

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL012005	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 05/11/2015
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NAME OF PROVIDER OR SUPPLIER MORGANTON LONG TERM CARE FACILITY	STREET ADDRESS, CITY, STATE, ZIP CODE 1300 EAST UNION STREET MORGANTON, NC 28655
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D 000	Initial Comments	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 observations, interviews, and record reviews, the facility failed to assure the hot water temperature for 3 of 4 fixtures in the residents' bathrooms were maintained between 100 degrees Fahrenheit (F) and 116 degrees F with hot water temperatures ranging from 80 degrees F to 98 degrees F.</p> <p>The findings are:</p> <p>Observation on 5/6/15 at 10:00am of the common bathroom outside room 1 revealed: -The hot water temperature in the sink was 80 degrees F after running the fixture for 12 minutes. -The hot water temperature in the tub was 88 degrees F.</p> <p>Observation on 5/6/15 at 10:12am of the sink</p>	D 113		

Division of Health Service Regulation 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>temperature in the common bathroom between resident rooms 5 and 6 revealed the hot water temperature was 98 degrees F after running the fixture for 7 minutes.</p> <p>Review of the facility water temperature logs revealed:</p> <ul style="list-style-type: none"> -On 2/13/15, hot water temperatures documented range from 101.7 to 109.6 degrees F. -On 2/27/15, hot water temperatures documented range from 101.9 to 109 degrees F. -On 3/2/15, hot water temperatures documented range from 101.9 to 107 degrees F. -On 3/13/15, hot water temperatures documented range from 94.6 to 109.6 degrees F (maintenance documented as notified.) -On 4/3/15, hot water temperatures documented range from 100 to 109.8 degrees F. -On 4/17/15, hot water temperatures documented range from 100 to 110 degrees F. -On 5/1/15, hot water temperatures documented range from 100.7 to 110 degrees F. -On 5/6/15, hot water temperatures documented range from 80 to 109.4 degrees F. <p>Observation on 5/7/15 at 9:45am for a recheck of hot water temperatures in the common bathroom between resident rooms 5 and 6 revealed:</p> <ul style="list-style-type: none"> -The sink hot water temperature was 104 degrees F. -The shower hot water temperature was 106 degrees F. <p>Observation on 5/7/15 at 9:49am for a recheck of hot water temperatures in the common bathroom outside room 1 revealed the sink hot water temperature was 62 degrees F.</p> <p>Observation on 5/7/15 at 2:00pm for a recheck of hot water temperature in the common bathroom</p>	D 113		

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D 113	<p>Continued From page 2</p> <p>outside room 1 revealed: -The sink hot water temperature was 116 degrees F. -The tub hot water temperature was 120 degrees F (The Administrator In Charge (AIC) was notified at this time and a sign was posted warning residents of the extremely hot water temperature in the tub.)</p> <p>Interview with Maintenance on 5/7/15 at 9:47am revealed: -He was responsible for transporting and maintenance duties in two facilities. -The staff in the facility were responsible for checking and recording hot water temperatures weekly. -The AIC was responsible for reporting problems with the water temperatures directly to him. -Two new natural gas hot water heaters were installed in the facility in 2014. -There should be over 100 gallons of hot water available to residents from the hot water heaters.</p> <p>Confidential interviews with five residents revealed: -The water has been "too hot in that shower room." The resident received assistance from staff when showering. The resident had never been burned by the water in the shower. -"The water is not too hot when you adjust it. The staff ask me to feel of it before they put it on me or they check it." -"The shower room takes longer to get hot. Showers have been warm...not too hot. Staff adjust it and make sure its okay before I get in." -"The water is not hot enough [in the common bathroom between rooms 5 and 6]." -"The shower [in the common bathroom between rooms 5 and 6] sometimes is not as hot as it needs to be."</p>	D 113		

