

Division of Health Service Regulation

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL092203 | (X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____ | (X3) DATE SURVEY COMPLETED 02/20/2015 |
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| NAME OF PROVIDER OR SUPPLIER CHATHAM COMMONS | STREET ADDRESS, CITY, STATE, ZIP CODE 809 WEST CHATHAM STREET CARY, NC 27512 |
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| D 000 | Initial Comments The Adult Care Licensure Section conducted an annual survey on February 19, 2015 and February 20, 2015. | D 000 | | |
| D 113 | <p>10A NCAC 13F .0311(d) Other Requirements</p> <p>10A NCAC 13F .0311 Other Requirements (d) The hot water system shall be of such size to provide an adequate supply of hot water to the kitchen, bathrooms, laundry, housekeeping closets and soil utility room. The hot water temperature at all fixtures used by residents shall be maintained at a minimum of 100 degrees F (38 degrees C) and shall not exceed 116 degrees F (46.7 degrees C). This rule applies to new and existing facilities.</p> <p>This Rule is not met as evidenced by: Based on observation, record review and interviews, the facility failed to assure the water temperature of 9 of 12 bathroom fixtures (sink, shower and tub) were maintained at 100 degree Fahrenheit (F) to 116 degrees F. The findings are:</p> <p>Observation during tour of facility on 2/19/15 between 11:00 A.M. and 12:00 noon revealed:</p> <ul style="list-style-type: none"> - Water temperature in bathroom sink in room 101 was 92 degrees F. - Water temperature in women's shower room tub was 94 degrees F. - Water temperature in Women's shower room sink was 90 degrees F. - Water temperature in bathroom between rooms 201 and 203 was 94 degrees F. <p>Interview with a resident on 2/19/2015 at 11:30</p> | D 113 | | |

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

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| D 113 | <p>Continued From page 1</p> <p>A.M. revealed:</p> <ul style="list-style-type: none"> - They run out of hot water when someone takes a shower. - Resident has to wait for hot water to build back up. - Cannot recall how long it has been this way. <p>Review of Water Temperature Log revealed:</p> <ul style="list-style-type: none"> - On November 10, 2014 at 8:00 A.M. the water temperature in room 204 was 97.7. - On November 10, 2014 at 8:00 A.M. the water temperature in room 109 was 94.7. <p>Water temperature recheck on 2/20/15 between 6:30 P.M. and 6:45 P.M. revealed:</p> <ul style="list-style-type: none"> - Water temperature in bathroom sink in room 101 was 102 degree F. - Water temperature in women ' s shower room tub was 104 degrees F. - Water temperature in Women ' s shower room sink was 102 degrees F. - Water temperature in bathroom between rooms 201 and 203 was 104 degrees F. <p>Observation on 2/19/15 at 11:53 a.m. of the bathroom between resident rooms # 202 and # 204 revealed the hot water temperature at the sink was 98 degrees F.</p> <p>Recheck on 2/19/15 at 6:25 p.m. of the bathroom the hot water temperature at the sink between resident rooms # 202 and # 204 revealed the temperature was 106 degrees F.</p> <p>Observation on 2/19/15 at 11:56 a.m. of the bathroom between resident rooms # 206 and # 208 revealed:</p> <ul style="list-style-type: none"> - The hot water temperature at the sink was 96 degrees F. - After 2 minutes of letting the hot water run, the | D 113 | | |

