| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | (X2) MULTIPLE CONSTRUCTION | (X3) DATE SURVEY COMPLETED |
|---|---|---|---|
| | FCL060-186 | A. BUILDING: _____ B. WING _____ | 04/09/2026 |

| NAME OF PROVIDER OR SUPPLIER | STREET ADDRESS, CITY, STATE, ZIP CODE |
|---|---|
| GLEN HAVEN-HUNTERSVILLE | 6900 GILEAD RD HUNTERSVILLE, NC 28078 |

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| C 000 | Initial Comments<br><br>The Adut Care Licensure Section conducted an initial survey from April 8, 2026 to April 9, 2026. | C 000 | | |
| C 315 | 10A NCAC 13G .1002(a) Medication Orders<br><br>10A NCAC 13G .1002 Medication Orders<br>(a) A family care home shall ensure contact with the resident's physician or prescribing practitioner for verification or clarification of orders for medications and treatments:<br>(1) if orders for admission or readmission of the resident are not dated and signed within 24 hours of admission or readmission to the facility;<br>(2) if orders are not clear or complete; or<br>(3) if multiple admission forms are received upon admission or readmission and orders on the forms are not the same.<br>The facility shall ensure that this verification or clarification is documented in the resident's record.<br><br>This Rule is not met as evidenced by:<br>Based on observations, record review and interviews, the facility failed to ensure medication orders were clarified for 1 of 3 residents (#2) related to a medications used to treat an eye infection, a urinary tract infection, and a bacterial infection.<br><br>The findings are:<br><br>Review of Resident #2's current FL2 dated 02/26/26 revealed diagnoses included moderately severe dementia, hyperlipidemia and depressive disorder.<br><br>a. Review of Resident #2's current FL2 revealed there was an order for moxyfloxacin (a | C 315 | | |

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| C 315 | Continued From page 1 | C 315 | | |

medication used to treat an eye infection) 5%, instill one drop in right eye daily.

Review of Resident #2's February 2026 medication administration record (MAR) revealed:
-There was an entry for moxyfloxacin 5% eye drops, instill one drop in right eye four times per day.
-There was documentation moxyfloxacin 5% eye drops were administered on 02/10/26 at 5:00pm and 9:00pm, on 02/10/26 at 9:00am, 1:00pm, 5:00pm, and 9:00pm), on 02/11/26 at 9:00am, 1:00pm, 5:00pm, and on 02/13/26 at 9:00am.
-There was no documentation moxifloxacin was discontinued after 02/13/26.

Review of Resident #2's March 2026 and April 2026 MARs revealed there were no entries for moxifloxacin 5% eye drops.

Observation of Resident #2's medications available for administration on 04/08/26 at 2:38pm revealed Resident #2 did not have moxifloxacin 5% eye drops available for administration.

Refer to interview with a medication aide (MA) on 04/09/26 at 2:40pm.

Refer to telephone interview with a pharmacy consultant from the facility's contracted pharmacy on 04/09/26 at 9:57am.

Refer to interview with the Administrator on 04/09/26 at 11:10am.

b. Review of Resident #2's current FL2 revealed there was an order for ofloxacin 3%, (a medication to treat an eye infection) one drop in right eye daily.

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| C 315 | Continued From page 2<br><br>Review of Resident #2's record revealed there was no discontinue order for ofloxacin 3%, one drop in right eye daily.<br><br>Review of Resident #2's February 2026, March 2026 and April 2026 MARsrevealed there were no entries for ofloxacin 3% eye drops.<br><br>Observation of Resident #2's medications available for administration on 04/08/26 at 2:38pm revealed Resident #2 did not have ofloxacin 3% eye drops available for administration.<br><br>Refer to interview with a MA on 04/09/26 at 2:40pm.<br><br>Refer to telephone interview with a pharmacy consultant from the facility's contracted pharmacy on 04/09/26 at 9:57am.<br><br>Refer to interview with the Administrator on 04/09/26 at 11:10am.<br><br>c. Review of Resident #2's record revealed no physician order for xdemvy 0.25% (eye drop used to treat inflamed eyelids), instill one drop in both eyes twice daily for six weeks.<br><br>Review of Resident #2's February 2026 MAR revealed xdemvy 0.25% instill one drop in both eyes twice daily for six weeks was administered from 02/13/26 to 02/28/26.<br><br>Review of Resident #2's March 2026 MAR revealed xdemvy 0.25% instill one drop in both eyes twice daily for six weeks was administered as ordered from 03/01/26 to 03/31/26. | C 315 | | |

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Review of Resident #2's April 2026 MAR revealed:
-Resident #2's xdemvy 0.25% instill one drop in both eyes twice daily for six weeks was administered from 04/01/26 to 04/04/26.
-Resident #2 received xdemvy 0.25% for 7 weeks instead of 6 weeks as ordered.

Refer to interview with a MA on 04/09/26 at 2:40pm.