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D 113	<p>Continued From page 3</p> <p>- "Sometimes it gets too hot then cold in the same shower."</p> <p>Interview with a Medication Aide (MA) on 5/7/15 at 2:45pm revealed: - "Usually when we do the showers its the perfect temperature for the resident." - "We run the sink and shower head at the same time." - "Sometimes it takes a long time for the water to get warm."</p> <p>Interview with a second MA on 5/7/15 at 3:05pm revealed: - When asked if she had experienced any issues with the water temperatures when attempting to bathe residents, she stated "Not lately." - Before the shower had been "redone" last month, staff "would have to turn the sink on and two showers on at the same time" to get the water warm. "Since then no issues."</p> <p>Telephone interview with Maintenance on 5/7/15 at 3:20pm revealed: - The plumber had been in the facility that morning and had replaced a malfunctioning mixing valve in the crawl space under the floor. - Each sink had an individual mixing valve, but they were all connected to the main valve under the floor. - "That's why the water was cold because it wouldn't let hot water through." - He had adjusted the two common bathroom valves and they "were fixed." - A part had been ordered for the valve at the bathtub in the common bathroom outside room 1 and it would be in on 5/11/15. - He had measured the tub temperature in the common bathroom outside room 1 at 119 degrees F that morning, however none of the</p>	D 113		

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D 113	<p>Continued From page 4</p> <p>residents use the tub in that bathroom.</p> <ul style="list-style-type: none"> -The AIC and the other staff were alerted the temperature was 119 degrees in the tub and to use caution if they used it. -The AIC had posted a sign up in the bathroom to warn residents of high water temperatures in the bathtub. -The plumber would return on 5/12/15 to replace the faulty mixing valve which supplied hot water to the tub which would correct the problem. -"Our water [temperatures] have always fluctuated here since 2002." -The galvanized lines of the plumbing system get a "buildup of dirt" and the dirt gets in the mixing valves and "they won't work." -He had replaced the valve to the shower in the common bathroom between rooms 5 and 6 just "2 weeks ago." -He did not look at the water temperature logs taken by the staff. -Staff were expected to report problems with the water temperatures to him. <p>Interview with the AIC on 5/7/15 at 3:30pm revealed:</p> <ul style="list-style-type: none"> -In the shower room, the staff had to turn on the hot water at the sink and in the shower to "get the water hot faster." -She checked the water temperatures monthly. <p>Interview with the Administrator on 5/11/15 at 11:07am revealed:</p> <ul style="list-style-type: none"> -"I think they are supposed to check the water temps one time a week or once every 2 weeks." -Staff were supposed to notify Maintenance when they discovered something was wrong with the water temperatures. 	D 113		

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D 298	Continued From page 5	D 298		
D 298	<p>10A NCAC 13F .0904(d)(2) Nutrition And Food Service</p> <p>10A NCAC 13F .0904 Nutrition And Food Service (d) Food Requirements in Adult Care Homes: (2) Foods and beverages that are appropriate to residents' diets shall be offered or made available to all residents as snacks between each meal for a total of three snacks per day and shown on the menu as snacks.</p> <p>This Rule is not met as evidenced by: Based on observation, interview, and record review the facility failed to assure foods and beverages appropriate to residents' diets were offered or made available to all residents as snacks between each meal for a total of three snacks per day.</p> <p>The findings are:</p> <p>Interview with the Administrator In Charge (AIC), on 5/6/15 at 9:15am revealed there were 9 residents who resided in the facility.</p> <p>Confidential interviews with seven residents revealed: -5 of 7 residents were offered and served snack only once per day in the evenings around 8pm. -5 of 7 residents stated snack routinely consisted of peanut butter on saltines, graham crackers, or vanilla wafers. -3 of 7 residents stated they did get hungry between meals during the daytime. -"I eat snacks out of this drawer." -"Snack is given at night time before we go to bed." -"Snack "offered just in the evening about 7pm..." -"Hardly ever" get snack. "When we get [a snack]</p>	D 298		

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D 298	<p>Continued From page 6</p> <p>its at night time." -"Alot of people have their own crackers, but me being diabetic, I can have crackers anytime I need it." -Snack was served "at 8pm and that's usually about all. We are lucky to get [snack] at night." -Snacks were "offered at nighttime. Usually graham crackers or saltine crackers sometimes brownies."</p> <p>Review of the facility snack menu revealed: -One snack per day was listed. -The one snack was listed as "evening snack." -Fruit drink was the only beverage option listed. -Snack options listed were assorted cookie, vanilla wafers, graham crackers, and saltine crackers.</p> <p>Observations on 5/6/15 from 9:15am to 11:30am and from 1:45pm to 4:15pm revealed no snack was offered or made available to residents.</p> <p>Observation on 5/7/15 from 8:15am to 11:30am and from 12:45pm to 4:30pm revealed no snack was offered or made available to residents.</p> <p>Interview with one Medication Aide on 5/6/15 at 2:45pm revealed: -"Snacks are done at 8pm." -"We do snacks during the day sometimes." -"If they ask for snack we will give them crackers."</p> <p>Interview with a second Medication Aide on 5/6/15 at 3:05pm revealed: -"I fix up three kinds of peanut butter crackers...saltines, vanilla wafers, and graham crackers" for evening snack. -She routinely offered water, milk, or fruit drink as drink options to the residents for the evening</p>	D 298		

