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D 000	Initial Comments The Adult Care Licensure Section completed an annual and follow up survey on May 20-21, 2025	D 000		
D 276	10A NCAC 13F .0902(c)(3-4) Health Care 10A NCAC 13F .0902 Health Care (c) The facility shall assure documentation of the following in the resident's record: (3) written procedures, treatments or orders from a physician or other licensed health professional; and (4) implementation of procedures, treatments or orders specified in Subparagraph (c)(3) of this Rule. This Rule is not met as evidenced by: Based on observations, interviews and record reviews, the facility failed to ensure physician orders for Thrombo-embolus deterrent (TED) hose were implemented for 1 of 5 sampled residents (#3). The findings are: Review of Resident #3's current FL-2 dated 02/28/25 revealed diagnoses included bilateral osteoarthritis in the knees, neuropathy, and dizziness. Review of Resident #3's signed physician's order dated 03/25/25 revealed an order for TED hose for bilateral edema apply and remove daily; 12 hours on and 12 hours off. Review of Resident #3's signed physician's order date 04/15/25 revealed an order for staff to assist resident daily with application and removal of her compression socks.	D 276		

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Review of Resident #3's electronic medication administration record (eMAR) for March 2025 revealed there was no entry for the daily application and removal of Resident #3's TED hose.

Review of Resident #3's eMAR for April 2025 revealed:
-There was an entry for compression stockings apply compression socks daily in the morning and remove at bedtime with a scheduled application at 8:00am and removal at 8:00pm; staff to assist with application.
-There was one refusal documented on 04/23/25.

Review of Resident #3's eMAR for May 2025 from 05/01/25 to 05/20/25 revealed:
-Resident #3's compression stockings were documented as applied and removed daily from 04/01/25 to 04/19/25.
-There was documentation Resident #3's compression stockings were applied on 04/20/25 at 8:00am.

Observations of Resident #3 at on 04/20/25 at various times from 9:45am to 4:10pm revealed:
-At 9:45am, Resident #3 was seated in a recliner in her room with her feet on the floor; she did not have her TED hose on.
-Her feet, ankles and lower legs were swollen and there were red blotches on her shins.
-At 11:55am, she was seated in a recliner in her room with her feet on the floor; she did not have her compression stockings on.
-Resident #3's feet, ankles and lower legs were swollen, and red blotches covered her shins.
-Resident #3's compression stockings were laying on top of a laundry basket.
-Her compression stockings were thick, white and closed-toed.

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-At 4:10pm, Resident #3 was in a wheelchair near the nurses' station with her feet on the floor.
-Resident #3 did not have on her compression stockings; her feet, ankles, and lower legs were noticeably swollen and red.

Interviews with Resident #3 on 04/20/25 at 11:55am and 4:10pm revealed:
-The medication aides (MAs) applied her compression stockings in the mornings and removed them for her at night.
-The MA did not apply her compression stocking this morning, 04/20/25 because the MA rubbed a cream to her legs.
-She asked the MA to come back later after the cream soaked in and apply the compression stockings.
-At 11:55am, the MA had not come back to apply her compression stockings.
-At 4:10pm, the MA had not come back to apply her compression stockings.
-She could not tell if her legs were swollen.
-She never took her compression stocking off herself.
-She wore them all day when they were applied.
-Some MAs did not apply the compression stockings; it depended on who was working.

Telephone interview with Resident #3's primary care provider (PCP) on 04/21/25 at 10:01am revealed:
-Resident #3 had some swelling in her lower legs that was controlled with a medication.
-Resident #3 was ordered compression stockings as a conservative intervention for her swelling; the constant compression would help reduce the swelling.
-He expected his order to be followed by the MAs and for Resident #3 to wear the compression stockings every day.