Refer to telephone interview with a pharmacy consultant from the facility's contracted pharmacy on 04/09/26 at 9:57am.

Refer to interview with the Administrator on 04/09/26 at 11:10am.

d. Review of Resident #2's record revealed there was no physician order for cephalexin 500mg one capsule 3 times a day for 7 days (used to treat infections).

Review of Resident #2's February 2026 MAR revealed:
-Resident #2's cephalexin 500mg one capsule 3 times a day for 7 days was handwritten on the back of the MAR.
-There was a handwritten entry Resident #2 was administered cephalexin 500mg on 03/28/26 at 2:00pm and 10:00pm, on 03/29/26 at 6:00am, 2:00pm, and 10:00pm, on 03/30/26 at 6:00am, 2:00pm, and 10:00pm, and on 03/31/26 at 6:00am, 2:00pm, and 10:00pm.

Observation of Resident #2's medications available for administration on 04/08/26 at 2:38pm revealed:
-Resident #2 had 12 remaining capsules of cephalexin 500mg (one capsule by mouth three

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| C 315 | Continued From page 4 | C 315 | | |

times a day for 7 days) on hand and in a box marked "discard/returns".
-Resident #2's cephalexin 500mg prescription was filled by a local pharmacy on 03/28/26.

Refer to interview with a MA on 04/09/26 at 2:40pm.

Refer to telephone interview with a pharmacy consultant from the facility's contracted pharmacy on 04/09/26 at 9:57am.

Refer to interview with the Administrator on 04/09/26 at 11:10am.

e. Review of Resident #2's record revealed there was no physician order or discontinued order for doxycycline mono 100mg, (a medication to treat a bacterial infection), take one capsule by mouth twice a day.

Review of Resident #2's MAR for February 2026 revealed:
-There was documentation Resident #2 was administered doxycycline mono 100mg on 02/09/26 at 9:00pm, on 02/10/26 at 10:00am and 9:00pm, on 02/11/26 at 10:00am and 9:00pm, and on 02/12/26 at 10:00am and 9:00pm.
-There was no further documentation Resident #2 received doxycycline mono 100mg after 02/12/26.
-There was no documentation doxycycline mono 100mg was discontinued or had a stop date.

Review of Resident #2's March 2026 and April 2026 MARs revealed there were no entries for doxycycline mono 100mg, take one capsule by mouth twice a day.

Observation of medications available for

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| C 315 | Continued From page 5<br>administration on 04/08/26 at 2:38pm revealed doxycycline mono 100mg was not available.<br><br>Refer to interview with a MA on 04/09/26 at 2:40pm.<br><br>Refer to telephone interview with a pharmacy consultant from the facility's contracted pharmacy on 04/09/26 at 9:57am.<br><br>Refer to interview with the Administrator on 04/09/26 at 11:10am.<br><br>_____<br>Interview with a MA on 04/09/26 at 2:40pm revealed:<br>-She worked the 7:00am to 1:00pm shift, administered scheduled medications and documented on Resident #2 MAR.<br>-She did not contact the pharmacy, physician or provider when medications needed to be clarified.<br>-The Administrator or Manager were responsible for letting her know if there was a new medication order, medication change, or if a medication was discontinued.<br>-Discontinued or completed medications were placed in a container marked "discard/ return."<br><br>Telephone interview with a pharmacy consultant from the facility's contracted pharmacy on 04/09/26 at 9:57am revealed:<br>-Resident #2's medications (moxifloxacin, ofloxzcin, cephalexin 500mg, doxycycline 100mg and xdemvy), were not filled by their pharmacy.<br>-Resident #2's moxifloxacin 5% eye drops, xdemvy .25% eye drops, and doxycycline HCL 10mg were profiled on MAR only.<br>-Medications that were "profiled only" were added to resident MARs for facility staff to use when administering medications.<br>-"Profiled only" medications were dispensed from | C 315 | | |

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| C 315 | Continued From page 6<br>another pharmacy and the facility, or family member provided the information to the contracted pharmacy.<br><br>Interview with the Administrator on 04/09/26 at 11:10am revealed:<br>-She was responsible for overseeing new medication orders, medication changes or discontinued medication orders received from the contracted pharmacy.<br>-She or the Manager were responsible for contacting the prescribing provider to clarify medication orders.<br>-Resident families were also responsible for communicating medication changes, new orders and discontinued medications.<br>-Resident #2's medications were prescribed by multiple providers and filled by the facility's contracted pharmacy as well as an outside local pharmacy.<br>-The facility was in the process of transitioning to an online medication management system, and some families were in the process of transferring prescriptions to the contracted pharmacy.<br>-Current and/or discontinued medication orders for Resident #2's eye drops should have been clarified and located in Resident #2's record.<br>-Resident #2's cephalexin was prescribed for suspicion of a urinary tract infection and was discontinued a few days when it was determined Resident #2's urine culture was negative.<br>-Resident #2's doxycycline 100mg, take one capsule by mouth twice daily, should have had a stop date and the prescriber should have been contacted for clarification.<br><br>Attempted telephone interview with Resident #2's local pharmacy on 04/09/26 at 10:48am was unsuccessful. | C 315 | | |