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D 298	<p>Continued From page 7</p> <p>snack.</p> <p>-Evening snack was served to residents at the same time they were given their evening medications.</p> <p>-On first shift we are "supposed to [serve snack] around 10am and 2pm, but usually at 10am we are doing showers."</p> <p>-I pass snack at 2pm med pass and we ask everybody if they want anything."</p> <p>Interview with the Administrator In Charge (AIC) on 5/7/15 at 3:30pm revealed:</p> <p>-At 10am, the residents don't want snacks because they've just had breakfast."</p> <p>-At 2 o'clock med pass there's a couple that will ask for a cracker."</p> <p>-At 8pm snacks were "given out" during the medication pass.</p> <p>Interview with the AIC on 5/11/15 at 10:35am revealed:</p> <p>-We go around and ask the residents if they want snack and most of them are still full from breakfast."</p> <p>-I bring in popstarts, popcorn, smores, chocolate candy, and ice cream" to give the residents some variety in the snacks offered.</p> <p>-Some residents have snacks in their rooms."</p> <p>-Only one resident would usually ask for a snack.</p> <p>Interview with the Administrator on 5/11/15 at 11:07am revealed:</p> <p>-Snacks were to be served three times a day at 10am, 2pm, and 8pm.</p> <p>-She was unaware snacks were not being offered or made available three times a day to the residents.</p>	D 298		

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D 317	Continued From page 8	D 317		
D 317	<p>10A NCAC 13F .0905 (d) Activities Program</p> <p>10A NCAC 13F .0905 Activities Program</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 observation, interview and record review, the facility failed to assure at least 14 hours of planned group activities were provided each week that promoted socialization, physical interaction, group accomplishment, and learning of new skills for the nine residents currently living in the facility.</p> <p>The findings are:</p> <p>Interview with the Administrator In Charge (AIC) on 5/6/15 at 9:15am revealed there were 9 residents who resided in the facility.</p> <p>Observations during the initial facility tour on 5/6/15 from 9:15am to 11:00am revealed: -No activities calendar was posted for review. -One resident was coloring pictures in the main</p>	D 317		

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D 317	<p>Continued From page 9</p> <p>sitting area.</p> <ul style="list-style-type: none"> -Two residents were observed to go outside to smoke. -Another resident sat outside in his wheelchair and would talk to the smokers who came outside. -Three residents were lying or sitting in their rooms by themselves. <p>Confidential interview with six residents revealed the following comments:</p> <ul style="list-style-type: none"> -"I'm so down and out, I don't know what to do. I'll be 88 in July and I've never been so disgusted in my life. I'm just an old thrown away hound dog. Nobody cares." -"At 2pm there's a set of things we do [for activities] like arithmetic and spelling. We all join in together." -"Not much" offered in the facility for activities. "...I get depressed down here all the time. Same old thing everyday. Why wake up anymore?" -"I go uptown myself to the library. I don't know what they do [for activities] while I'm gone." -"We don't have none." -"Anybody can color that wants too, watch TV, take smoke breaks, stay outside to see what's going on." <p>Observation of activity supplies on hand in the facility on 5/6/15 revealed:</p> <ul style="list-style-type: none"> -A suction cup basketball hoop for use with sponge ball. -An indoor use foam horseshoe set. -Multiple coloring books. -Velcro ball toss game. <p>Observation on 5/8/15 at 8:28am revealed the May 2015 Activity Calendar had been posted outside the resident dining room.</p> <p>Review of the May 2015 Activity Calendar</p>	D 317		

