STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	FCL078119	A. BUILDING: _____ B. WING _____	10/10/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
B & B ASSISTED LIVING # 4	9461 HWY 710 S ROWLAND, NC 28383

(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 10/10/25.	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 observations, record reviews, and interviews the facility failed to ensure referral and follow-up to meet the acute health care needs of 1 of 3 sampled residents (#1) related to obtaining a hospital bed order by the primary care provider (PCP). The findings are: Review of Resident #1's current FL-2 dated 01/15/25 revealed: -Diagnoses included depression, anemia, chronic pain and chronic pulmonary obstructive disease (COPD). -The resident was semi-ambulatory. Review of Resident #1's Resident Register revealed she was admitted to the facility on 11/04/08. Review of Resident #1's care plan dated 11/21/24 revealed: -She required limited assistance with eating, toileting, ambulation and transfer. -She required extensive assistance with dressing. -She was totally dependent with bathing and grooming.	C 246		

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C 246	Continued From page 1 Review of Resident #1's record revealed there was a physician's order dated 06/02/25 revealed: -There was an order for a hospital bed. -The diagnoses on the order for the hospital bed were documented as deep vein thrombosis (DVT), "must have lower extremities elevated" and chronic obstructive pulmonary disease (COPD), stating the head of the bed needed to be elevated. Review of facility progress notes revealed: -Facility staff attempted to get information on the hospital bed approval on 07/21/25 and 07/25/25. -There was no other documentation of attempts to obtain approval for the hospital bed for Resident #1. Observations in the facility at 2:35pm revealed staff were moving a hospital bed into Resident #1's room. Interview with Resident #1 on 10/10/25 at 4:13pm revealed: -The provider requested a hospital bed for her so she could elevate her foot. -Her insurance would not pay for the hospital bed. -She received a hospital bed today (10/10/25). -Before she received the hospital bed, she used a pillow to elevate her foot. -She did not need to sleep with her head elevated. -She had no breathing issues. -She used her recliner in the common area during the day to elevate her feet. Interview with the Resident Care Coordinator (RCC) on 10/10/25 at 12:20pm and 4:40pm revealed: -She was aware of the order for the hospital bed for Resident #1.	C 246		

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C 246	Continued From page 2	C 246		

-She was not sure why the hospital bed was ordered.
-She was responsible for ensuring orders were completed.
-After receiving the order, she called the durable medical equipment (DME) company to find out what information was needed to process the order.
-She sent the requested information to the DME company.
-The DME company informed her that the order was missing information needed for insurance approval.
-She informed the PCP that the order was missing information required for insurance approval and the PCP advised she would reach out to the DME company.
-The PCP told her she completed the required information and sent it to the DME company.
-She and the PCP discussed the difficulties they were having with insurance approval for the hospital bed for Resident #1 two or three times, but she did not document the conversations.
-She did not recall the dates she spoke with the DME company or the PCP.
-Resident #1 was given a hospital bed that the facility already had on hand today (10/10/25).

Interview with the Administrator on 10/10/25 at 3:19pm revealed:
-She was aware of the order for a hospital bed for Resident #1.
-She did not know why the hospital bed was orderd for Resident #1.
-Resident #1 had not received the hospital bed because they were awaiting insurance approval.
-She discussed the difficulties with insurance approval of the hospital bed with the PCP by phone and face to face but did not document the conversations.

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C 246	Continued From page 3 -The PCP advised she completed all the needed paperwork for Resident #1 to receive the hospital bed and did not know what else to do. -Resident #1 was given a hospital bed that the facility already had on hand today (10/10/25). Telephone contact with the DME company on 10/10/25 at 2:20pm revealed: -There was a note on Resident #1's account that stated the order from the PCP did not state the full need for the hospital bed. -The order for the hospital bed needed to contain the exact verbiage that was requested by the insurance company. -The DME company reached out to the PCP to get updates notes that contained the correct verbiage need for the insurance company to approve the hospital bed on 06/19/25. -They did not receive a response from the PCP. Attempted telephone interview with the PCP on 10/10/25 at 1:05pm was unsuccessful.	C 246		