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| D 113 | <p>Continued From page 2</p> <p>temperature was 80 degrees F.</p> <p>Recheck on 2/19/15 at 6:25 p.m. of the bathroom the sink hot water temperature between resident rooms # 206 and # 208 revealed the temperature was 104 degrees F.</p> <p>Interview on 2/19/15 at 6:27 p.m. with a resident using the bathroom between resident rooms # 206 and # 208 revealed:</p> <ul style="list-style-type: none"> - The hot water temperature in the sink was not hot for about two days. - The hot water temperature was very low this morning. - The resident did not tell anyone about the hot water temperature being too cold. <p>Observation of adjoining bathroom between Room 414 and Room 412 in the SCU during the initial tour revealed:</p> <ul style="list-style-type: none"> - Water temperature at the sink was 90 degrees F. <p>Observation of the women's shower room on the SCU on 02/19/15 at 11:26 a.m. revealed:</p> <ul style="list-style-type: none"> - Water temperature at bathroom sink was 92 degrees F. - Water temperature at shower was 96 degrees F. <p>Interview with a medication aide/nursing assistant in the SCU on 02/19/15 at 11:26 a.m. revealed:</p> <ul style="list-style-type: none"> - She had worked at the facility for about a year. - They have always had problems with the hot water running out after about 3 to 4 showers. - All residents in the SCU require assistance with bathing. It usually took about an hour for the water to warm up again. - Staff always wait for the hot water to build back | D 113 | | |

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| D 113 | <p>Continued From page 3</p> <p>up before they give more showers.</p> <ul style="list-style-type: none"> - No residents have to take a cold shower. - She was not aware of any residents complaining about the water being too cold. - She just gave a shower to a resident about 30 to 45 minutes ago. <p>Recheck of the adjoining bathroom between Room 414 and Room 412 in the SCU on 02/19/15 at 11:50 a.m. revealed:</p> <ul style="list-style-type: none"> - Water temperature at the sink was 104 degrees F initially. - After water ran for about 30 second, the water temperature fluctuated down to 96 degrees F and stayed at that temperature. <p>Recheck of the women's shower room on the SCU on 02/19/15 at 12:16 p.m. revealed:</p> <ul style="list-style-type: none"> - Water temperature at bathroom sink was 108 degrees F. - Water temperature at shower was 94 degrees F. <p>Interview with the Memory Care Manager of the SCU on 02/19/15 at 12:32 p.m. revealed:</p> <ul style="list-style-type: none"> - She was aware the water temperatures got low after staff gave baths to residents in the SCU. - Staff know to wait until the water temperature goes back up to give more baths. - It may take a few seconds or up to 10 minutes for the temperature to go back up, "it varies". - The water temperatures have been that way. - She was not aware of any attempts to repair the hot water temperatures. - She did not know if the Administrator was aware of the water temperatures getting low in the SCU. <p>Recheck of the women's shower room on the</p> | D 113 | | |

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| D 113 | <p>Continued From page 4</p> <p>SCU on 02/19/15 at 5:25 p.m. revealed:</p> <ul style="list-style-type: none"> - Water temperature at bathroom sink was 108 degrees F. - Water temperature at shower was 96 degrees F, then increased to 106 degrees after about 1 minute of running the water. - Water temperature at shower then fluctuated back down to 96 degrees F after about another minute and stayed at that temperature. <p>Review of the facility's water temperature logs for December 2014 through February 2015 revealed:</p> <ul style="list-style-type: none"> - Water temperatures for the 400 hall (SCU) ranged from 102.4 degrees F - 109.4 degrees F. - No water temperatures below 100 degrees F were documented for the 400 hall. <p>Recheck of the women's shower room on the SCU on 02/20/15 at 5:42 p.m. revealed:</p> <ul style="list-style-type: none"> - Water temperature at bathroom sink was 100 degrees F. - Water temperature at shower was 104 degrees F initially. - After about 30 seconds, the water temperature fluctuated down to 96 degrees F and stayed at that temperature. <p>Interview with the Maintenance person on 02/19/15 at 12:25 p.m. revealed:</p> <ul style="list-style-type: none"> - The hot water heater on the 400 hall (Special Care Unit) also serviced the 300 hall in the assisted living side of the facility. - He kept the hot water heater set on 120 degrees F but the water would only get to about 115 degrees F. - The hot water heater thermometer was currently reading 100 degrees F. - He was aware the water temperature would decrease below 100 degrees F after resident baths were given. | D 113 | | |