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D 317	<p>Continued From page 10</p> <p>revealed:</p> <ul style="list-style-type: none"> -On 5/3/15-Church group 9am to 11am, singing group 2pm to 4pm -On 5/4/15-Exercises 1pm to 3pm -On 5/5/15-Ball toss 1pm to 3pm -On 5/6/15-Talk about old times 9am to 11am -On 5/7/15-Nail care 3pm to 6pm -On 5/8/15-Horseshoes 1pm to 3pm <p>Interview with one medication aide on 5/6/15 at 2:45pm revealed:</p> <ul style="list-style-type: none"> -"We try movies, but that usually does not work." -"The only activity they really come to is when the volunteer comes and does bingo once a month and gives out prizes." <p>Interview with a second medication aide on 5/6/15 at 3:05pm revealed:</p> <ul style="list-style-type: none"> -There's an activity board. -"Whatever activity is on the board we have." -Staff get all the residents into the dining room and then the staff do activities with them. -"We've had exercises, ball toss. Tonight I will do fingernail care on everybody and paint the women's nails if they want it." -"On Friday nights a local church group comes in does a singing, but some of the residents don't participate in those because of their religion." -The volunteer which ran the bingo game for the facility "comes every 2 to 3 months." <p>Interview with the Administrator In Charge (AIC) on 5/7/15 at 3:30pm revealed:</p> <ul style="list-style-type: none"> -She had not yet had time to complete the May activity calendar. -The April activity calendar had been taken down and was in her office. -The residents would only participate in activities when prizes were offered. -The staff had to pay for the resident prizes, 	D 317		

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D 317	<p>Continued From page 11</p> <p>because that was not included in the facility budget.</p> <ul style="list-style-type: none"> -The residents expected prizes "every time." -There was a volunteer who usually came "once a month" to play bingo with the residents and she always gave prizes. -The volunteer had not been in the facility since "month before last." -Two local church groups "came in last Sunday and three residents participated." <p>Interview with the Administrator on 5/11/15 at 11:54am revealed:</p> <ul style="list-style-type: none"> -There was supposed to be at least 14 hours of activities offered per week in the facility. -The AIC was "supposed to be planning and doing" the activities with the residents. 	D 317		
D 319	<p>10A NCAC 13F .0905 (f) Activities Program</p> <p>10A NCAC 13F .0905 Activities Program</p> <p>(f) Each resident shall have the opportunity to participate in at least one outing every other month. Residents interested in being involved in the community more frequently shall be encouraged to do so.</p> <p>This Rule is not met as evidenced by: Based on interviews and record review, the facility failed to provide residents with the opportunity to participate in at least one outing every other month.</p> <p>The findings are:</p>	D 319		

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D 319	<p>Continued From page 12</p> <p>Confidential interviews with six residents revealed:</p> <ul style="list-style-type: none"> -One resident stated the facility did not offer resident outings. "Be kind of difficult with no more [staff] than they have hired here for them to take all of us in wheelchairs on an outing." -"We do not ever go out much on outing or nothing. [Administrator's name] could take me, but she won't." The last outing "was a pretty good while ago." "I like to look at things see different things...getting out and riding around. I get depressed down here all the time. Same old thing everyday. Why wake up anymore?" -"I go uptown myself to the library. I don't know what they do [for activities] while I'm gone." -Another resident stated the facility did not offer resident outings. "I haven't been out of this facility in 4 or 5 years." -"I just got here, so I don't know [about outings]." -Another resident stated she had lived in the facility for 2 years and had not been on an outing. <p>Interview with a Medication Aide on 5/7/15 at 2:45pm revealed:</p> <ul style="list-style-type: none"> -"Whenever we can get the van [from the sister facility], we ask the residents if they want to go somewhere." -"A friend used to take [Resident #4's name out], but now the friend has changed vehicles and we can't get [Resident #4's name] up in it." -The van from the sister facility was "usually busy" being used to take the residents at the sister facility to their medical appointments. -The residents here only get to use the sister facility van for transport to their medical appointments. -The Administrator did not provide funding for resident outings, so any money for outings had to be provided out of pocket by the Administrator In Charge (AIC). 	D 319		

