

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>HAL049010</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>03/04/2015</b>
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NAME OF PROVIDER OR SUPPLIER  <b>CROWN COLONY</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>291 COMMERCIAL DRIVE MOORESVILLE, NC 28115</b>
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D 000	Initial Comments	D 000		
D 079	<p>10A NCAC 13F .0306(a)(5) Housekeeping and Furnishings</p> <p>10A NCAC 13F .0306 Housekeeping and Furnishings (a) Adult care homes shall (5) be maintained in an uncluttered, clean and orderly manner, free of all obstructions and hazards; This Rule shall apply to new and existing facilities.</p> <p>This Rule is not met as evidenced by: Based on observation and interview, the facility failed to maintain a clean, orderly and uncluttered environment that was free of obstructions and hazards throughout the facility.</p> <p>The findings are:</p> <p>Observations during the initial tour of the facility on 3/3/15 from 9:25 am through 10:16am revealed: -At 9:40am in the bathroom adjoining room A8, and the shower floor had gray colored soap scum on the floor and sides of the shower. -At 9:47 am in the bathroom adjoining room A6, the wastebasket was overflowing and contained a used pull up, there were yellow and brown splatters visible on the upper rim of the the commode, and the bottom portion of the shower on the right side of the commode was dirty with a brown substance and ants were seen crawling up the outside of the shower wall.</p>	D 079		

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

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D 079	<p>Continued From page 1</p> <p>-At 10:03am in the bathroom adjoining room A4, the commode had a brown substance which appeared to be feces on the back of the commode seat, the wastebasket was overfilled and contained a used pull up, the sink had brown flecks in the bottom and gray residue on right hand side near faucet, and the room smelled strongly of urine.</p> <p>-At 10:16am in the bathroom adjoining room B1, the wastebasket was overflowing and contained a used pull up, the commode had streaks of a yellow substance in the bowl, the sink had specks of red substance on the left side of the faucet, and the shower floor had gray colored soap scum on the floor and sides of the shower.</p> <p>Observation on 3/3/15 at 10:15 am revealed the closet door around the door handle in room C4 was dirty and in need of cleaning.</p> <p>Observation on 3/3/15 at 11:29 am on the smoking porch adjoining the main dining room revealed:</p> <ul style="list-style-type: none"> <li>-The ceiling fan on the right side was coated in a thick black dust and a single electrical wire protruded down and exposed from the light socket where a light bulb should have been installed.</li> <li>-There were thick cobwebs visible around the ceiling of the porch.</li> <li>-The ceiling fan on the left side had a light coating of dust.</li> <li>-There were cigarette butts and ashes visible on the floor.</li> <li>-There were ashes visible in the windowsill where residents had put out their cigarettes.</li> </ul> <p>Observation on 3/4/15 from 9:45am through revealed:</p> <ul style="list-style-type: none"> <li>-At 9:45am, in the bathroom adjoining room B5</li> </ul>	D 079		

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D 079	<p>Continued From page 2</p> <p>there was what appeared to be black and brown mold coating the bottom suction cups of a clear shower mat in the bottom of the shared resident's shower.</p> <p>-At 9:50am, in the bathroom adjoining room B7 there was gray soap scum coating the bottom and sides of the shared resident's shower.</p> <p>-At 9:52 am, in the bathroom adjoining room B8, there was gray soap scum coating the bottom and sides of the resident's shower, there was a black substance sticking to the bowl of the commode, and there were gray and yellow smudges 1 foot by 3 inches wide above and below the door handle to the bathroom.</p> <p>-At 10:10am, in the common shower room on C Hall to the left side of room C1, dirt tracked on the floor in the commode area and in between the shower and bathtub, the shower had a black substance in the bottom 3 inches by 2 inches near the drain, and the bathtub had thick ring of soap scum and hair.</p> <p>Confidential interview with eleven residents on 3/3/15 and 3/4/15 revealed the following comments:</p> <p>-4 out of eight residents stated housekeeping cleaned their bathrooms everyday.</p> <p>-"There's one housekeeper and she works very hard, but [my bathroom is] not cleaned often enough. Not that the housekeeper doesn't work hard, but its just more than she can do."</p> <p>-"In my personal opinion, these bathrooms should be cleaned every day. We generally only get them cleaned once a week."</p> <p>-"They do a pretty good job [with housekeeping] I think. They clean the bathroom once a week...not often enough. We've had a lot of trouble with housekeepers, they quit."</p> <p>-"They keep it clean here. They clean my bathroom everyday, but no more than every other</p>	D 079		

