

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL059032	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 04/22/2015
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NAME OF PROVIDER OR SUPPLIER LAKE JAMES LODGE	STREET ADDRESS, CITY, STATE, ZIP CODE 63 LAKEVIEW DRIVE MARION, NC 28752
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(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 and the McDowell County Department of Social Services conducted an annual survey and on April 21-22, 2015 and assisted the county on a complaint investigation initiated by the county on 4/20/15.	D 000		
D 074	<p>10A NCAC 13F .0306(a)(1) Housekeeping And Furnishings</p> <p>10A NCAC 13F .0306 Housekeeping And Furnishings (a) Adult care homes shall: (1) have walls, ceilings, and floors or floor coverings kept clean and in good repair;</p> <p>This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to assure walls, ceiling, and floors in the facility were kept clean and in good repair throughout the facility.</p> <p>The findings are:</p> <p>Initial tour of the facility on 4/21/15 from 8:55am to 10:10am revealed the following observations:</p> <ul style="list-style-type: none"> - Dirt and paper debris was observed on the floor of Room 8 on the locked hall. - The floor of the shower in the common bath across from the living area of the locked hall had paper debris and gritty dirt on the floor. - The floor around the toilet of the common bath across from the living area of the locked hall had standing liquid that extended up to 3 feet away from the base of the toilet. (Interview with the PCA at this time revealed he wasn't sure if the liquid was water or urine, and he wasn't sure if the toilet leaked.) - The floor of the living room on the locked hall 	D 074		

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

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D 074	<p>Continued From page 1</p> <p>appeared dirty and contained paper debris.</p> <ul style="list-style-type: none"> - The living room of the locked hall had scuffs on the painted cinderblock walls. - The ceiling in the living room of the locked hall had a large area of water damage to the sheetrock of the ceiling next to the fireplace. (The oblong area of damage was approximately 18 inches long and 8 inches wide, was discolored, and bulging downward.) - The floor of Room 5 of the locked hall had rust colored stains extending out from the dresser. -The walls of Room 5 in the locked hall had scuffs on the painted cinderblock wall underneath the light switch, rust colored stains in the corner of the room next to the closet door, and heavy dust on the ledge of the painted cinderblock wall underneath the cable tv wire. - The painted cinderblock walls of Room 3 on the locked hall had scuffs and a large hole approximately 8 inches by 4 inches through the cinderblock wall exposing plumbing pipes. - The floor of the shared bathroom of Room 2 in the locked hall was littered with large pieces of rust from a deteriorating baseboard heater in the bathroom. -The common living area at the main entrance of the facility had an approximate 3 feet by 3 feet black area on the wall which appeared to be charcoal. -The ceiling fan in Room 1 on the long front hall had heavy dust on the fan blades. -The common bathroom on the long front hall had a handful of hair and paper on the floor, and the toilet had feces on the seat. -Room 1 in the locked unit had heavy dust on the fan blade. -The ceiling above the door on the inside of the locked unit had 12 inch by 5 inch rectangular shaped piece of sheet rock cut out and removed. -The dining room of the facility had water damage 	D 074		

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D 074	<p>Continued From page 2</p> <p>where the ceiling and wall came together approximately 8 inches in length.</p> <p>-One of the light covers in the dining room had brown stain which appeared to be from water damage.</p> <p>Interviews with 3 residents in the locked hall from 9:00am through 10:24 am on 4/21/15 revealed:</p> <p>-Staff had not cleaned his room since he was admitted to the facility, but he has only been here 3 or 4 days.</p> <p>-Another resident stated staff mopped his room "about once a month, but they clean the bathrooms every day."</p> <p>-Interview with a third resident revealed staff mopped her room and the bathrooms daily.</p> <p>Attempted interview with the resident who resided in Room 3 on the locked hall (with the hole in the wall) based on observations of the resident she was determined not to be interviewable.</p> <p>Observation at 10:10am on 4/21/15 revealed 2 of 3 wall fans had a heavy buildup of dust on the intake side of the fan.</p> <p>Interview with Staff A (personal care aide) on 4/21/15 at 9:55am revealed:</p> <p>-There's usually only 1 staff in the locked hall (himself).</p> <p>-He tried to keep the facility clean, but he also has to take care of the residents.</p> <p>-He preferred to do the housekeeping duties himself because he knew it would be done right.</p> <p>-He did not mind doing the housekeeping tasks, he actually liked doing them.</p> <p>-He thought it was expected for him and others who work on the unit to complete the housekeeping duties.</p>	D 074		