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NAME OF PROVIDER OR SUPPLIER MORGANTON LONG TERM CARE FACILITY	STREET ADDRESS, CITY, STATE, ZIP CODE 1300 EAST UNION STREET MORGANTON, NC 28655
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D 319	<p>Continued From page 13</p> <p>Interview with a second Medication Aide on 5/7/15 at 3:05pm revealed: -"We have borrowed the van from [the Administrator's name] to take residents to [local discount store name] or to the senior center for bingo." -The last senior center trip for bingo occurred "a couple months ago." -The last trip she could remember when residents were taken to a local discount store occurred "a month ago."</p> <p>Interview with the AIC on 5/7/15 at 3:30pm revealed: -The last outing she had taken five of the residents on was to the senior center "last year." -Outings were not occurring more often because the Administrator did not budget funding for resident outings. -The last money she remembered the Administrator provided was \$10 to provide ice cream for 6 residents on a trip to a local fast food restaurant. -"The van is not big enough for the ones that would go" on outings. -Two residents were taken out separately after the senior center bingo outing to a local discount store and fast food restaurant. -She often invited the residents to go on nature walks, but the residents "say no." Only one resident would go on nature walks with her. -Access to a van that would accommodate all the residents and lack of funding for outings were the main barriers to her being able to take residents on outings every other month.</p> <p>Interview with the Administrator on 5/11/15 at 11:54am revealed: -There were "supposed to be" outings for</p>	D 319		

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D 319	Continued From page 14 residents at least every other month. -When asked had there been any resident outings lately she replied "I don't know." -It was the AIC's responsibility to ensure resident outings occurred. -The van was available for their use from the sister facility, but its use for outings did have to be scheduled around its use for transporting to resident medical appointments at both facilities.	D 319		
D 338	10A NCAC 13F .0909 Resident Rights 10A NCAC 13F .0909 Resident Rights An adult care home shall assure that the rights of all residents guaranteed under G.S. 131D-21, Declaration of Residents' Rights, are maintained and may be exercised without hindrance. This Rule is not met as evidenced by: Based on resident and staff interviews and record review the facility failed to assure 5 of 9 residents were treated with respect, consideration, dignity, and full recognition of his or her individuality. The findings are: Based on a confidential resident interview during the initial tour of the survey conducted on 5/6/15, 5/7/15, 5/8/15 and 5/11/15, a resident stated: -The Transporter "fusses at me and is hateful about my wheelchair." -"I really try to stay away from him." -The resident stated this problem has been going on for several months and still continues. The resident stated it made them feel very angry. Interview on 5/7/15 at 12:20pm with the Administrator in Charge (AIC) revealed:	D 338		

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D 338	<p>Continued From page 15</p> <p>-She was aware of 5 residents who did not want to ride with the Transporter to their medical appointments.</p> <p>-She was aware that the Transporter talks for 2 of the residents at their MD appointment and "they don't like it."</p> <p>Record review revealed no documentation of the resident's grievance.</p> <p>Interview with Staff B, Medication Aide (MA), on 05/07/15 at 4:03pm revealed:</p> <p>-Staff talk with residents when they have concerns.</p> <p>-Most residents prefer to talk with the AIC</p> <p>-If the residents have concerns with staff they prefer to talk with the AIC and not me.</p> <p>Interview with Staff A, MA, on 5/7/15 at 4:07pm revealed:</p> <p>-If the AIC is off then Staff B, MA, would talk with the resident about their concern and then go with the resident and talk with the AIC when the AIC returned.</p> <p>-If the AIC was in the building she would go with the resident to talk with the AIC if the resident requested.</p> <p>-Not aware of any concerns related to staff treatment of residents but would notify the AIC immediately if someone was inappropriate with a resident.</p> <p>A confidential interview with one resident revealed:</p> <p>-He did not feel comfortable with the Transporter.</p> <p>-When asked why he stated "He treats me rough. Speaks harshly to you."</p> <p>-He says things like "Sit down and don't say nothing."</p> <p>-"A lot of times if you need help he won't help you.</p>	D 338		

