

PRINTED: 08/14/2015
FORM APPROVED

Division of Health Service Regulation

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: FCL011344 | (X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____ <i>2/e</i> | (X3) DATE SURVEY COMPLETED 08/12/2015 |
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| NAME OF PROVIDER OR SUPPLIER NORTH RIDGE ASSISTED LIVING # 1 | STREET ADDRESS, CITY, STATE, ZIP CODE 45 MELODY ROSE LANE ASHEVILLE, NC 28804 County: <i>Buncombe</i> |
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| (XA) 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 |
|--------------------|---|---------------|--|--------------------|
| C 000 | Initial Comments The Adult Care Licensure Section and the Buncombe County Department of Social Services conducted an annual survey on August 12, 2015. | C 000 | | |
| C 074 | <p>10A NCAC 13G .0315(a)(1) Housekeeping and Furnishings</p> <p>10A NCAC 13G .0315 Housekeeping And Furnishings (a) Each family care home shall: (1) have walls, ceilings, and floors or floor coverings kept 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 observations and interviews, the facility failed to maintain clean floors in 5 of 5 residents' bedrooms and living room; failed to maintain clean walls in one bathroom and kitchen; and failed to maintain clean ceilings in the kitchen and one resident's room.</p> <p>The findings are: Observations on 08/12/15 beginning at 8:30am through 9:00am revealed: - The carpet in all five residents' bedrooms and the living room had a heavy build-up of dirt, debris, and stains. - The walls above the kitchen cabinets and the kitchen ceiling had a heavy build-up of thick, dark colored dust. - The wall beside the mirror in the first bathroom on the right was smeared with a dark circular pattern approximately 14 inches in diameter. - The ceiling in Resident #2's bedroom had a heavy build-up of thick, dark colored dust, expanding out from the ceiling fan approximately</p> | C 074 | <p>The administrator has implemented a cleaning schedule. Once weekly a deep clean of each room with documentation to reflect completion. The administrator will initial cleaning schedule weekly The common area and residents room will be vacuum every other day unless needed The administrator will initial schedule weekly</p> | 10/10/15 |

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

[Signature]

TITLE *8/10/15*

(X6) DATE

POC accepted 9/24/15
[Signature]

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NAME OF PROVIDER OR SUPPLIER
NORTH RIDGE ASSISTED LIVING # 1

STREET ADDRESS, CITY, STATE, ZIP CODE
**45 MELODY ROSE LANE
ASHEVILLE, NC 28804**

| (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 |
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| C 074 | <p>Continued From page 1</p> <p>4 feet in diameter.</p> <p>Confidential interviews with residents revealed:</p> <ul style="list-style-type: none"> - Staff would vacuum the floor at the residents request. - No one knew when the floor was last vacuumed. - No concerns voiced about any environmental services. - It had been a month since anyone had vacuumed. <p>Review of the local Health Department's environmental inspection dated 04/15/15 revealed Status Code "A" and no demerits for floors, walls or ceilings.</p> <p>Interview with the SIC (Supervisor in Charge) on 08/12/15 at 9:30am revealed:</p> <ul style="list-style-type: none"> - He did not live at the facility. - "Yesterday" was his first day back after being off 4 days. - There was no specific cleaning schedule. - He had no "real" answers for why the home was not clean. <p>Interview with the Administrator on 08/12/15 at 9:00am and 8:45am, respectively, revealed:</p> <ul style="list-style-type: none"> - She had put faith in staff to keep the home clean. - She monitored the home about once a month. - There was no cleaning schedule. | C 074 | <p><i>The Kitchen will be cleaned daily after each meal. The refrigerator will be checked daily by staff for proper storage and labeling. The administrator will check cleaning schedule and initial as well as do spot checks. Proper storage bins have been purchased and labeled.</i></p> | |
| C 078 | <p>10A NCAC 13G .0316(a)(5) Housekeeping and Furnishings</p> <p>10A NCAC 13G .0315 Housekeeping and Furnishings</p> <p>(a) Each family care home shall</p> <p>(5) be maintained in an uncluttered, clean and</p> | C 078 | | |