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D 276	Continued From page 3 Interview with a MA on 05/21/25 at 11:10am revealed: -Resident #3 complained about her compression stockings as they were applied but she always let her apply them. -Resident #3 complained her legs were sore from wearing the compression stockings. -Resident #3 would call the MAs around 7:00pm and ask them to remove the compression stockings. -Resident #3 had compression stockings on yesterday, 05/20/25. -She applied Resident #3's cream to her legs around 9:00am yesterday. -Resident #3 wanted the compression stockings removed after the cream was applied to her legs so the cream could dry. -It took about 20 minutes for the cream to dry. -She went back and reapplied Resident #3's compression stockings; she did not recall what time she reapplied the compression stockings. -She could not recall if she had seen Resident #3 with her compression stockings on after she reapplied them. Interview with a second MA on 05/21/25 at 11:30am revealed: -Resident #3 had compression stocking that were applied every morning. -Resident #3 did not want her compression stockings applied until after the medicated cream that was applied to her legs soaked into her skin. -She would apply the medicated cream to Resident #3's legs and then go back around thirty minutes later and apply her compression stockings. -Resident #3 did not refuse to wear her compression stockings; if she wanted them removed, she called the MAs to remove them.	D 276		

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D 276	Continued From page 4 -Resident #3 did not remove them herself. Interview with the Health and Wellness Director (HWD) on 05/21/25 at 2:35pm revealed: -The staff was responsible for applying and removing compression stockings. -Resident #3 was admitted to the facility with compression stockings. -Resident #3 would refuse to let staff apply her compression stockings. -If a resident refused to let staff apply their compression stocking the staff would wait for about a half an hour and attempt again at applying them. -Staff were required to document refusals on the eMAR. -It the resident did not have compression stockings on when staff went to remove them it should be documented on the eMAR. -The MA should have attempted to apply or reapply Resident #3's compression stockings. Interview with the Administrator on 05/21/25 at 3:25pm revealed: -The staff applied and removed residents' compression stockings. -Refusals were documented on the eMAR. -When a resident refused to have their compression stockings applied the staff should try again after a bit of time. -The MA should let the HWD know the resident refused their compression stocking or the resident was removing them. -The MA should not document on the eMAR until after she applied the compression stockings. -The compression stockings were ordered for a reason so he expected the MA to follow the PCP's order.	D 276		

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D 311	Continued From page 5	D 311		
D 311	10A NCAC 13F .0904(f)(1) Nutrition and Food Service 10A NCAC 13F .0904 Nutrition and Food Service (f) Individual Feeding Assistance in Adult Care Homes: (1) The facility shall provide staff for individual feeding assistance in accordance to residents' needs. This Rule is not met as evidenced by: Based on observations, interviews and record reviews, the facility failed to ensure staff provided individual feeding assistance for 9 of 9 sampled residents (#6, #7, #8, #9, #10, #11, #12, #13, #14) in accordance with the resident's needs. The findings are: 1. Review of Resident #6's current FL-2 dated 05/05/25 revealed: -Diagnoses included weakness, osteoarthritis, hypertension and hyperthyroidism. -Resident #6 required assistance with bathing, dressing and feeding. -He had an order for a regular diet. Review of Resident #6's current care plan dated 02/11/25 revealed he required supervision from staff with eating. Observations of the lunch meal in the Assisted Living (AL) on 04/20/25 from 12:00pm to 12:31pm revealed: -Resident #6 was seated in his wheelchair at the	D 311		

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end of a semi-circular table with three other residents.
-There was a medication aide (MA) seated on the inside of the semi-circular table.
-Resident #6 was served ground meatballs with gravy, rice, green beans, a roll, diced pears, water, milk and iced tea.
-The MA cut food and cued two of the residents seated at the table with Resident #6 to eat.
-At 12:15pm, the MA began to feed Resident #6.
-At 12:20pm, the MA fed a few bites of food to Resident #6 then moved her chair to another resident seated at the opposite end of the semi-circular table.
-The MA cut another resident's food and then began to feed that resident.
-At 12:21pm, she moved her chair back to Resident #6 and fed him multiple bites of food.
-At 12:24pm, she moved her chair back to the other resident and began to feed that resident again.
-At 12:25pm, she moved her chair back to Resident #6 and fed him and offered him beverages.
-At 12:28pm, she moved her chair back to Resident #6 and fed him.
-At 12:31pm, Resident #6 left the dining room.
-Resident #6 ate 100% of his meatballs and rolls, half of his pears, less than 10% of his green beans, half of his iced tea, none of his milk or water.