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D 338	<p>Continued From page 16</p> <p>Like help getting in the van or something." -When we get to the doctor's appointment he tells me to "get out" in a rough tone. -He goes inside with me when I am seeing the doctor. -He "runs his mouth to the doctor." -"Says different things. Has a smart attitude. " -"He's not supposed to go in with me to see the doctor unless I want him there. " -"I've told him I don't want him in there and he goes anyway." The resident had never reported the issues with the Transporter to the AIC or Administrator. -Resident had heard the Transporter speak "roughly" to other residents. -Resident heard the Transporter say "Take your wheelchair and get in there" when residents were being loaded on the van. -"[The Transporter] smarts off a lot."</p> <p>A confidential interview with a second resident revealed: - "[The Transporter] has got a harsh way about him." - "His voice is very strong like he's mad all the time." - "He talks so loud ...I can't stand that screaming." - "I do better when somebody is talking soft and nice to me." - "I'm not putting his work down, it's just his personality."</p> <p>A confidential interview with a third resident revealed: - "[The Transporter] is an ass." - "He bitches and gripes the entire time we are gone somewhere." - If I don't get my wheelchair up the ramp "just perfect he fusses." -"Last time he took me to the doctor, I told him we</p>	D 338		

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D 338	<p>Continued From page 17</p> <p>were not gonna take my electric wheelchair again because he gives me such a hard time about it." - "He's so hateful, I hate for him to take me anywhere." - He goes inside with me when I am seeing the doctor. - Resident was "okay" with Staff 1 sitting in with the doctor "but he knows everything and says you know you got to do this and you know you got to do that with what the doctor tells me." - "I just don't like to be around him." - The resident had never reported the issues with the Transporter to the AIC or Administrator.</p> <p>A confidential interview with a fourth resident revealed: - "I get aggravated with him." - "He means well." - "He has too many patients to transport." - The Transporter's job duties "stresses him out." - He goes inside with me when I am seeing the doctor. - I don't have a problem with him going in with me to see the doctor. - "See he has to lift me. Sometimes he helps me talk to the doctor if I need help, but if I am doing okay he lets me talk."</p> <p>A confidential interview with a fifth resident revealed: - "That's just the way he is." - "It don't bother me. " - "If it gets to where I don't like it, I tell him and straighten him out." - He goes inside with me when I am seeing the doctor. - "If he butts in when I am talking with the doctor I tell him he's out of line." - "He goes in to the doctor's office with me to mostly move my chair out of the way."</p>	D 338		

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D 338	<p>Continued From page 18</p> <p>-"I don't have a problem with him being in there with me." -"If the occasion arose I would ask him to leave if I didn't want him in there." -"He's just got a loud voice." -" I don't take it as him being rude." -"Some of the residents just don't like him." -"I don't pay him no attention."</p> <p>An interview with the Administrator on 5/11/15 at 11:56am revealed: -We have always gone in with the residents when they go in to see the doctor. -"But [the Transporter] will respect if a resident doesn't want him to go in with them." -"I pay [the AIC] overtime to take one of the residents to the doctor because she doesn't want [the Transporter] to take her and I don't know why." -"I've never heard him be rough or ill with any resident and I'm around him a lot." -Residents nor staff had ever reported anything about the Transporter's behavior being an issue. -The Transporter's speech might be loud because he "is very hard of hearing and supposedly in a few years will be deaf."</p>	D 338		
D 434	<p>10A NCAC 13F .1201 (b) Resident Records</p> <p>10A NCAC 13F .1201Resident Records</p> <p>(b) A resident financial record providing an accurate accounting of the receipt and disbursement of the resident's personal funds if handled by the facility according to Rule .1101 of this Subchapter shall be maintained on each resident in an orderly manner in the facility and made available for review by representatives of the Division of Facility Services and county</p>	D 434		

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D 434	<p>Continued From page 19</p> <p>departments of social services. When there is an approved cluster of licensed facilities, financial records may be kept in one location among the clustered facilities.</p> <p>This Rule is not met as evidenced by: Based on interviews and record review, the facility failed to document and maintain resident's personal funds account with accuracy for 2 of 3 sampled residents (Residents #2 and #4) and failed to pay the pharmacy bill in a timely manner and incurring interest on the unpaid pharmacy bills for 2 of 3 sampled residents (Residents #2 and #4).</p> <p>The findings are:</p> <p>A. Review of Resident #2's FL2 dated 7/11/14 revealed diagnoses included: -Alzheimer's Disease -Chronic Obstructive Pulmonary Disease -Hypertension -Atrial Fibrillation -Osteoarthritis</p> <p>1. Review of Resident #2's record revealed the Administrator had been given permission to manage Resident #2's funds.</p> <p>Review of Resident #2's personal funds account from 3/31/13 to 5/8/15 revealed: -The only payment for the year 2013 was made to the pharmacy on 8/5/13 for \$785.06. -The only payment for the year 2014 was made to the pharmacy on 6/5/14 for \$300.00. -A payment was made to the pharmacy on</p>	D 434		

