STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL011376	A. BUILDING: _____ B. WING _____	R 05/08/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
RICHMOND HILL ASSISTED LIVING # 1	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 an annual and follow-up survey and complaint investigation on 05/07/26 and 05/08/26. The complaint investigation was initiated by Buncombe County Department of Social Services on 04/27/26.	D 000		
D 086	10A NCAC 13F .0306 (a)(12) Housekeeping And Furnishings 10A NCAC 13F .0306 Housekeeping And Furnishings (a) Adult care homes shall: (12) have at least one telephone that does not require electricity or cellular service to operate. Notwithstanding the requirements of Rule .0301 of this Section, this Rule shall apply to new and existing facilities. This Rule is not met as evidenced by: Based on interviews and observations, the facility failed to ensure the availability of at least one telephone which did not require electricity or cellular service, resulting in residents requesting to use the telephone in the main office or asking to use a staff member's personal cellular phone. Observation in the dining room on 05/07/26 at 9:00am revealed: -There was a telephone hard wired into the wall. -There was no dial tone when the call button was pushed. Interview with a medication aide (MA) on 05/07/26 at 9:01am revealed: -The facility telephone in the dining area currently did not work..	D 086		

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D 086	Continued From page 1 -The telephone was for resident use, but had not worked for a "long time". -If residents needed to use the telephone, staff allowed them to use their personal cell phones or they had to go to one of the other buildings on the property to use the telephone. Interview with a resident on on 05/07/26 at 9:07am revealed: -The facility has not had a working telephone since she moved in eight months ago. -She and about half of the residents had a cell phone to use but the residents that did not have a personal cell phone had to go to another building on the property or use a staff members personal phone. Interview with a second resident on 05/07/26 at 9:15 am revealed: -The telephone in the facility had not been working for a couple years. -She had her own cellular telephone to make telephone calls. -Her family member worried about the inoperable facility telephone because she can't call the facility to check on her if she can't be reached on her personal cell phone. Interview with the Administrator on 05/08/26 at 1:48pm revealed: -She was notified by staff last month that the telephone used by the residents was not working. -She had the facility's contracted telephone provider repair the line on 04/22/26. -Noone had told her the phone was still not working. -Residents without personal cell phones could come to the office if they needed to make a call.	D 086		

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D 433	Continued From page 2	D 433		
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 (8) the Adult Care Home Notice of Discharge and Adult Care Home Hearing Request Form if the resident is being or has been discharged.	D 433		

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D 433	Continued From page 3 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 4 of 4 sampled residents (Resident #1, #2, #3 and #4). The findings are: Observation of the facility on 05/07/26 at 10:00am revealed there were no resident records in the facility. Interview with the supervisor in charge (SIC) on 05/07/26 at 10:30am revealed: -The resident records were in the administration office which was in another building. -A copy of each resident's FL2, care plan, medication list and diet orders were in a binder stored in the kitchen or medication cart. -The Owner was afraid to leave all documents in the house because they were misplaced in the past. -The Owner made the decision to keep records in the administration building. Interview with a second SIC on 05/08/26 at 1:00pm revealed: -Resident records are not kept in the resident's house. -A partial record is kept locked on the medication cart or in the kitchen.	D 433		

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D 433	Continued From page 4 -The partial records contain a copy of each resident's FL2, care plan, diet orders and medication list. Telephone interview with the Administrator on 05/08/26 at 1:48pm revealed: -The Owner of the facility did not want the residents' records in the resident's house. -Mini charts were placed in the resident's house but not full charts. -The owner made the decision for the full records to remain in the administration building.	D 433		