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D 074	<p>Continued From page 3</p> <ul style="list-style-type: none"> - Sometimes other staff came over from the other side of the facility to help him, but not often. - Other shifts don't help with any of the housekeeping duties. -He stated he did not know how long the hole above the door, or the water damage above the fire place in the ceiling in the locked unit had been there because he had not noticed them before. <p>Observation of Staff A on 4/21/15 from 9:00am through 10:30am revealed he was performing housekeeping and laundry duties as well as personal care aide duties.</p> <p>Interview with a facility maintenance worker on 4/22/15 at 10:22am revealed:</p> <ul style="list-style-type: none"> -Maintenance staff cleaned the wall fans every 3 months. -"The fans get dirty pretty quickly." <p>Interview on 4/22/15 at 3:10pm with the Housekeeper revealed:</p> <ul style="list-style-type: none"> -She used to clean on the locked unit when there were two housekeepers. -The staff (Staff A) had told her that he did not need her to clean on the locked unit because he liked to do it by himself. -There were two housekeepers until one left and became a Personal Care Aide one month earlier. -It was hard for her to keep up with everything that needed to be done in the facility. -She had not told anyone about her concerns -As quick as she cleaned it was dirty again. <p>Interview on 4/22/15 at 3:30pm with the Facility Director revealed:</p> <ul style="list-style-type: none"> -He was not aware that the Personal Care Aides could not do housekeeping duties. -The facility currently only has one housekeeper. 	D 074		

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D 074	<p>Continued From page 4</p> <ul style="list-style-type: none"> -There was a staff member who quit and walked out, so he had to reassign the second housekeeper to personal care duties (Staff B) on third shift. -It was his expectation that staff who work in the locked area do the housekeeping in that area. -His expectations were that the housekeeper would clean in the back if asked by staff to do so. -He had posted a housekeeping position and was going to be interviewing immediately for a housekeeper. -The hole in the ceiling in the locked hall was cut out because of the roof leaking problems. -The facility has a flat roof which has been leaking. -They are in the process of repairing all the damages to the ceilings in the facility. -There are still some problems with the roof. -Not sure exactly when all the repairs will be completed. <p>Observation on 4/22/15 at 3:30pm revealed:</p> <ul style="list-style-type: none"> - The floors in the resident rooms and shower of the common bathroom of the locked hall were clean with no paper debris noted. - All three of the wall fans had been cleaned and had no buildup of dust. 	D 074		
D 076	<p>10A NCAC 13F .0306(a)(3) Housekeeping And Furnishings</p> <p>10A NCAC 13F .0306 Housekeeping And Furnishings</p> <p>(a) Adult care homes shall:</p> <p>(3) have furniture clean and in good repair; This Rule shall apply to new and existing facilities.</p> <p>This Rule is not met as evidenced by:</p>	D 076		

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D 076	<p>Continued From page 5</p> <p>Based on observations and interviews, the facility failed to assure the living room furniture in the locked hall of the facility was in good repair.</p> <p>The findings are:</p> <p>During a tour of the living room in the locked portion of the facility on 4/21/15 at 9:40am the following was observed:</p> <ul style="list-style-type: none"> - Several residents were sitting on a love seat, couch, and recliner. - The recliner had two small tears in the vinyl, one on the lower right corner, and one on the upper right corner, exposing the fill material inside the cushions. - The right arm of the couch had a large tear in the vinyl exposing the fill material inside the cushion. - The right arm of the couch was resting on the body of the couch completely unattached from the main frame of the couch. <p>Interview with Staff A (personal care aide) on 4/21/15 revealed:</p> <ul style="list-style-type: none"> - The furniture in the living room of the locked hall was "just replaced 4 to 5 months ago." - He knew about the two small tears on the recliner. - The residents are "very hard on the furniture." - Today was the first time he noticed the arm of the couch torn and detached from the couch frame. <p>Confidential interview with a resident in the locked hall revealed:</p> <ul style="list-style-type: none"> - The arm had been off the couch for "about 6 weeks." - He had told an aide about the damaged couch, but could not remember who he told. 	D 076		