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D 434	<p>Continued From page 20</p> <p>1/20/15 for \$147.82. -A payment was made to the pharmacy on 3/23/15 for \$164.81. -From 3/31/13 to 3/31/15 the resident accrued \$265.10 in interest charges due to pharmacy payments being made on the account randomly rather than monthly.</p> <p>Interview with the Administrator-In-Charge (AIC) on 5/7/15 at 9:55am revealed: -She managed distribution of the personal funds for some of the residents. -She was responsible for faxing over a copy of the personal funds record to the Administrator each month. -The Administrator maintained the cash for the residents personal funds. -The Administrator brought the personal funds for the residents to the facility every month after she received the residents' checks for whom the Administrator was payee. -Some of the residents paid their own pharmacy bills. -The Administrator was responsible for paying the pharmacy bills for Residents #2. -The Administrator would deduct the pharmacy bill payment before handing the residents left over personal funds to the AIC to distribute to the residents. -Some residents had a higher pharmacy bill than others, so those residents did not receive the full \$66.00 each month.</p> <p>Interview with the Administrator on 5/8/15 at 10:00am revealed the Administrator was payee for Resident #2.</p> <p>Interview with Resident #2's family member on 5/7/15 at 1:05pm revealed: -The family bought all personal items for Resident</p>	D 434		

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D 434	<p>Continued From page 21</p> <p>#2 because there were no personal funds available for use. -Facility staff had informed them the resident's personal funds were being used to pay her pharmacy bill.</p> <p>Interview with the Administrator on 5/8/15 at 10:00am revealed: -She had no explanation as to why the pharmacy bill was not paid monthly after 11/5/13 when the resident had a personal fund balance in the positive of \$51.11. -She had no explanation as to why the pharmacy bill was paid randomly rather than monthly. -She was unaware the resident was accruing interest on the account until it was pointed out to her during the survey. -She intended to refund the interest that the resident had been charged due to her mistake back to the resident's personal fund balance.</p> <p>2. Review of Resident #2's record revealed the Administrator had been given permission to manage Resident #2's funds.</p> <p>Review of Resident #2's personal funds account revealed: -On 1/8/15, the facility had a documented personal fund balance of \$670.00. The correct balance was \$675.11. -On 2/9/15, the facility had a documented personal fund balance of \$736.00. The correct balance was \$741.11. -On 3/9/15, the facility had a documented personal fund balance of \$802.00. The correct balance was \$807.11. -On 4/10/15, the facility had a documented personal fund balance of \$556.19. The correct balance was \$560.48. -On 5/7/15, the facility had a documented</p>	D 434		

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D 434	<p>Continued From page 22</p> <p>personal fund balance of \$622.19. The correct balance was \$626.48.</p> <p>-The correct balance was determined by the survey team by checking the addition and subtraction of existing documented entries.</p> <p>Interview with the Administrator-In-Charge (AIC) on 5/7/15 at 9:55am revealed:</p> <p>-She managed distribution of the personal funds for some of the residents.</p> <p>-She was responsible for faxing over a copy of the personal funds record to the Administrator each month.</p> <p>-The Administrator maintained the cash for the residents personal funds.</p> <p>-The Administrator brought the personal funds for the residents to the facility every month after she received the residents' checks for whom the Administrator was payee.</p> <p>Interview with Resident #2's family member on 5/7/15 at 1:05pm revealed:</p> <p>-The family bought all personal items for Resident #2 because there were no personal funds available for use.</p> <p>-Facility staff had informed them the resident's personal funds were being used to pay her pharmacy bill.</p> <p>Interview with the Administrator on 5/8/15 at 10:00am revealed:</p> <p>-The AIC was responsible for the documentation of the personal funds and the record's accuracy.</p> <p>-She was unaware some of the resident balances had been inaccurate.</p> <p>B. Review of Resident #4 FL2 dated 5/30/14 revealed diagnoses included:</p> <p>-Dementia Type II</p> <p>-Cerebral Palsy</p>	D 434		

