

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: FCL011307	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 05/12/2015
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NAME OF PROVIDER OR SUPPLIER DEAVERVIEW HGTS FCH	STREET ADDRESS, CITY, STATE, ZIP CODE 290 DEAVERVIEW ROAD ASHEVILLE, NC 28806
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{C 000}	Initial Comments	{C 000}		
C 076	<p>10A NCAC 13G .0315(a)(3) Housekeeping and Furnishings</p> <p>10A NCAC 13G .0315 Housekeeping and Furnishings (a) Each family care home shall: (3) have furniture clean and in good repair; This Rule shall apply to new and existing homes.</p> <p>This Rule is not met as evidenced by: Based on observation, record review and staff interview, the facility failed to assure furniture was kept in good repair for 3 of 5 resident rooms (#1, 2 and 5).</p> <p>The findings are:</p> <p>Observations on 05/12/15 at 9:15am of resident rooms revealed: -Room #1, a drawer in a chest of drawers missing a pull handle with the screw remaining. -Room #2, a drawer in a chest of drawers missing a pull handle. -Room #5, a drawer in a chest of drawers missing a pull handle.</p> <p>Interview on 05/12/15 at 9:20am with the residents occupying room #1 revealed: -They opened the drawer with the missing pull handle by pulling on the exposed screw. -They pulled a wooden pull knob from the top of dresser, placed it on the screw but it would not stay on. -They stated they could open their drawer but the knob needed to be tightened.</p>	C 076		

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

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C 076	<p>Continued From page 1</p> <p>The resident occupying Room #2 declined to be interviewed.</p> <p>Interview on 05/12/15 at 10:15am with the Administrator revealed: -Her husband performed maintenance duties one day a week and she assisted him with those responsibilities. -She last made rounds through the facility approximately one week ago. -She should have noticed the missing drawer pull handles and fixed them. -She did not document her rounds through the facility.</p> <p>Interview on 05/12/15 at 11:10am with the residents occupying room #5 revealed they were "not bothered" by the missing drawer pull handle.</p>	C 076		
C 264	<p>10A NCAC 13G .0904(c)(1) Nutrition And Food Service</p> <p>10A NCAC 13G .0904 Nutrition And Food Service (c) Menus in Family Care Homes: (1) Menus shall be prepared at least one week in advance with serving quantities specified and in accordance with the Daily Food Requirements in Paragraph (d) of this Rule.</p> <p>This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to assure menus were prepared at least one week in advance with serving quantities specified and in accordance with the Daily Food Requirements.</p> <p>The findings are:</p>	C 264		

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C 264	<p>Continued From page 2</p> <p>Observation of the kitchen on 5/12/15 at 10:05am revealed no menus posted.</p> <p>Observation of the food supply revealed the facility had a 3-5 day supply of perishable and non-perishable food.</p> <p>Review of papers posted on the refrigerator door revealed: -A copy of Family Care Homes Rule 10A NCAC 13G .0904(d)(3)(A-H) Nutrition and Food Service, which detailed the daily food requirements (what is to be included on daily menus for regular diets) in the Family Care Home. Each of the daily food requirements had been highlighted. -A printed sheet titled, "Checklist for Making Substitutions", which explained, in detail, how to make substitutions of equal nutritional value in accordance with the Daily Food Requirements.</p> <p>Interviews on 5/12/15 9:15am with 4 of 6 residents revealed: -They were given plenty to eat and the food was good. -They received fresh fruits and vegetables on a regular bases. -A cookout was held last Sunday with lots of good food. -Breakfast had been french toast and fruit, sometime it was cereal and/or grits, sometimes eggs and bacon.</p> <p>Interview on 5/12/15 at 9:55am with the Supervisor-in-Charge (SIC) revealed: -She had found a binder on top of the refrigerator when she started working there four months ago. -The binder contained "Fall" menus dated 2009 which had been provided by a food vendor the facility no longer used.</p>	C 264		

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C 264	<p>Continued From page 3</p> <ul style="list-style-type: none"> -She did not use prepared menus. -She planned and made meals on a daily basis based on the resident's food preferences. -She used the Daily Food Requirements information from the Family Care Home Rules Book to ensure each resident received nutritionally adequate meals. -If a resident didn't like something being served, such as the vegetable, she would refer to the "Checklist For Making Substitutions" to make sure she would be giving an adequate substitution. -She always read the nutritional information on packages so she would know how much to serve each resident. -She made sure the residents drank plenty of water and ate plenty of vegetables to keep them "regular" (not get constipated). -Snacks and fluids were always available. <p>Interview on 5/12/15 at 10:20am with the Administrator revealed:</p> <ul style="list-style-type: none"> -She was not aware the SIC had not been using the prepared menus. -She looked at the menus in the binder and stated the SIC would begin using those menus at lunch. <p>Observation on 5/12/15 of the noon meal revealed:</p> <ul style="list-style-type: none"> -Grilled sandwiches consisting of two slices of buttered white bread, two slices of turkey breast, two slices of turkey bologna, two slices of cheese with 2 tablespoons mayonnaise and a squeeze of mustard. -Lettuce and tomato slices were placed on the sandwiches. -Homemade potato salad. -Mixed canned fruit with fresh pineapple chunks, 1/2 cup. 	C 264		