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| C 315 | Continued From page 7<br><br>Attempted telephone interview with Resident #2's Primary Care Physician (PCP) on 04/09/26 at 10:15am was unsuccessful.<br><br>Attempted telephone interview with Resident #2's neurologist on 04/09/26 at 10:24am was unsuccessful. | C 315 | | |
| C 342 | 10A NCAC 13G .1004(j) Medication Administration<br><br>10A NCAC 13G .1004 Medication Administration<br>(j) The resident's medication administration record (MAR) shall be accurate and include the following:<br>(1) resident's name;<br>(2) name of the medication or treatment order;<br>(3) strength and dosage or quantity of medication administered;<br>(4) instructions for administering the medication or treatment;<br>(5) reason or justification for the administration of medications or treatments as needed (PRN) and documenting the resulting effect on the resident;<br>(6) date and time of administration;<br>(7) documentation of any omission of medications or treatments and the reason for the omission, including refusals; and<br>(8) name or initials of the person administering the medication or treatment. If initials are used, a signature equivalent to those initials is to be documented and maintained with the medication administration record (MAR).<br><br>This Rule is not met as evidenced by:<br>Based on record review and interviews, the facility failed to ensure the medication administration records were accurate for 1 of 3 | C 342 | | |

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| C 342 | Continued From page 8<br>sampled residents (#2) related to a medication used to treat an eye infection.<br><br>The findings are:<br><br>Review of Resident #2's current FL2 dated 02/26/26 revealed diagnoses included moderately severe dementia, hyperlipidemia and depressive disorder.<br><br>Review of Resident #2's record revealed there was no physician order for xdemvy 0.25% (eye drop used to treat inflamed eyelids), instill one drop in both eyes twice daily for six weeks.<br><br>Review of Resident #2's February 2026 MAR revealed xdemvy 0.25% instill one drop in both eyes twice daily for six weeks was administered from 02/13/26 to 02/28/26.<br><br>Review of Resident #2's March 2026 MAR revealed xdemvy .025% instill one drop in both eyes twice daily for six weeks was administered from 03/01/26 to 03/31/26.<br><br>Review of Resident #2's April 2026 MAR revealed Resident #2's xdemvy 0.25% instill one drop in both eyes twice daily for six weeks was administered from 04/01/26 to 04/04/26.<br><br>Observation of Resident #2's medications available for administration on 04/08/26 at 2:38pm revealed:<br>-Resident #2 did not have xdemvy 0.25% eye drops available for administration.<br>-There was an empty bottle of xdemvy 0.25% eye drops with no prescription label affixed to bottle and located in a box marked "discard/ returns."<br><br>Refer to interview with a MA on 04/09/26 at | C 342 | | |

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| C 342 | Continued From page 9<br>2:40pm.<br><br>Refer to telephone interview with a pharmacy consultant from the facility's contracted pharmacy on 04/09/26 at 9:57am.<br><br>Refer to interview with the Administrator on 04/09/26 at 11:10am.<br><br>Refer to interview with a MA on 04/09/26 at 2:40pm.<br><br>Refer to telephone interview with a pharmacy consultant from the facility's contracted pharmacy on 04/09/26 at 9:57am.<br><br>Refer to interview with the Administrator on 04/09/26 at 11:10am.<br>_____<br>Interview with a MA on 04/09/26 at 2:40pm revealed:<br>-She worked the 7:00am to 1:00pm shift, administered scheduled medications and documented on Resident #2 MAR.<br>-She drew a line through the remaining days of the month on the MAR, when a medication was stopped or finished.<br><br>Telephone interview with a pharmacy consultant from the facility's contracted pharmacy on 04/09/26 at 9:57am revealed:<br>-Resident #2's xdemvy 0.25% eye drops were "profiled only" not dispensed by the facility's contracted pharmacy<br>-Medications that were "profiled only" were added to the resident MARs for facility staff to use when administering medications.<br>-"Profiled only" medications were dispensed from another pharmacy and the facility, or family provided the information to the contracted | C 342 | | |

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| C 342 | Continued From page 10<br>pharmacy.<br><br>Interview with the Administrator on 04/09/26 at 11:10am revealed:<br>-She was responsible for overseeing new medication orders, medication changes or discontinued medication orders received from the contracted pharmacy.<br>-She and MAs were responsible for documenting accurately on the MAR.<br>-She expected Resident #2's MARs to be accurate and for MAs to document accurately on the MAR.<br><br>Attempted telephone interview with Resident #2's local pharmacy on 04/09/26 at 10:48am was unsuccessful.<br><br>Attempted telephone interview with Resident #2's Primary Care Physician (PCP) on 04/09/26 at 10:15am was unsuccessful. | C 342 | | |