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| C 078 | <p>Continued From page 2</p> <p>orderly manner, free of all obstructions and hazards; This Rule shall apply to new and existing homes.</p> <p>This Rule is not met as evidenced by: Based on observations, record review, and interviews the facility failed to maintain the home in a clean and orderly manner in 5 of 5 residents' rooms, the living room and both resident bathrooms.</p> <p>The findings are:</p> <p>Observations on 08/12/15 beginning at 8:30am through 9:00am revealed:</p> <ul style="list-style-type: none"> - The furniture, which included night stands, televisions, dressers, and shelves in all five residents' bedrooms had a heavy accumulation of dust. - The furniture in the living room which included the center table, television and stand and shelves had a heavy accumulation of dust. - The ceiling fan blades in the dining room and one resident bedroom was covered with a thick accumulation of dark gray dust. - All five residents' bedroom doors and both resident bathroom doors had a heavy build-up of smeared, dark smudges above and below the door handles all along the edges. - The bathroom on the left had: a heavy build-up of debris in the tub and sink with small pieces of soap, grime and grit; a shower curtain barely hanging by only a few hooks; a dark ring around the inside of the toilet bowl. - The bathroom on the right had: missing lights above the sink; no light in the shower stall; a heavy build-up of soap scum on the shower door and walls; a dark black substance all along the | C 078 | <p>The administrator has implemented a cleaning schedule.</p> <p>Once weekly a deep clean of each room with documentation to reflect completion</p> <p>The administrator will initial cleaning schedule weekly</p> <p>The bathroom will be cleaned daily and documented will reflect task. The administrator will check weekly and initial and spot check.</p> | 10/10/15 |

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| C 078 | <p>Continued From page 3</p> <p>edges of the tile grout in the shower floor and a heavy build-up of thick dust that occluded the ceiling exhaust fan vent.</p> <p>Review of the local Health Department's environmental inspection, dated 04/15/15 revealed Status Code "A" and (2) demerits for missing light bulbs in the bathroom and dirty fans.</p> <p>Interview with the SIC (Supervisor in Charge) on 08/12/15 at 9:30am revealed: - He did not live at the facility. - "Yesterday" was his first day back after being off 4 days. - There was no specific cleaning schedule. - He had no "real" answers for why the home was not clean.</p> <p>Interview with the Administrator on 08/12/15 at 9:00am and 9:45am, respectively, revealed: - She had put faith in staff to keep the home clean. - She monitored the home about once a month. - There was no cleaning schedule.</p> | C 078 | | |
| C 086 | <p>10A NCAC 13G .0315(b)(1) Housekeeping and Furnishings</p> <p>10A NCAC 13G .0316 Housekeeping and Furnishings</p> <p>(b) Each bedroom shall have the following furnishings in good repair and clean for each resident:</p> <p>(1) A bed equipped with box springs and mattress or solid link springs and no-sag innerspring or foam mattress. Hospital bed appropriately equipped shall be arranged for as needed. A water bed is allowed if requested by a resident and permitted by the home. Each bed is to have</p> | C 086 | <p>A inventory has been completed and all items have been ordered to insure all furnishings are in place.</p> | 10/10/15 |