Telephone interview with Resident #6's primary care provider (PCP) on 04/21/25 at 10:35am revealed:
-He was not aware Resident #6 required feeding assistance at meals.
-Resident #6 had multiple hospital visits recently and was beginning to decline.

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D 311	Continued From page 7 Interview with a MA on 04/21/25 at 11:01am revealed: -Resident #6 could feed himself. -Resident #6 had to be monitored because he would eat too fast and put too much food in his mouth. Interview with a second MA on 05/21/25 at 11:30am revealed: -Resident #6 would take a few bites himself then he would sit and not eat anything. -Sometimes if you put the food on the spoon for Resident #6, he would begin to feed himself. -She would feed Resident #6 when he did not feed himself. Based on observations, interviews and record reviews Resident #6 was not interviewable. Refer to the telephone interview with the facility's primary care provider (PCP) on 04/21/25 at 10:35am. Refer to the interview with MA on 04/21/25 at 11:01am. Refer to the interview with a second MA on 05/21/25 at 11:30am. Refer to the interview with the Special Care Unit (SCU) Coordinator on 04/21/25 at 1:40pm Refer to the interview with the Health and Wellness Director (HWD) on 05/21/25 at 2:10pm. Refer to the interview with the Administrator on 05/21/25 at 3:15pm. 2. Review of Resident #7's current FL-2 dated 07/08/24 reveald diagnoses included	D 311		

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hypertension, late onset Alzheimer's disease, and macular degeneration.

Review of Resident #7's physician's order dated 05/06/25 revealed there was an order for a regular diet.

Review of Resident #7's current care plan dated 08/27/24 revealed she was independent with eating and required no assistance from staff.

Interviews with a medication aide (MA) on 04/21/25 at 8:27am and 11:01am revealed:
-Sometimes she would cut up some of Resident #7's food for her.
-Resident #7 could feed herself.
-Sometimes Resident #7 would not eat and would just sit.
-Resident #7 needed coaxing to eat and drink.
-Resident #7 could vary from day to day or meal to meal.
-When Resident #7 did not feed herself, she would feed Resident #7.

Interview with a second MA on 05/21/25 at 11:30am revealed:
-Resident #7 needed to be fed at every meal.
-Resident #7 would sit and not eat.
-She would eat some food with her hands on her own.
-Resident #7 would not pick up or take a spoon and eat on her own.
-She had to feed Resident #7 and coax her while she was feeding her.

Based on observations, interviews and record reviews Resident #7 was not interviewable.

Refer to the telephone interview with the facility's primary care provider (PCP) on 04/21/25 at

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D 311	Continued From page 9 10:35am. Refer to the interview with MA on 04/21/25 at 11:01am. Refer to the interview with a second MA on 05/21/25 at 11:30am. Refer to the interview with the Special Care Unit (SCU) Coordinator on 04/21/25 at 1:40pm Refer to the interview with the Health and Wellness Director (HWD) on 05/21/25 at 2:10pm. Refer to the interview with the Administrator on 05/21/25 at 3:15pm. 3. Review of Resident #8's current FL-2 dated 05/05/25 revealed: -Diagnoses included lower body edema, malnutrition and history of falls. -She had an order for a regular diet. Review of Resident #8's current care plan dated 11/04/24 revealed she required extensive assistance from staff with eating. Observation of Resident #8 during the breakfast meal in the Special Care Unit (SCU) on 05/21/25 at 8:00am revealed: -She was sitting in the dining room in her wheelchair at a half-moon table with three other residents. -Resident #8 was served oatmeal, pureed waffles and eggs. -There was a cup of juice, water and milk in front of her place setting. -There was a personal care aide (PCA) spoon feeding her the meal.	D 311		

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-The PCA fed three additional residents at the same time.
-She ate 50% of the oatmeal, 100% of the eggs and 0% of the waffle.
-The PCA offered her milk, water and juice.
-She drank 10% of the water and 25% of the juice and 25% of the milk.

