations, interviews, and record reviews, the facility failed to ensure medications were administered as ordered for 1 of 3 sampled residents (#1) related to an antibiotic. The findings are: Review of Resident #1's current FL-2 dated 06/06/23 revealed diagnoses included metabolic encephalopathy, diabetes, hypertension and cardiomyopathy. Review of Resident #1's after visit report from his primary care provider (PCP) dated 01/09/24 revealed: -He had diagnoses of acute right otitis media (a middle ear infection) and otitis externa of bilateral ears (inflammation of the inner ear). -There was an order for ofloxacin (used to treat infection) 0.3% eardrops instill five drops into bilateral ears twice daily. -There was an order for ofloxacin 0.3% eardrops instill 10 drops into bilateral ears once daily. Review of Resident #1's January 2024 medication administration record (MAR) revealed: -There was a hand-written entry for ofloxacin five drops in each ear twice daily the scheduled times had been scratched out. -Ofloxacin was documented as administered twice daily from 01/06/24 to 01/15/24 and once on 01/16/24; ofloxacin was administered 11 times. -The word "DONE" was hand-written across the remainder of the dates. -There was not an entry for ofloxacin 0.3%	C 330		

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C 330	Continued From page 5 eardrops instill 10 drops into bilateral ears once daily on the MAR. Review of Resident #1's February 2024 MAR revealed: -There was an entry for ofloxacin 0.3% eardrops instill 10 drops into bilateral ears once daily. -There was a hand-written note "finished" "no refills" on the entry. -There was no entry for the ofloxacin 0.3% eardrops instill five drops into bilateral ears twice daily. Review of Resident #1's March 2024 MAR revealed: -There was an entry for ofloxacin 0.3% eardrops instill 10 drops into bilateral ears once daily. -There was a hand-written note "comp [completed] 02/24" on the entry. -There was no entry for the ofloxacin 0.3% eardrops instill five drops into bilateral ears twice daily. Review of Resident #1's April 2024 MAR from 04/01/24 to 04/04/24 revealed: -There was an entry for ofloxacin 0.3% eardrops instill 10 drops into bilateral ears once daily. -There was a hand-written note "comp [completed] 02/24 need discontinue order" on the entry. -There was no entry for the ofloxacin 0.3% eardrops instill five drops into bilateral ears twice daily. Observation of Resident #1's medications on hand on 04/04/24 at 12:00pm revealed there was no ofloxacin 0.3% available for administration. Telephone interview with a pharmacist from the facility's contracted pharmacy on 04/04/24 at	C 330		

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C 330	Continued From page 6 1:04pm revealed: -The pharmacy had never received an order for ofloxacin 0.3% eardrops instill five drops into bilateral ears twice daily. -They had received an order for ofloxacin 0.3% eardrops instill ten drops into bilateral ears once daily with one refill but never dispensed the eardrops. -The order was on hold but there was no other information noted and the facility never requested it again. -Ofloxacin eardrops were an antibiotic used to treat ear infections. -Possible outcomes of not administering the antibiotic eardrops as ordered could include the infection would get worse; the eardrops would have been soothing. Telephone interview with a pharmacist from the facility's back up pharmacy on 04/04/24 at 2:33pm revealed: -Resident #1 had an order for ofloxacin 0.3% instill five drops bilateral into ears twice daily; there was one refill on the order. -A ten-day supply of ofloxacin eardrops instill 5 drops in each ear twice daily was dispensed on 01/05/24; there no other dispense dates. -There was not an order for ofloxacin 0.3% eardrops instill 10 drops into each ear once daily. -Ofloxacin was an antibiotic used to treat infection and swimmers' ear. Interview with Resident #1 on 04/04/24 at 3:46pm revealed: -He had a bad cold with an ear infection during the winter. -His ear hurt really bad; it felt like he was hearing underwater. -He did not like the eardrops, but he took them anyway.	C 330		