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D 079	<p>Continued From page 3</p> <p>day."                      -"All they ever do for me is put toilet tissue out, soap, and paper towels. They dust my floor. The last time it was so dusty [the dust] was flying up. It's been a week since [housekeeping] last did the floor. Hardly ever cleans the bathroom every one to two weeks if that."                      -The housekeeper tries to clean the bathroom every day.                      -On the weekend the regular staff clean the rooms if they are dirty.                      -Sometimes the house keeper is not able to get to all the rooms but will get them the next day.                      -The housekeeper does work on weekends sometimes.</p> <p>Interview with the Housekeeper on 3/4/15 at 9:50am revealed:                      -She worked 8 hours a day, 5 days a week, and was usually off Saturday and Sunday.                      -Every now and again she would get a day off during the week and would work Saturday instead.                      -She stated daily she emptied the wastebaskets for all the residents, swept all the residents rooms, and cleaned all the bathrooms everyday.                      -She stated she mopped the entire facility every other day.                      -"Every now and again, I wipe the dressers off."                      -She stated when cleaning a bathroom she would "wipe out the sink, wipe off the mirrors, wipe off the toilet, and spray and wipe the shower."                      -She stated the common bathrooms were cleaned daily and included cleaning the sinks, mirrors, commode, and emptying the wastebaskets.                      -She stated she was only responsible for housekeeping duties and did not perform any laundry duties.</p>	D 079		

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D 079	<p>Continued From page 4</p> <p>Confidential interview with two staff members on 3/3/15 and 3/4/15 revealed: -There are some residents who dirty their rooms after the housekeeper cleans them. -The residents will not tell us when their bathrooms are dirty.</p> <p>Interview on 3/4/15 at 10:35am with a Medication Aide revealed the only housekeeping tasks they performed were occasionally unstopping a clogged toilet, wiping up a spill, or emptying resident wastebaskets.</p> <p>Interview with the Administrator on 3/4/15 at 11:30am revealed: -The housekeeper worked 40 hours a week. -She was expected to completely clean two halls out of the four halls a day, but "She's trying to get all of them when she's here." -The resident's were not supposed to use the smoking porch, but due to extreme weather, resident's had been allowed to still use it. Another covered smoking area was provided away from the building for the resident's use. The smoking porch was to be torn down over the summer.</p>	D 079		
D 310	<p>10A NCAC 13F .0904(e)(4) Nutrition and Food Service</p> <p>10A NCAC 13F .0904 Nutrition and Food Service (e) Therapeutic Diets in Adult Care Homes: (4) All therapeutic diets, including nutritional supplements and thickened liquids, shall be served as ordered by the resident's physician.</p> <p>This Rule is not met as evidenced by:</p>	D 310		

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D 310	<p>Continued From page 5</p> <p>Based on observation, interview, and record review, the facility failed to assure 1 of 1 resident with a physician's order for chopped meat was served meat chopped at the appropriate consistency.</p> <p>The findings are:</p> <p>Review of Resident #2's FL2 dated 2/18/15 revealed: -Diagnoses included: dementia, cerebral ventriculomegaly, chronic obstructive pulmonary disease, schizophrenia, and anorexia-nervosa. -A physician's order for a regular diet with chopped meats. -A physician's order for Megace (a medication used to stimulate appetite) 40mg/1ml 5ml three times a day with meals. -The resident was documented as intermittently disoriented, non-ambulatory, and incontinent of bladder and bowel.</p> <p>Review of Resident #2's Care Plan dated 2/18/15 revealed: -The resident was documented as requiring extensive assistance with eating, toileting, bathing, dressing, and grooming. -The resident was documented as totally dependent for ambulation.</p> <p>Review of the facility's therapeutic diet list on 3/3/15 revealed Resident #2 was listed as a regular diet with chopped meat.</p> <p>Review of the facility's posted regular diet menu for lunch on 3/3/15 revealed: -3 oz. Salisbury steak -1/2 c. of noodles -1/2 c. vegetable medley -1 wheat roll/bread</p>	D 310		