Based on observations, interviews and record reviews Resident #8 was not interviewable.

Refer to the telephone interview with the facility's primary care provider (PCP) on 04/21/25 at 10:35am.

Refer to the interview with MA on 04/21/25 at 11:01am.

Refer to the interview with a second MA on 05/21/25 at 11:30am.

Refer to the interview with the Special Care Unit (SCU) Coordinator on 04/21/25 at 1:40pm

Refer to the interview with the Health and Wellness Director (HWD) on 05/21/25 at 2:10pm.

Refer to the interview with the Administrator on 05/21/25 at 3:15pm.

4. Review of Resident #9's current FL-2 dated 08/27/24 revealed:
-Diagnoses included dementia, anxiety disorder and insomnia.
-She had an order for a regular diet.

Review of Resident #9's current care plan dated 09/10/24 revealed she required extensive assistance from staff with eating.

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Observation of Resident #9 during the breakfast meal in the SCU on 05/21/25 at 8:00am revealed:
-She was sitting in the dining room at a half-moon table with three other residents.
-Resident #9 was served oatmeal, eggs, bacon, waffles and sliced apples.
-There was a PCA spoon feeding her the meal.
-The PCA fed three additional residents at the same time.
-She ate 25% of the oatmeal, 100% of the eggs, 50% of the bacon, 0% of the waffle and 50% of the apples.
-She drank 20% of the milk, and 20% of the water and 50% of the juice.

Based on observations, interviews and record reviews Resident #9 was not interviewable.

Refer to the telephone interview with the facility's primary care provider (PCP) on 04/21/25 at 10:35am.

Refer to the interview with MA on 04/21/25 at 11:01am.

Refer to the interview with a second MA on 05/21/25 at 11:30am.

Refer to the interview with the Special Care Unit (SCU) Coordinator on 04/21/25 at 1:40pm

Refer to the interview with the Health and Wellness Director (HWD) on 05/21/25 at 2:10pm.

Refer to the interview with the Administrator on 05/21/25 at 3:15pm.

5. Review of Resident #10's current FL-2 dated 02/04/25 revealed:
-Diagnoses included Alzheimer's disease,

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influenza and B12 deficiency.
-She had an order for a regular diet.

Review of Resident #10's care plan dated 01/22/25 revealed she required extensive assistance with eating.

Observation of Resident #10 during the breakfast meal in the SCU on 05/21/25 at 8:00am revealed:
-She was sitting in the dining room at a half-moon table with three other residents.
-Resident #10 was served oatmeal, eggs, bacon, waffles and sliced apples.
-She was served juice, coffee and milk.
-There was a PCA verbally prompting her to eat her meal.
-The PCA fed three additional residents at the same time.
-She ate 25% of the oatmeal, 0% of the eggs, 25% of the bacon, 50% of the waffle and 75% of the apples.
-She drank 50% of the milk, and 10% of the water and 50% of the coffee.

Based on observations, interviews and record reviews Resident #10 was not interviewable.

Refer to the telephone interview with the facility's primary care provider (PCP) on 04/21/25 at 10:35am.

Refer to the interview with MA on 04/21/25 at 11:01am.

Refer to the interview with a second MA on 05/21/25 at 11:30am.

Refer to the interview with the Special Care Unit (SCU) Coordinator on 04/21/25 at 1:40pm

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Refer to the interview with the Health and Wellness Director (HWD) on 05/21/25 at 2:10pm.

Refer to the interview with the Administrator on 05/21/25 at 3:15pm.

6. Review of Resident #11's current FL-2 dated 11/08/24 revealed:
-Diagnoses included Alzheimer's type dementia, hearing loss, wondering, glaucoma, psoriatic arthritis, high blood pressure, atherosclerotic disease and obstructive sleep apnea syndrome.
-He had an order for a regular diet with cut meats.