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| D 113 | Continued From page 5 <ul style="list-style-type: none"> - He checked the water temperature every day and it was sometimes low. - He knows to recheck it after baths once the water temperature has built back up. - The water temperature gets higher in the afternoon. - He has a water temperature log that he documents the temperatures on each day. - Nothing can be done about it because, "that's just the building and hot water heater". - The hot water tank can only hold so much hot water and it then runs out and has to build back up. <p>Interview with the Administrator on 02/19/15 at 3:18 p.m. revealed:</p> <ul style="list-style-type: none"> - She called a plumbing company today after surveyors reported problems with the water temperatures. - The plumbing company will be sending someone to check the hot water heater later this afternoon. - They told her it might be a circulating problem. <p>Interview with the Administrator on 02/19/15 at 6:20 p.m. revealed:</p> <ul style="list-style-type: none"> - The plumbing company employee checked the hot water heater in the SCU this afternoon. - He did not mention any concerns with the mixing valve. - He was going to talk with the plumbing company's engineer to see if the size of the units were adequate for the building. - He would have the engineer contact the facility the next day. | D 113 | | |
| D 287 | 10A NCAC 13F .0904(b)(2) Nutrition And Food Service | D 287 | | |

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| D 287 | <p>Continued From page 6</p> <p>10A NCAC 13F .0904 Nutrition And Food Service (b) Food Preparation and Service in Adult Care Homes: (2) Table service shall include a napkin and non-disposable place setting consisting of at least a knife, fork, spoon, plate and beverage containers. Exceptions may be made on an individual basis and shall be based on documented needs or preferences of the resident.</p> <p>This Rule is not met as evidenced by: Based on observation and interview, the facility failed to assure residents had table service during meals and at snack times that included non-disposable plates and beverage containers. The findings are:</p> <p>Observation of the supper meal on 02/19/15 at 5:00 p.m. revealed at least 12 residents' supper meals were served on disposable styrofoam plates.</p> <p>Confidential interview with a resident revealed:</p> <ul style="list-style-type: none"> - Resident was eating supper from a disposable styrofoam plate. - Resident stated it was not unusual to get meals served on a disposable styrofoam plate. - This usually occurred if a resident was among the last to be served. - This had been going on for months. <p>Confidential interview with a second resident revealed:</p> <ul style="list-style-type: none"> - Residents' meals were usually served on a disposable styrofoam plate. - Resident was usually one of the last residents to be served. - They usually ran out of regular non-disposable | D 287 | | |

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| D 287 | <p>Continued From page 7</p> <p>plates toward the end of serving all of the residents.</p> <ul style="list-style-type: none"> - This had been going on for months. - Resident had a regular non-disposable plate for supper today because resident happened to be one of first residents served. <p>Observation on 2/20/15 during the 10:30 a.m. snack time in the special care unit (SCU) living room revealed:</p> <ul style="list-style-type: none"> - All of the residents with snacks had been drinking juice out of disposable cups. - No non-disposable cups were observed for use. <p>Interview on 2/20/15 at 10:30 a.m. with a staff member revealed:</p> <ul style="list-style-type: none"> - Residents usually had their drinks for snack time in the disposable cups. - No hot tea or coffee were served in the disposable cups. - Only juice was served in the disposable cups that were provided. - There were only disposable cups available for use. <p>Observation of other residents in the SCU dining room at snack time on 2/20/15 at 10:58 a.m. revealed all residents were being served juice in disposable cups.</p> <p>Observation of the preparation of the lunch meal service on 2/20/15 at 11:25 a.m. for the SCU revealed:</p> <ul style="list-style-type: none"> - The drink cart had been loaded with ice filled non-disposable cups. - No disposable Styrofoam cups were on the cart. <p>Observation of the lunch meal service in the special care unit on 2/20/15</p> | D 287 | | |