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D 434	<p>Continued From page 23</p> <ul style="list-style-type: none"> -Psychosis nonspecific -Depressive Disorder <p>1. Review of Resident #4's record revealed the Administrator had been given permission to manage Resident #4's funds.</p> <p>Review of Resident #4's personal funds account revealed:</p> <ul style="list-style-type: none"> -The only payment for the year 2013 was made to the pharmacy on 8/5/13 for \$390.74. -The only payment for the year 2014 was made to the pharmacy on 4/4/14 for \$297.70. -No pharmacy payments were documented from January 2014 to April 2014. -From 8/5/13 to 3/31/15 the resident accrued \$123.99 in interest charges due to pharmacy payments being made on the account randomly rather than monthly. <p>Interview with the Administrator-In-Charge (AIC) on 5/7/15 at 9:55am revealed:</p> <ul style="list-style-type: none"> -She managed distribution of the personal funds for some of the residents. -She was responsible for faxing over a copy of the personal funds record to the Administrator each month. -The Administrator maintained the cash for the residents personal funds. -The Administrator brought the personal funds for the residents to the facility every month after she received the residents' checks for whom the Administrator was payee. -Some of the residents paid their own pharmacy bills. -The Administrator was responsible for paying the pharmacy bills for Residents #4. -The Administrator would deduct the pharmacy bill payment before handing the residents left over personal funds to the AIC to distribute to the 	D 434		

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D 434	<p>Continued From page 24</p> <p>residents.</p> <p>-Some residents had a higher pharmacy bill than others, so those residents did not receive the full \$66.00 each month.</p> <p>Interview with the Administrator on 5/8/15 at 10:00am revealed the Administrator was payee for Resident #4.</p> <p>Interview with Resident #4 on 5/5/15 at 10/15am revealed:</p> <p>-"They only gave me \$20 twice last month, because they say my [pharmacy] bills are too high."</p> <p>-"They are working to get my over the counter medications cheaper."</p> <p>-"We get paid late almost every month."</p> <p>-"Its been a long time since we were paid on time."</p> <p>Interview with the Administrator on 5/8/15 at 10:00am revealed:</p> <p>-She had no explanation as to why the pharmacy bill was not paid monthly when the resident had a personal fund balance available.</p> <p>-She was unaware the resident was accruing interest on the account until it was pointed out to her during the survey.</p> <p>-She intended to refund the interest that the resident had been charged due to her mistake back to the resident's personal fund balance.</p> <p>2. Review of Resident #4's personal funds account revealed:</p> <p>-On 8/6/14, the facility had a documented personal fund balance of \$386.75. The correct balance was \$452.09.</p> <p>-On 12/10/14, the facility had a documented personal fund balance of \$422.75. The correct balance was \$488.09.</p>	D 434		

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL012005	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 05/11/2015
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NAME OF PROVIDER OR SUPPLIER MORGANTON LONG TERM CARE FACILITY	STREET ADDRESS, CITY, STATE, ZIP CODE 1300 EAST UNION STREET MORGANTON, NC 28655
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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 434	<p>Continued From page 25</p> <ul style="list-style-type: none"> -On 1/8/15, the facility had a documented personal fund balance of \$438.75. The correct balance was \$504.09. -On 3/10/15, the facility had a documented personal fund balance of \$332.75. The correct balance was \$530.09. -On 4/10/15, the facility had a documented personal fund balance of \$358.75. The correct balance was \$556.09. -The correct balance was determined by the survey team by checking the addition and subtraction of existing documented entries. <p>Interview with Resident #4 on 5/5/15 at 10:15am revealed he saw an account of his personal fund money every month "on a piece of paper."</p> <p>Interview with the Administrator-In-Charge (AIC) on 5/7/15 at 9:55am revealed:</p> <ul style="list-style-type: none"> -She managed distribution of the personal funds for some of the residents. -She was responsible for faxing over a copy of the personal funds record to the Administrator each month. -The Administrator maintained the cash for the residents personal funds. -The Administrator brought the personal funds for the residents to the facility every month after she received the residents' checks for whom the Administrator was payee. <p>Interview with the Administrator on 5/8/15 at 10:00am revealed:</p> <ul style="list-style-type: none"> -The AIC was responsible for the documentation of the personal funds and the record's accuracy. -She was unaware some of the resident balances had been inaccurate. 	D 434		