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| NAME OF PROVIDER OR SUPPLIER NORTH RIDGE ASSISTED LIVING # 1 | STREET ADDRESS, CITY, STATE, ZIP CODE 45 MELODY ROSE LANE ASHEVILLE, NC 28604 |
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| C 086 | <p>Continued From page 4</p> <p>the following: This rule apply to new and existing homes. (A) at least one pillow with clean pillow case; (B) clean top and bottom sheets on the bed, with bed changed as often as necessary but at least once a week; and (C) clean bedspread and other clean coverings as needed;</p> <p>This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to provide sheets for 4 of 6 residents' beds. (Residents #2, #3, #5, and #6).</p> <p>The findings are:</p> <p>Observations and Interviews on 08/12/15 beginning at 8:30am through 9:00am revealed: - Resident #2's bed had no top or bottom sheets, just a comforter/spread; the resident voiced no concerns at this time regarding the missing sheets. - Resident #3's bed had no top sheet; the resident voiced no concerns at this time regarding the missing top sheet. - Resident #5's bed had a torn bottom sheet but no top sheet (the resident was out of the facility at this time, not available for interview.) - Resident #6's bed had a top sheet only (the resident was out of the facility at this time, not available for interview.)</p> <p>Observation of the linen closet on 08/12/15 at 10:00am revealed: - Some sheets were wadded up and stuffed into the shelves. - There were (4) bottom sheets, no top sheets, and (1) full set of sheets available.</p> <p>Interview with the Supervisor in Charge (SIC) on</p> | C 086 | <p>The administrator will check monthly and document findings of needs or replacements. A book will be kept with all replacement needs.</p> <p>The administrator will talk with residents and document their preference of furniture and bedding.</p> <p>The documentation will be placed in a book for review.</p> | 10/10/15 |

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| C 088 | Continued From page 5 08/12/15 at 8:30am revealed: - He did not live at the facility. - "Yesterday" was his first day back after being off 4 days. - He changed linen at least weekly and up to three times a week as needed for some residents. - He did not know why there were no sheets on/for the beds. Interview with the Administrator on 08/12/15 at 10:00am revealed: - Some residents did not want sheets on their bed and had not documented this anywhere. - The sheets on hand were not enough for all six beds. | C 086 | | |
| C 256 | 10A NCAC 13G .0904(a)(1) Nutrition and Food Service 10A NCAC 13G .0904 Nutrition and Food Service (a) Food Procurement and Safety in Family Care Homes: (1) The kitchen, dining and food storage areas shall be clean, orderly and protected from contamination. This Rule is not met as evidenced by: Based on observations, interviews, and record review the facility failed to maintain the kitchen and food storage areas clean and protected from contamination in two refrigerators, the cabinets, oven and microwave. The findings are: Observations in the kitchen and food pantry storage room on 08/12/15 at 9:30am revealed: | C 258 | PDC on page 2 | |

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| C 258 | <p>Continued From page 6</p> <ul style="list-style-type: none"> - The refrigerator in the food storage pantry had: a missing bottom bin and no working drawers/bins and the shelves were dirty with food spills and debris; a large bowl of dried spaghetti; an aluminum pan with three pieces of frosted cake; a medium bowl of yellow chunky substance (all uncovered, unlabeled, and undated); one large green, slimy cucumber; and two cartons of eggs stored on the top shelf. - The refrigerator in the kitchen had a missing bottom shelf and one missing bottom bin and the shelves and bins were dirty with food spills and debris. - The grooves in the tops of the cabinet doors had a heavy build-up of dried, sticky debris. - The cabinet door under the sink would not close and the top of one cabinet door was missing a large chunk/piece of wood, broken off. - A moderate amount of a white granular substance had accumulated deep into one cabinet corner shelf. - The plastic flour and meal containers had a build-up of debris, smudges and sticky substance on the lids and exteriors. - The interior of the microwave was covered with dried spattered food debris and spills. - The interior oven door and oven floor was completely covered with blackened and baked on food debris. <p>Review of the local Health Department's environmental inspection dated 04/15/15 revealed Status Code "A" and (4) demerits for cabinets in poor repair and dirty microwave.</p> <p>Interview with the Supervisor In Charge (SIC) on 08/12/15 at 10:00am revealed:</p> <ul style="list-style-type: none"> - The bowl of yellow chunky substance in the refrigerator was egg salad that had been made "yesterday". | C 258 | | |

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| C 256 | Continued From page 7 - The spaghetti had been in the refrigerator "a couple of days". - He knew eggs should be stored on the bottom shelf. - There was no specific cleaning schedule and he was not the only SIC who worked in the home. - He had cleaned the microwave "4 days ago". | C 256 | | |