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D 076	Continued From page 6 Interview on 4/22/15 at 3:30 pm with the Facility Director revealed: -He was not aware that the furniture in the locked hall was damaged. -No one had made him aware that the furniture in the locked hall needed repaired. -He would Immediately replace the damaged furniture. Observation of the living room of the locked unit on 4/22/15 at 5:15 pm revealed the damaged furniture had been removed and replaced with a large sectional couch.	D 076		
D 077	10A NCAC 13F .0306(a)(4) Housekeeping And Furnishings 10A NCAC 13F .0306 Housekeeping And Furnishings (a) Adult care homes shall: (4) have a North Carolina Division of Environmental Health approved sanitation classification at all times in facilities with 12 beds or less and North Carolina Division of Environmental Health sanitation scores of 85 or above at all times in facilities with 13 beds or more; This Rule shall apply to new and existing facilities. This Rule is not met as evidenced by: Based on observations, interviews, and record reviews, the facility failed to maintain a North Carolina Division of Environmental Health approved sanitation classification of 85 or above at all times. The findings are:	D 077		

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D 077	<p>Continued From page 7</p> <p>Observation during the tour of the facility on 4/21/15 at 10:30 a.m. revealed a Sanitation Grade posted on the wall in the front entrance of the facility dated 4/14/15 and a score of 83.</p> <p>Review of the county's Health Department report on 4/21/15 revealed a sanitation score of 83 with an inspection date of 4/14/15 which included clean floors throughout facility, clean mold around walls in restrooms, linens must be changed when soiled, clean mounted fans and ceiling vents.</p> <p>Interview with the Facility Director on 4/21/15 at 11:45 a.m. revealed:</p> <ul style="list-style-type: none"> -The facility had a sanitation inspection on 4/14/15. -They were in the process of correcting the areas cited in the sanitation report. -The septic system had been repaired. -When the well was re-drilled and the new pump installed it caused some of the pipes in the facility to burst. -The holes in the walls were to repair broken pipes from the pressure of the new well pump. -They were going down the sanitation list and correcting the problems listed. -They still had a way to go, but were continuing to work on the problem. <p>Refer to Tags 0074 and 0076</p>	D 077		
D 189	<p>10A NCAC 13F .0604 (e)(2)(A-E) Personal Care And Other Staffing</p> <p>10A NCAC 13F .0604 Personal Care And Other Staffing</p> <p>(e) Homes with capacity or census of 21 or more shall comply with the following staffing. When the</p>	D 189		

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D 189	<p>Continued From page 8</p> <p>home is staffing to census and the census falls below 21 residents, the staffing requirements for a home with a census of 13-20 shall apply.</p> <p>(2) The following describes the nature of the aide's duties, including allowances and limitations:</p> <p>(A) The job responsibility of the aide is to provide the direct personal assistance and supervision needed by the residents.</p> <p>(B) Any housekeeping performed by an aide between the hours of 7 a.m. and 9 p.m. shall be limited to occasional, non-routine tasks, such as wiping up a water spill to prevent an accident, attending to an individual resident's soiling of his bed, or helping a resident make his bed. Routine bed-making is a permissible aide duty.</p> <p>(C) If the home employs more than the minimum number of aides required, any additional hours of aide duty above the required hours of direct service between 7 a.m. and 9 p.m. may involve the performance of housekeeping tasks.</p> <p>(D) An aide may perform housekeeping duties between the hours of 9 p.m. and 7 a.m. as long as such duties do not hinder the aide's care of residents or immediate response to resident calls, do not disrupt the residents' normal lifestyles and sleeping patterns, and do not take the aide out of view of where the residents are. The aide shall be prepared to care for the residents since that remains his primary duty.</p> <p>(E) Aides shall not be assigned food service duties; however, providing assistance to individual residents who need help with eating and carrying plates, trays or beverages to residents is an appropriate aide duty.</p>	D 189		