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D 310	<p>Continued From page 6</p> <ul style="list-style-type: none"> <li>-1 margarine</li> <li>-1/2 c. sherbet</li> <li>-1 c. milk</li> <li>-1 c. beverage of choice</li> </ul> <p>Observation of Resident #2 during the lunch meal on 3/3/15 from 11:40am through 12:15am revealed:</p> <ul style="list-style-type: none"> <li>-At 11:52am, the resident was served Salisbury steak which had been cut up in bite size pieces.</li> <li>-The Salisbury steak was not a chopped consistency.</li> <li>-The resident received one on one feeding assistance by staff.</li> <li>-Staff cut the resident's Salisbury steak up with a fork into slightly smaller pieces as they fed it to the resident, however the consistency still was not at chopped consistency.</li> <li>-The resident did not appear to have any trouble chewing or swallowing during the meal observation.</li> <li>-The resident had consumed 75% of the Salisbury steak by the end of the meal.</li> </ul> <p>Interview with the Cook on 3/3/15 at 12:14pm revealed "I'm supposed to cut up [Resident #2's] meat. I don't know why."</p> <p>Interview with one Medication Aide on 3/3/15 at 12:15pm revealed "[Resident #2] won't eat unless we cut it up for her. She won't chew anything."</p> <p>Review of the facility's posted regular diet menu for supper on 3/3/15 revealed:</p> <ul style="list-style-type: none"> <li>-6 oz. ladle french onion soup</li> <li>-1 packet saltine crackers</li> <li>-1 sandwich grilled chicken sandwich</li> <li>-1/2 c. steamed vegetable sticks</li> <li>-1/2 c. fruit parfait</li> <li>-1 c. milk</li> </ul>	D 310		

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D 310	<p>Continued From page 7</p> <p>-1 c. beverage of choice</p> <p>Observation of Resident #2 during the supper meal on 3/3/15 from 4:45pm through 5:15pm revealed:</p> <ul style="list-style-type: none"> <li>-At 5:02pm, the resident was served a grilled chicken sandwich.</li> <li>-The piece of grilled chicken on the sandwich had been cut up by the Cook into 8 big pieces of chicken.</li> <li>-The grilled chicken served to the resident was not chopped consistency.</li> <li>-The resident received one on one feeding assistance by staff.</li> <li>-Staff cut the resident's grilled chicken breast into slightly smaller pieces as they fed it to the resident, however the consistency still was not chopped consistency.</li> <li>-The resident did not appear to have any trouble chewing or swallowing during the meal observation.</li> <li>-The resident had consumed 100% of the grilled chicken off the bun by the end of the meal.</li> </ul> <p>Interview with the Cook on 3/3/15 at 5:05pm revealed:</p> <ul style="list-style-type: none"> <li>-"I cut [Resident #2's] meat up the best I can with this knife cause I don't have anything to chop it up with. The person feeding her cuts it up even smaller."</li> <li>-The Cook was unaware chopped meat was usually prepared in a food processor to obtain the correct consistency.</li> </ul> <p>Interview with a second Medication Aide on 3/3/15 at 5:10pm revealed "[Resident #2] can swallow, I think she just doesn't have teeth. If its soft she doesn't usually have problems. It's not because she can't chew it, it's because she doesn't want to chew it."</p>	D 310		

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D 310	<p>Continued From page 8</p> <p>Interview with a third Medication Aide on 3/3/15 at 5:12pm revealed "[The kitchen] cut [the meat] up for her in quarters. I cut it up in smaller pieces when I feed it to her."</p> <p>Interview with the Resident Care Coordinator (RCC) on 3/3/15 at 5:20pm revealed:                      -"That's what we've always done to cut up [chopped meat consistency] with fork and knife."                      -"We just use the term chopping it up."                      -"She needs it cut up because she can't cut the meat herself."                      -The RCC was unaware if the resident's physician was aware what the facility did to prepare chopped meat for Resident #2, but she stated she would clarify it with resident's physician.</p> <p>Review of physician's order for Resident #2 dated 3/3/15 revealed the resident's diet was changed to a regular diet with cut-up meat.</p> <p>Telephone interview with Resident #2's physician's office on 3/4/15 at 8:41am revealed that the physician felt meat cut-up with a knife and fork was acceptable for the resident.</p> <p>Interview with the Administrator on 3/4/15 at 11:30am revealed:                      -"Chopped meant cut-up meat because we don't do any other diets."                      -"We discharge residents with different diets."                      -"Its too complicated trying to handle other diets."                      -"We aren't going to take residents with other diets."</p>	D 310		
D 317	<p>10A NCAC 13F .0905 (d) Activities Program</p> <p>10A NCAC 13F .0905 Activities Program</p>	D 317		

