

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL011373	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____		(X3) DATE SURVEY COMPLETED R 07/28/2025
NAME OF PROVIDER OR SUPPLIER RICHMOND HILL ASSISTED LIVING # 4		STREET ADDRESS, CITY, STATE, ZIP CODE 95 RICHMOND HILL ROAD ASHEVILLE, NC 28806			
(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 conducted a follow up survey on 07/28/25.	{D 000}			
{D 433}	10A NCAC 13F .1201(a) Resident Records 10A NCAC 13F .1201Resident Records (a) The following shall be maintained on each resident in an orderly manner in the resident's record in the adult care home and made available for review by representatives of the Division of Health Service Regulation and county departments of social services: (1) FL-2 or MR-2 forms and the patient transfer form or hospital discharge summary, when applicable; (2) Resident Register; (3) receipt for the following as required in Rule .0704 of this Subchapter: (A) contract for services, accommodations and rates; (B) house rules as specified in Rule .0704(a)(2) of this Subchapter; (C) Declaration of Residents' Rights (G.S. 131D-21); (D) the home's grievance procedures; and (E) civil rights statement; (4) resident assessment and care plan; (5) contacts with the resident's physician, physician service or other licensed health professional as required in Rule .0902 of this Subchapter; (6) orders or written treatments or procedures from a physician or other licensed health professional and their implementation; (7) documentation of immunizations against influenza virus and pneumococcal disease according to G.S. 131D-9 or the reason the resident did not receive the immunizations based on this law; and	{D 433}	Admin will complete the importing of resident records to the Matrix charting system and all resident records will be available as needed. After intial importing is completed the clinical team leaders/ RCC will be responsible for uploading further records.	8-3-25	

Division of Health Service Regulation

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

Racey Russell

TITLE

Administratn

(X6) DATE

7/29/25

STATE FORM

6899

9FNQ12

If continuation sheet 1 of 3

Reviewed and acknowledged 7/29/25 RP

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{D 433}	Continued From page 1 (8) the Adult Care Home Notice of Discharge and Adult Care Home Hearing Request Form if the resident is being or has been discharged. When a resident leaves the facility for a medical evaluation, records necessary for that medical evaluation such as Subparagraphs (1), (4), (5), (6) and (7) above may be sent with the resident. This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to maintain resident records in the adult care home that were readily available for review for 3 of 3 sampled residents (Residents #1, #2, #3). The findings are: Observation in the facility on 07/28/25 revealed there were no resident records available for review. Interview with a personal care aide (PCA) on 07/28/25 at 9:00am revealed she did not know where resident records were kept. Interview with the Administrator on 07/28/25 at 9:25am revealed: -The resident records were kept locked in the business office in a separate building from the facility. -They were in the processing of converting to electronic medical records so they needed the records in the office while they were scanning records. -Converting to electronic medical records was a huge undertaking and they would get the resident records back into the facility later this week after they completed scanning the information. -The PCA should have known where the resident	{D 433}			

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{D 433}	Continued From page 2 records were because all staff were informed via the facility's smartphone app.	{D 433}			