Review of Resident #11's care plan dated 11/22/24 revealed he was totally dependent on staff for feeding assistance.

Observation of Resident #11 during the breakfast meal in the SCU on 05/21/25 at 8:00am revealed:
-Resident #11 was sitting in the dining room in his wheelchair at a half-moon table with three other residents.
-Resident was served oatmeal, eggs, bacon, waffles and sliced apples.
-There was a PCA feeding the resident.
-The PCA fed three additional residents at the same time.
-He ate 100% of the oatmeal, eggs, bacon, waffles and sliced apples.
-He drank 100% of the milk, water, juice and coffee.

Based on observations, interviews and record reviews Resident #11 was not interviewable.

Refer to the telephone interview with the facility's primary care provider (PCP) on 04/21/25 at 10:35am.

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Refer to the interview with MA on 04/21/25 at 11:01am.

Refer to the interview with a second MA on 05/21/25 at 11:30am.

Refer to the interview with the Special Care Unit (SCU) Coordinator on 04/21/25 at 1:40pm

Refer to the interview with the Health and Wellness Director (HWD) on 05/21/25 at 2:10pm.

Refer to the interview with the Administrator on 05/21/25 at 3:15pm.

7. Review of Resident #12's current FL-2 dated 05/05/25 revealed:
-Diagnoses included Alzheimer's disease and hypercholesterolemia.
-The was an order for a regular diet.

Observation of Resident #12 during the breakfast meal in the SCU on 05/21/25 at 8:00am revealed:
-She was sitting in the dining room at a half-moon table with three other residents.
-Resident #12 was served oatmeal, eggs, bacon, waffles and sliced apples.
-There was a cup of juice, coffee and milk in front of her place setting.
-There was a PCA cutting up her food and feeding her meal to her.
-The PCA fed three additional residents at the same time.
-She ate 0% of the oatmeal, 50% of the eggs, 100% of the bacon, 0% of the waffle and 50% of the apples.
-She drank 50% of the milk, 20% of the water and 100% of the juice.

Based on observations, interviews and record

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reviews Resident #12 was not interviewable.

Refer to the telephone interview with the facility's primary care provider (PCP) on 04/21/25 at 10:35am.

Refer to the interview with MA on 04/21/25 at 11:01am.

Refer to the interview with a second MA on 05/21/25 at 11:30am.

Refer to the interview with the Special Care Unit (SCU) Coordinator on 04/21/25 at 1:40pm

Refer to the interview with the Health and Wellness Director (HWD) on 05/21/25 at 2:10pm.

Refer to the interview with the Administrator on 05/21/25 at 3:15pm.

8. Review of Resident #13's current FL-2 dated 07/26/24 revealed:
-She had a diagnosis of dementia.
-She had an order for a regular diet.

Review of Resident #13's care plan dated 07/09/24 revealed she was totally dependent on feeding assistance.

Observation of Resident #13 during the breakfast meal in the SCU on 05/21/25 at 8:00am revealed:
-She was sitting in the dining room at a half-moon table with three other residents.
-Resident #13 was served oatmeal, eggs, bacon, waffles and sliced apples.
-She was served juice, coffee and milk.
-There was a PCA verbally prompting her to eat her meal.
-The PCA fed three additional residents at the

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same time.
-She ate 0% of the oatmeal, 50% of the eggs, 100% of the bacon, 50% of the waffle and 100% of the apples.
-She drank 25% of the milk, and 25% of the water and 10% of the juice.

Based on observations, interviews and record reviews Resident #13 was not interviewable.

Refer to the telephone interview with the facility's primary care provider (PCP) on 04/21/25 at 10:35am.

Refer to the interview with MA on 04/21/25 at 11:01am.

Refer to the interview with a second MA on 05/21/25 at 11:30am.

Refer to the interview with the Special Care Unit (SCU) Coordinator on 04/21/25 at 1:40pm

Refer to the interview with the Health and Wellness Director (HWD) on 05/21/25 at 2:10pm.