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D 189	<p>Continued From page 9</p> <p>This Rule is not met as evidenced by: Based on observations, interviews and record review, the facility failed to assure there was staff available to perform laundry and housekeeping duties in addition to the staff on duty to attend to the residents personal care needs.</p> <p>The findings are:</p> <p>Review of resident census provided by the facility for 4/21/15 revealed 51 residents:</p> <p>Interview with Staff A (personal care aide) on 4/21/15 at 9:55am revealed: -He worked in the locked unit of the facility. -There is usually only 1 staff working on the locked hall. -He took care of all housekeeping duties and laundry in the locked unit. -There were 14 residents in the locked unit. -He tried to keep the facility clean, but he also has to take care of the residents. -Sometimes other staff came over from the other side of the facility to help him, but not often. -Other shifts don't help with any of the housekeeping duties. -He liked to do the housekeeping in the unit because it would be done right. -He was not aware that he could not perform housekeeping duties.</p> <p>Observation of Staff A on 4/21/15 from 9:00am through 10:30am revealed he was performing housekeeping and laundry duties as well as personal care aide duties.</p> <p>During the initial tour of the facility on 4/21/15 from 8:55 am to 10:10 am revealed:</p>	D 189		

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D 189	<p>Continued From page 10</p> <ul style="list-style-type: none"> -Dirt and paper debris was observed on the floor of Room 8 of the locked hall. -The floor of the shower in the common bath across from the living area of the locked hall had paper debris and gritty dirt on the floor. -The floor around the toilet of the common bath across from the living area of the locked hall had standing liquid that extended up to 3 feet away from the base of the toilet. (Interview with staff at this time revealed he wasn't sure if the liquid was water or urine, and he wasn't sure if the toilet leaked.) -The floor of the living room on the locked hall appeared dirty and contained paper debris. -The living room of the locked hall had scuffs on the painted cinderblock walls. -The floor of Room 5 of the locked hall had rust colored stains extending out from the dresser. -The walls of Room 5 in the locked hall had scuffs on the painted cinderblock wall underneath the light switch, rust colored stains in the corner of the room next to the closet door, and heavy dust on the ledge of the painted cinderblock wall underneath the cable tv wire. -The painted cinderblock walls of Room 3 in the locked hall had scuffs and a large hole approximately 8 inches by 4 inches through the cinderblock wall exposing plumbing pipes. -The floor of the shared bathroom of Room 2 in the locked hall was littered with large pieces of rust from a deteriorating baseboard heater in the bathroom. <p>Interview with 3 residents in the locked hall from 9:00am through 10:24 am on 4/21/15 revealed:</p> <ul style="list-style-type: none"> -Another resident stated staff mopped his room "about once a month, but they clean the bathrooms every day." -Interview with a third resident revealed staff mopped her room and the bathrooms daily. <p>Observation at 10:10am on 4/21/15 revealed 2 of</p>	D 189		

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D 189	<p>Continued From page 11</p> <p>3 wall fans had a heavy buildup of dust on the intake side of the fan.</p> <p>Observation of Staff A on 4/22/15 at 11:10am revealed he was in the laundry room with the door open folding the laundry. No other staff were on the hall.</p> <p>Interview with a facility maintenance worker on 4/22/15 at 10:22am revealed: - Maintenance staff cleaned the wall fans every 3 months. - "The fans get dirty pretty quickly."</p> <p>Observation on 4/22/15 at 3:30pm revealed: - The floors in the resident rooms and shower of the common bathroom of the locked hall were clean with no paper debris noted. - All three of the wall fans had been cleaned and had no buildup of dust.</p> <p>Interview on 4/22/15 at 3:10 pm with the Housekeeper revealed: -She used to clean on the locked unit when there were two housekeepers. -The staff (Staff A) had told her that he did not need her to clean on the locked unit because he liked to do it by himself. -There were two housekeepers until one left and became a Personal Care Aide.</p> <p>Interview on 4/22/15 at 3:30 pm with the Facility Director revealed: -He was not aware that the Personal Care Aides could not do housekeeping duties. -The facility currently only has one housekeeper. -His expectations were that the housekeeper would clean in the back if needed. -He had posted and was going to be interviewing immediately for a housekeeper.</p>	D 189		

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