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D 317	<p>Continued From page 9</p> <p>(d) There shall be a minimum of 14 hours of a variety of planned group activities per week that include activities that promote socialization, physical interaction, group accomplishment, creative expression, increased knowledge and learning of new skills. Homes that care exclusively for residents with HIV disease are exempt from this requirement as long as the facility can demonstrate planning for each resident's involvement in a variety of activities. Examples of group activities are group singing, dancing, games, exercise classes, seasonal parties, discussion groups, drama, resident council meetings, book reviews, music appreciation, review of current events and spelling bees.</p> <p>This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to ensure at least 14 hours of planned group activities were provided each week that promoted socialization and physical interaction for the residents residing in the facility.</p> <p>The findings are:</p> <p>Observation of the activity calendar for the month of March 2015 revealed: -Every Sunday was documented as church from 9:30 am through 12:00 noon, and 6:00 pm through 7:30 pm. -Every Monday was documented as bank / shopping 1:00 pm through 4:00 pm. -Every Tuesday was documented as library 6:00 pm through 8:00 pm. -Every Wednesday was documented as bank / shopping 2:00 pm through 4:00 pm, and pet therapy 1:00 pm through 2:00 pm. -Every Thursday was documented as board</p>	D 317		
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D 317	<p>Continued From page 10</p> <p>games 9:00 am through 11:00 am. -Every Friday was documented as bank / shopping 1:00 pm through 4:00 pm. -Every Saturday was documented as bingo 1:00 pm through 2:00 pm.</p> <p>During the survey dates of 3/3/15 through 3/4/15 no activities were observed being done.</p> <p>Observation of the facility activity book revealed: -Multiple pages labeled shopping list with resident signatures. -Several pages with residents names with no documentation for type of activity. -A few pages labeled bingo with some residents names.</p> <p>Confidential interviews with three staff members revealed: -The lady who brings the dog on Wednesday night has been sick and not been in a while. -They had not seen residents going out to the library. -Someone comes in from the outside to do bingo once every other week. -They thought that the library was a room in the facility with a few books for residents to look at. -They did not do activities with the residents. -There are a lot of the residents who will not participate in activities. -When the church groups come into the facility some of the residents are rude to them. -If food is not involved the residents will not participate.</p> <p>Confidential interviews with eleven residents revealed the following comments: -"No they don't offer things to do here. That chart out there is a lie. We don't get to go to the library..."</p>	D 317		

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D 317	<p>Continued From page 11</p> <ul style="list-style-type: none"> <li>- "We only have one activity and that's bingo. One lady volunteers and comes in on Saturday's to do [bingo.]"</li> <li>- "We play bingo once a week, do arts and crafts sometimes..."</li> <li>- "We play bingo with [names of two community volunteers], they do bingo 1-2 times a week " .</li> <li>- When asked about going to the library on the evening of 3/3/15 as scheduled on the activity calendar, another resident stated "We didn't go last night. We stopped going to the library years ago" .</li> <li>- "We have bingo and friendship club."</li> <li>- When asked had the resident had any recent opportunities to go to the library the resident responded "not since I've been here, but I used to love to read."</li> <li>- One resident was asked about what activities were offered during the day at the facility one resident responded "Nothing much. They really don't. I try to do things when they offer something. I don't play bingo."</li> <li>- Another resident was asked about what activities were offered and the resident stated "They have snacks. No activities that I've seen. We have shopping on Monday, Wednesday, and Friday's."</li> <li>- They never do what is on the activity calendar.</li> <li>- They had never been to the library.</li> <li>- They would like to do more.</li> <li>- "If you don't have money there is no use to go shopping".</li> <li>- They would like to do crafts.</li> <li>- Occasionally they color pictures.</li> <li>- Prizes in bingo are not very good.</li> <li>- They would not do anything else if it was available.</li> <li>- "The activity calendar is a lie. We don't do anything on the calendar".</li> <li>- The activity calendar is the same every month.</li> <li>- "We were told that we might go to Carowinds</li> </ul>	D 317		
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Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>HAL049010</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____		(X3) DATE SURVEY COMPLETED  <b>03/04/2015</b>
NAME OF PROVIDER OR SUPPLIER  <b>CROWN COLONY</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>291 COMMERCIAL DRIVE MOORESVILLE, NC 28115</b>		
(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 317	<p>Continued From page 12</p> <p>this summer".</p> <ul style="list-style-type: none"> <li>- "It would be nice to have things to do".</li> <li>- There is not much to do at the facility</li> <li>- They would not do anything if it was offered.</li> <li>- They liked to stay by themselves.</li> </ul> <p>Interview with the Administrator on 3/4/15 at 11:30am revealed:</p> <ul style="list-style-type: none"> <li>- She was the facility's Activity Director and responsible for activities.</li> <li>- "We have a pretty good activities program."</li> <li>- "Our activity program includes pet therapy, bingo, arts and crafts, Girl scouts come one time a month for bingo".</li> <li>- There is a group who is going to start coming in to do Yoga with the Traumatic Brain Injury residents.</li> <li>- "We have a great support system through the local churches in the community."</li> <li>- When asked about the activity calendar posted in the hallway she stated "Who did the schedule? I haven't looked at it I just told [the staff] to do it".</li> <li>- "I wasn't aware going to the library was still on the schedule, but we have taken the residents to the library in the past and had to stop because of problems."</li> <li>- We are planning on starting the library activity back.</li> </ul>	D 317		