Refer to the interview with the Administrator on 05/21/25 at 3:15pm.

9. Review of Resident #14's current FL-2 dated 08/27/24 revealed:
-Diagnoses included dementia, cognitive dysfunction and anxiety.
-She had an order for a regular diet.

Review of Resident #14's care plan dated 08/16/24 revealed she required extensive assistance with eating.

Observation of Resident #14 during the breakfast

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meal in the SCU on 05/21/25 at 8:00am revealed:
-She was sitting in the dining room at a half-moon table with three other residents.
-Resident #14 was served oatmeal, eggs, bacon, waffles and sliced apples.
-There was a cup of juice, coffee and milk in front of her.
-There was a PCA feeding her meal to her.
-The PCA fed three additional residents at the same time.
-She ate 20% of the oatmeal, 25% of the eggs, 50% of the bacon, 75% of the waffle and 50% of the apples.
-She drank 10% of the milk, 10% of the water and 50% of the juice.

Based on observations, interviews and record reviews Resident #14 was not interviewable.

Refer to the telephone interview with the facility's primary care provider (PCP) on 04/21/25 at 10:35am.

Refer to the interview with MA on 04/21/25 at 11:01am.

Refer to the interview with a second MA on 05/21/25 at 11:30am.

Refer to the interview with the Special Care Unit (SCU) Coordinator on 04/21/25 at 1:40pm

Refer to the interview with the Health and Wellness Director (HWD) on 05/21/25 at 2:10pm.

Refer to the interview with the Administrator on 05/21/25 at 3:15pm.

_____

Telephone interview with the facility's PCP on 04/21/25 at 10:35am revealed:

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-He was fine with the facility staff's decision to assist a resident by feeding them at meals.
-He looked at each resident individually and discussed with the Health and Wellness Director (HWD) if there was a need for an order to feed a resident or assist with eating.

Interview with a medication aide (MA) on 04/21/25 at 11:01am revealed:
-She was trained on how to feed residents during her personal care aide (PCA) training.
-She had always cut up food and cued more than one resident at a time to eat.
-She would feed a resident if she saw they were not eating on their own.
-She was trained to sit in front of the resident when feeding them.
-There was one staff at each table to feed, coax and assist residents at the table; there were 3 to 4 residents at a table.
-She had not been told to feed residents individually; only one at a time.
-She usually did not have to feed more than one resident at one time.
-She could give one resident a fork with food on it and they would start to eat, or she would feed one or two bites to get them started.

Interview with a second MA on 05/21/25 at 11:30am revealed:
-She was trained about 10 years ago on how to feed residents.
-She would sit at the table with four residents.
-She did not always feed 2 residents at a time, but there were times when she fed multiple residents at the same table at the same time.
-If more than two residents at a table needed to be fed then there would be two staff at the table.

Interview with the Special Care Unit (SCU)

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D 311	Continued From page 19 Coordinator on 04/21/25 at 1:40pm revealed: -She monitored meals in the SCU and the AL. -She looked to see if all the residents had food, the residents were being fed that needed to be fed and that their diets were being followed. -She was not aware staff could only feed one resident at a time. -She had seen staff feeding more than one resident at a time. Interview with the Health and Wellness Director (HWD) on 05/21/25 at 2:10pm revealed: -She monitored the dining rooms about once a day. -She did not know which residents needed feeding. -If the staff identified a resident was not eating or needed assistance with eating then she expected the staff to feed them. -She was not aware staff were supposed to provide individual feeding assistance and only feed one resident at a time. Interview with the Administrator on 05/21/25 at 3:15pm revealed: -He was not aware residents needed to be fed one at a time. -Staff fed residents as they saw the need. -Sometimes the staff had to feed more than one resident at a time. -He was not aware residents needed to be fed one at a time. -Moving forward he would begin to stagger mealtimes for residents to ensure the staff were providing individual feeding assistance for residents.	D 311		