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| D 287 | <p>Continued From page 8</p> <p>at 12:02 p.m. revealed:</p> <ul style="list-style-type: none"> - Regular hard plastic non-disposable drink cups were served to residents as the lunch service began. - Residents began to request and need more water to drink. - Staff were observed to provide several residents with refills of water in disposable cups. - No regular hard plastic drink cups were available for use for refills. <p>None of the residents in the special care unit dining room were interviewable.</p> <p>Observation on 2/20/15 at 1 p.m. of the lunch meal service in the assisted living area dining room revealed:</p> <ul style="list-style-type: none"> - Residents had left the dining room and used plates and utensils were left on the tables. - All ten of the plates left on tables were the disposable type. <p>Interview on 2/20/15 at 1:03 p.m. with the kitchen manager revealed:</p> <ul style="list-style-type: none"> - The facility had plenty of non-disposable cups available. - There were new non-disposable cups in boxes packed away. - The kitchen manager said he would unpack them right away. - When he started at the facility around the beginning of December 2014, he had thrown out a number of plates because they were either burned, cracked or stained. - He had put in a request for new plates at that time, but as of yet had not seen any new plates. - He would check on the order status. <p>Interview on 2/20/15 at 3:30 p.m. with the Executive Director (ED) revealed:</p> | D 287 | | |

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| D 287 | Continued From page 9 - The ED was unaware of the use of disposable cups and plates for resident meals and snacks. - She had been in the facility for a short time and had no information related to an order for new plates but would check on it. Interview on 2/20/15 at 7:40 p.m. with the Regional Director of Operations revealed the kitchen manager was looking into the non-disposable plate order. | D 287 | | |
| D 358 | 10A NCAC 13F .1004(a) Medication Administration 10A NCAC 13F .1004 Medication Administration (a) An adult care home shall assure that the preparation and administration of medications, prescription and non-prescription, and treatments by staff are in accordance with: (1) orders by a licensed prescribing practitioner which are maintained in the resident's record; and (2) rules in this Section and the facility's policies and procedures. This Rule is not met as evidenced by: Based on observation, interview, and record review, the facility failed to assure medications were administered as ordered by the licensed prescribing practitioner and according to manufacturer's instructions for 2 of 15 residents (#6, #7) observed during the medication pass which included errors with medications for diabetes and seizure disorder. The findings are: The medication error rate was 12% as evidenced by the observation of 3 errors out of 25 opportunities during the 4 PM medication pass on 02/19/2015 and the 11 AM and the 1 PM medication passes on 02/20/2015. | D 358 | | |

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| D 358 | <p>Continued From page 10</p> <p>1. Review of Resident #7's FL-2 dated 03/14/2014 revealed diagnoses of type 2 diabetes mellitus, hypertension, neuropathy, congestive heart failure, Parkinson's disease, status post cerebral vascular accident (stroke), coronary artery disease, hypoglycemia and hyperkalemia.</p> <p>Review of Resident #7's physician's orders dated 12/02/2014 revealed an order for NovoLog FlexPen, inject 20 units subcutaneously at breakfast, 15 units subcutaneously at lunch and supper.</p> <p>Review of Resident #7's physician's orders dated 07/24/2014 revealed that a finger stick blood sugar is to be performed before meals and at bedtime and additional NovoLog insulin is to be added per the following sliding scale: 0-149 = 0 units; 150-200 = 3 units; 201-250= 5 units; 251-300=7 units; 301-350 = 9 units; 351-400 = 11 units; 401-450 = 13 units.</p> <p>(NovoLog insulin is a rapid-acting insulin used to lower blood sugar.)</p> <p>(According to the NovoLog manufacturer, NovoLog pen should be primed using an air shot before each injection. Perform the air shot before each injection by turning the dose selector to 2 units. Hold the pen with a new needle in place pointing up and tap cartridge gently with your finger a few times to make any air bubbles collect at the top of the cartridge. Press the injection button all the way in until dose selector returns to "0" . A drop insulin should appear at the needle tip. If not, change the needle and repeat the procedure. Air bubbles displace the amount of insulin being injected and prevents the full dose from being administered.)</p> <p>Observation during the 11:00 AM medication</p> | D 358 | | |