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C 330	Continued From page 7 -They were administered twice daily; he did not know how many days they were administered. -His ears stopped hurting after he took the eardrops. -He had not seen his PCP since he had the ear infection. Interview with the medication aide/supervisor-in-charge (MA/SIC) on 04/04/24 at 12:12pm revealed: -She needed the pharmacy to discontinue Resident #1's ofloxacin eardrops and remove them from the MAR. -Resident #1 had seen by his PCP because he had a cold. -She thought the order for his ofloxacin was written for only one week or about five days. -The PCP ordered other medications for Resident #1's cold on the same day and since they were only ordered for five days so she thought the ofloxacin was as well. -When the ofloxacin eardrops ran out she did not request an order for a refill. -Resident #1's PCP wrote the order for five refills for his ofloxacin eardrops. -She had to contact the pharmacy and requested a refill for eardrops. -She had called the PCP today, 04/04/24, and left a message to request a discontinue order for the ofloxacin. -She meant to contact the PCP before 04/04/24 but she had forgotten. -She had contacted the pharmacy to remove the ofloxacin from the MAR in February 2024 but was told they needed a discontinue order from the PCP. -She did not know about the order for the ofloxacin instill 10 drops once daily; the pharmacy had only sent the ofloxacin with the order to instill 5 drops twice daily.	C 330		

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C 330	Continued From page 8 -She had not seen the orders from Resident #1's PCP for the ofloxacin eardrops. Interview with the Administrator on 04/04/24 at 1:40pm revealed: -The SIC/MA was responsible for requesting a refill from the pharmacy for the residents' medication when there was only seven days of medication left to administer. -Resident #3 other antibiotics that were only administered for seven days and no refills. -If Resident #3 had more refills available for his eardrops then the SIC/MA should have requested a refill before they ran out. -Resident #3 did not complain of continued pain or problems with his ears after the first bottle of eardrops were administered. Attempted telephone interview with Resident #1's PCP on 04/04/24 at 1:40pm was unsuccessful.	C 330		

Americares Health Services LLC (DBA)
House of Blessings Family Cares Home
1421 Ross-Mill Road

Henderson, NC 27537

License # FCL-091018

May 10, 2024

RE: Plan of Corrections For 2 Deficiencies Cited

1. C 246: 10A NCAC 13G.0902(b) Health Care:

These measures were put together to correct this deficiency immediately. The staff reach out to resident #3 legal guardian if is okay to reschedule his colonoscopy appointment. The legal guardian said yes, and the staff call the doctor office on the 4/5/2024, resident #3, was rescheduled to have this colonoscopy done on the 5/29/2024. Second, the nurse also came on the 4/11/24. And re-trained all staffs member in all areas of Health care issues concerning the residents and Medications including proper documentation in resident file.

Going forward, the Administrator and supervisor in Charge will audit residents' file quarterly to make sure every medical procedure and Physician order are carried out properly.

To prevent this from happening again, all medical procedures will be carried out as order, all necessary follow-ups will be done and document in the resident file. This will be monitored quarterly by the Administrator.

2. C330: 10A NCAC 13G .100(a) Medication Administration.

All identified areas of this citation have been addressed on the 04/11/24. All Staff were thoroughly trained on 04/11/24 in all areas of Medication, including proper clarification about physician order and documentation. Second, the staff called the doctor office on the 4/11/24 after the training, and the extra ofloxacin 0.3% was discharged since there is no need for resident #1 to be on this antibiotic anymore.

Measures put in place to correct this deficiency: A Register Nurse had trained all staff members in all areas of Medications including proper clarification of physician order and documentations before handily residents' order's order. They were trained to call the doctor's office for clarification.

To prevent this from happening again, the nurse will continue to train all future staff members on this type of issue. The administrator will monitor all resident's charts and the MAR monthly to make sure all MAR are accurately documented; all doctor's order were carried out properly, all medications were administered as order. The register Nurse will also come by every 3 months to review all charts and MARs.

Sign: Florence B. Ademola 5/10/24