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C 264	Continued From page 4 -Water, milk, iced tea and coffee. Review of the menu (in the prepared menu binder) indicated by the Administrator to be the the noon meal revealed: -The SIC had followed the menu. -She had added extra slices of turkey breasts to the sanwiches. Interview on 5/12/15 at 12:35pm with the SIC revealed she had added the sliced turkey breast because the resident liked to have it on their sandwiches.	C 264		
C 281	10A NCAC 13G .0904(e)(1) Nutrition and Food Service 10A NCAC 13G .0904 Nutrition and Food Service (e) Therapeutic Diets in Family Care Homes: (1) All therapeutic diet orders including thickened liquids shall be in writing from the resident's physician. Where applicable, the therapeutic diet order shall be specific to calorie, gram or consistency, such as for calorie controlled ADA diets, low sodium diets or thickened liquids, unless there are written orders which include the definition of any therapeutic diet identified in the facility's therapeutic menu approved by a registered dietitian. This Rule is not met as evidenced by: Based on interview, observation and record review, the facility failed to assure thickened liquid orders, in writing from the resident's physician, were specific and clear regarding thickened liquid consistency for 1 of 1 sampled residents (# 1). The findings are:	C 281		

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C 281	<p>Continued From page 5</p> <p>Review of Resident #1's current FL2 dated 3/23/15 revealed:</p> <ul style="list-style-type: none"> -An admission date of 3/12/15. -Diagnoses included GERD (Gastro-Esophageal Reflux Disease). -An order for a regular diet with chopped meat and to thicken liquids. -Consistency of thickened liquids was not specified. <p>Continued review of Resident #1's record revealed:</p> <ul style="list-style-type: none"> -Additional diagnoses of subglottic stenosis-narrowing of the trachea below the vocal cords- with a permanent tracheostomy (1983), dysphagia-difficulty swallowing (2006) and cancer of the lung (2014), -An order from a family health clinic dated 4/27/15 for thickener powder, one packet, three times a day and as needed. -The SIC stated the three times a day was at mealtime and as needed was whenever he was having something to drink. -A clarification order from the family health clinic dated 4/28/15, for thickener powder, 2 and 1/2 tablespoons, four times a day and as needed did not specify in what amount of liquid. <p>Interview on 5/12/15 at 10:10am with the Medication Aide/Supervisor in Charge, MA/SIC, revealed:</p> <ul style="list-style-type: none"> -She had worked at the facility since January 2015. -Resident #1 had been at the facility since 3/23/15. -She had called the physician and clarified Resident #1's order to thicken liquids from the FL2 dated 3/23/15. -The physician stated the Resident should have honey thickened liquids. 	C 281		

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C 281	<p>Continued From page 6</p> <ul style="list-style-type: none"> -She did not write a clarification order or document her conversation with the physician. -The physician was aware the resident drank carbonated beverages and they would not thicken. -The resident was very careful and took his time when he was drinking thickened or unthickened liquids. <p>Observation of the water thickened by the SIC for the noon meal revealed nectar consistency.</p> <p>Review on 5/12/15 at 12:30pm of the SIC's procedure for thickening liquids revealed:</p> <ul style="list-style-type: none"> -She used a glass measure for 8 ounces of water. -3.5 teaspoons of thickener was added to the 8 ounces of water "for honey consistency". -She stirred the liquid until it thickened then put in the refrigerator so it would be nice and cold. -The water was nectar consistency. <p>Review on 5/12/15 at 12:45pm of the directions on the label of the thickener for honey consistency revealed:</p> <ul style="list-style-type: none"> -4 ounces of water = 4 to 5 teaspoons. -4 ounces of orange juice = 3.5 to 4 teaspoons. -4 ounces of coffee = 4 to 5 teaspoons. -3 teaspoons = 1 tablespoon. -"You may need to adjust the amount to suit your requirements". <p>Interview on 5/12/15 at 12:50pm with the SIC revealed:</p> <ul style="list-style-type: none"> -She had been using the directions for thickening orange juice for all Resident #1's liquids. -She stated she had read the thickener directions. -The resident thickened his own coffee. -He had a container of thickener in his room and knew how much to use. 	C 281		

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C 281	<p>Continued From page 7</p> <p>Interview on 5/12/15 at 12:55pm with Resident #1 revealed: -The doctor told him he needed honey consistency. -She had told him how much thickener to use for honey consistency. -He followed the directions on the product container -Carbonated beverages did not thicken. -The doctor was aware he drank them unthickened. -He was very careful to take small sips and to keep his chin tucked.</p> <p>Interview on 5/12/15 at 1:05pm with Resident #1's physician revealed: -The resident needed to have his liquids honey thickened. -She was aware he was drinking unthickened soda. -He was very cautious and took his time eating and drinking.</p>	C 281		