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| D 358 | <p>Continued From page 11</p> <p>pass on 02/20/2015 revealed:</p> <ul style="list-style-type: none"> - The Medication Aide checked Resident # 7's blood sugar at 11:42 AM and it was 159 mg/dl. - The Medication Aide stated she would give the scheduled dose of 15 units and the sliding scale dose of 3 units at the same time for a total of 18 units. - The Medication Aide placed a new needle on the insulin pen and dialed to 18 units and proceeded to inject the insulin into Resident #7 at 11:45 AM. - The Medication Aide did not perform a 2 unit air shot before injecting the insulin. <p>Interview with Medication Aide on 02/20/2015 at 12:15 PM revealed:</p> <ul style="list-style-type: none"> - She was unaware an air shot needed to be performed. - She was unclear of how to perform an air shot and could not remember being trained on the procedure. <p>Interview with the Administrator on 02/20/2015 at 05:20 PM revealed:</p> <ul style="list-style-type: none"> - She was not aware that Medication Aides were not priming the insulin pens with an air shot. - She does not know if priming insulin pens was covered in previous training. - She will arrange training to be done by a Registered Nurse and make sure the priming procedure is included. <p>Review of the February 2015 medication administration records for Resident # 7 revealed 74 finger stick blood sugar recordings ranging from 104 mg/dl - 406 mg/dl. Only one reading was less than 110mg/dl.</p> <p>2. Review of Resident # 6's FL-2 dated 01/25/15 revealed diagnoses of Alzheimer's</p> | D 358 | | |

Division of Health Service Regulation

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL092203 | (X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____ | (X3) DATE SURVEY COMPLETED 02/20/2015 |
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| NAME OF PROVIDER OR SUPPLIER CHATHAM COMMONS | STREET ADDRESS, CITY, STATE, ZIP CODE 809 WEST CHATHAM STREET CARY, NC 27512 |
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|--------------------|--|---------------|---|--------------------|
| D 358 | <p>Continued From page 12</p> <p>dementia, orthopedic aftercare of a fractured hip, history of a fall.</p> <p>Review of Resident # 6's physician's order dated 01/25/2015 revealed an order for Phenytoin sodium extended release 100mg, 1 capsule by mouth every day at 12 Noon and Phenytoin sodium extended release 100mg, 2 capsules by mouth at bedtime.</p> <p>(Phenytoin sodium is used to control grand mal and temporal lobe seizures. The extended release formulation maintains a therapeutic level of the medication in the blood stream for a period of time. Extended release medications in capsule form should not be opened because the full dose is released immediately possibly causing toxic levels or allowing seizures to occur.)</p> <p>Observation of the 11 AM medication pass in the special care unit on 02/20/2015 revealed:</p> <ul style="list-style-type: none"> - The Medication Aide opened the phenytoin sodium extended release capsule and mixed the contents in applesauce and administered it to the Resident at 11:18 AM. <p>Interview with the Medication Aide on 02/20/2015 at 11:30 AM revealed:</p> <ul style="list-style-type: none"> - It was normal routine to open the Phenytoin sodium capsules and administer in applesauce since the resident had difficulty swallowing medications. - The Medication Aide remembered seeing a do not crush list but could not locate it on the medication cart. - The Medication Aide stated she would contact the resident's primary care physician an alternative dosage form of Phenytoin sodium. - Resident # 6 has not had any seizure activity to her knowledge. <p>Interview with Administrator on 02/20/2015 at</p> | D 358 | | |

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL092203 | (X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____ | | (X3) DATE SURVEY COMPLETED 02/20/2015 |
|--|--|--|---|---|
| NAME OF PROVIDER OR SUPPLIER CHATHAM COMMONS | | STREET ADDRESS, CITY, STATE, ZIP CODE 809 WEST CHATHAM STREET CARY, NC 27512 | | |
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| D 358 | <p>Continued From page 13</p> <p>05/20/15 PM revealed:</p> <ul style="list-style-type: none"> - She stated that extended release medications should not be crushed or opened and staff are supposed to check the "do not crush or open" list. - She would obtain laminated copies of the "do not crush or open" list from facility's pharmacy and have one on each medication cart. - This would also be addressed in staff training. <p>Laboratory results dated 09/14/2014 and 12/30/2014 showed phenytoin levels of 6.3 and 4.8 with a reference range of 10-20 as a therapeutic level. Both levels are sub-therapeutic.</p> | D 358 | | |