STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	FCL011383	A. BUILDING: _____ B. WING _____	07/29/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SOUNDVIEW II # I	36 SMITH GRAVEYARD 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
C 000	Initial Comments The Adult Care Licensure Section conducted an annual survey on 07/29/25.	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 observation, interview, and record reviews, the facility failed to assure referral and follow-up to meet the routine and acute health care needs of 2 of 3 sampled residents (Resident #2 and #1) with orders for a carotid duplex scan and a sleep study (#2), and a dental appointment (#1). The findings are: 1. Review of Resident #2's current FL2 dated 01/28/25 revealed no there were no diagnoses documented on the FL2. Review of Resident #2's Resident Register revealed an admission date of 02/20/2024. Review of a consultation report dated 11/14/24 revealed -Diagnoses included osteoporosis, history of sleep apnea, history of carotid stenosis (narrowing of the blood vessels in the neck that carry blood from the heart to the brain), and substance abuse. -There was an order for a referral for a carotid duplex scan (an imaging test that uses sound waves to assess the carotid arteries of the neck that assists in evaluating for blockages or	C 246		

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narrowing in the arteries, which can be a risk factor for stroke).
-There was an order for a sleep study.

Review of Resident #2's record revealed no documentation a carotid duplex scan or sleep study had been scheduled or completed.

Interview with Resident #2 on 07/29/25 at 1:00pm revealed:
-She did not remember having a carotid duplex scan or a sleep study done.
-She did not know why she was never scheduled for an appointment for the carotid duplex scan or the sleep study.

Interview with the Supervisor-in-Charge (SIC) on 07/29/25 at 1:40pm revealed:
-She thought she made the appointment for the carotid duplex scan but did not remember why Resident #2 did not go to the appointment.
-She "made a referral for the sleep study", but no appointment was made, and she did not know why.

Attempted phone interview with the primary care physician (PCP) on 07/29/25 at 2:22pm was unsuccessful.

Refer to the interview with the SIC on 07/29/25 at 1:40pm.

Refer to the interview with the Administrator on 07/29/25 at 2:00pm.

2. Review of Resident #1's current FL2 dated 01/03/25 revealed diagnoses included obesity and diabetes type 2.

Review of Resident #1's Resident Register

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C 246	Continued From page 2 revealed an admission date of 08/22/16. Review of a physician's order dated 02/14/25 revealed an order to schedule an appointment with a dentist. Review of Resident #1's record revealed no documentation of a visit to the dentist. Interview with Resident #1 on 07/29/25 at 2:25pm revealed: -He had not been to the dentist in a long time. -He needed some teeth pulled but was not sure why the physician had ordered a dental appointment back in February 2025. -He was not sure why he did not go to the dentist. Interview with the Supervisor-in-Charge (SIC) on 07/29/25 at 1:40pm revealed: -She thought she scheduled a dental appointment for Resident #1. -She did not know why Resident #1 did not go to the dentist. -She was unable to show any documentation of the appointment made or the reason why Resident #1 did not go to the appointment. Interview with Resident #1's primary care physician (PCP) on 07/29/25 at 2:35pm revealed: -She did not know why she made a referral for Resident #1 to go to the dentist. -Resident #1 often asked to be seen by other doctors and she would make referrals. -She was not concerned that he missed the dental appointment. Refer to the interview with the SIC on 07/29/25 at 1:40pm. Refer to the interview with the Administrator on	C 246		

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C 246	Continued From page 3 07/29/25 at 2:00pm. _____ Interview with the SIC on 07/29/25 at 1:40pm revealed: -The physician faxed new orders to the facility. -She was responsible for processing the orders and making appointments for referrals. -It was her responsibility to make sure residents made it to appointments. -She would write their appointments on a calendar and then throw the calendar away after the month had ended. -She could not show any documentation about making any appointments. Interview with the Administrator on 07/29/25 at 2:00pm revealed: -The SIC was responsible for processing orders and making sure referrals were followed through and appointments made. -When an order was received for a referral, the SIC would call and make sure the appointments were made. -If the SIC had questions, they would ask him (the Administrator). -Appointments should have been documented in the computer, but there were no appointments documented. -He should have checked behind the SIC to make sure referrals and appointments were made. -He had not seen the orders for the referrals and did not know they missed appointments.	C 246		
C 288	10A NCAC 13G .0905(a) Activities Program 10A NCAC 13G .0905 Activities Program (a) Each family care home shall develop a program of activities designed to promote the residents' active involvement with each other,	C 288		

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C 288	Continued From page 4 their families, and the community. This Rule is not met as evidenced by: Based on record reviews, observations, and interviews, the facility failed to develop and implement an activity program that promoted active involvement for all residents who resided in the facility. The findings are: Interview with the Supervisor-in-Charge (SIC) on 07/29/25 at 8:45am revealed 5 residents resided in the facility. Observation of the July 2025 activity calendar posted in the hallway revealed: -Activities included: board games, coffee social, movie night, gardening, current events, sweet treat socials, and church. -On 07/29/25 board games was listed to begin at 1:00pm and end at 3:00pm. -There was a total of 14 scheduled activity hours per week. Observation in the living area on 07/29/25 at 9:05am revealed there were board games on a bookshelf. Observation of the facility on 07/29/25 at 1:00pm revealed board games was not taking place. Interview with a resident on 07/29/25 at 8:45am revealed: -She had resided at the facility since February 2024. -They did not offer activities during the day. -They never played board games as a group. -She would engage in activities if they were	C 288		

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offered.
-She did her own activities since activities were not offered, such as watching television and going outside to smoke.

Interview with a second resident on 07/29/25 at 9:16am revealed:
-He had resided at the facility for 5 or 6 years.
-He had not seen any structured activities occur during the day.
-He enjoyed playing board games, but he had never seen anyone play them or offer it.
-He would have participated in the games if they offered it.

Interview with a third resident on 07/29/25 at 9:36am revealed:
-He had resided at the facility for about 2 to 3 years.
-He had never seen structured activities occur during the day.
-He mostly did his own activities, like watching videos on his phone.
-They had games to play, but he had never seen anyone playing them.

Interview with the SIC on 07/29/25 at 12:54pm revealed:
-She was responsible for conducting activities daily.
-She gardened with a resident within the last month.
-She planned to do board games at 1:00pm on 07/29/25.
-She had done social coffee, board games, movie night and she followed the schedule.

Interview with the Administrator on 07/29/25 at 2:30pm revealed:
-The SIC was responsible for conducting

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C 288	Continued From page 6 activities to engage residents daily. -He expected the schedule to be followed. -He was not aware the activities were not being followed through. -He had not received any complaints from the residents. -He was not sure why activities were not happening.	C 288		