

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>HAL066011</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>09/30/2015</b>
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NAME OF PROVIDER OR SUPPLIER  <b>RICH SQUARE MANOR</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>400 N MAIN STREET</b> <b>RICH SQUARE, NC 27869</b>
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D 000	Initial Comments  The Adult Care Licensure Section and the Northampton County Department of Social Services conducted a follow-up survey and complaint investigation on September 29-30, 2015. The complaints were initiated by the county on August 17, 2015.	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 observation and interview, the facility failed to assure the walls and floors in the residents' living room/TV room, dining room, bathrooms, bedrooms (#1-#16), and hallways were kept clean and in good repair.</p> <p>The findings are:</p> <p>Observation on 9/29/15 at 11:45 am of the front door entryway through the living room/TV room to the centrally located nurses' station revealed: -The floor was sticky to walk on and needed mopping. -The tile flooring had areas of yellow-brown old wax build-up especially at the baseboard and around the nurses' desk. -The tile walkway at the entrance of the facility had stained carpet on both sides. -The walls had been primed.</p> <p>Observation at 12:05 pm of resident rooms 1- 6</p>	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>revealed:</p> <ul style="list-style-type: none"> <li>-Room #1 had tile flooring that was stained a yellow-brown color from old wax build-up.</li> <li>-The build-up was heavier close to the walls and at baseboard edges.</li> <li>-The floor had a grimy look.</li> <li>-Room #2 had tile flooring that was stained a yellow-brown color from old wax build-up.</li> <li>-In the bathroom, the baseboards were stained brown in spots and were becoming detached from the wall around the toilet.</li> <li>-The flooring tiles around the base of the toilet were coated with a yellow-brown stain and was sticky to walk on.</li> <li>-In Room #3, the toilet had dripping water (inside toilet bowl),</li> <li>-The caulking at the base of the toilet was a thickly spread caulking having a brown stain and was in disrepair.</li> <li>-The flooring tile was stained yellow-brown and was sticky to walk on.</li> <li>-The baseboard was stained brown at the top and bottom edges and at the corners.</li> <li>-In Room #4, the tile flooring had rust colored stains and marks over the center areas and under the 2 resident beds and the baseboard was stained dark brown.</li> <li>-In Room #5, the tile flooring was stained brown from waxy residue and was scratched and stained beneath both resident's beds.</li> <li>-The flooring under the bathroom sink was stained a yellow-brown color with small food crumbs scattered on the floor.</li> <li>-The baseboard was dirty and brown stained and needed cleaning.</li> </ul> <p>Interview on 9/29/15 at 12:45 with the room's residents revealed:</p> <ul style="list-style-type: none"> <li>-"Look at that sink area, that is a mess!</li> <li>-Our bathroom should not have to look like that!"</li> <li>-In Room #6, the tile floor was sticky and had</li> </ul>	D 074		

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D 074	<p>Continued From page 2</p> <p>spotted areas of yellow-brown stain. -The door frame had areas of scratched off paint. Observation on 9/29/15 at 2:30 pm of the hallway for residents in rooms #1-#8 revealed the floor was sticky at the wall baseboard areas and had dark brown stains in front of all of the residents' doorway areas. Interview on 9/29/15 at 12:30 pm with 2 residents revealed: -Their room was comfortable, but the bathroom needed repair. -"Get someone to get in here to clean it up!"</p> <p>Observation on 9/29/15 at 2:40 pm of the Community Shower for residents in rooms #1-#8 revealed: -The lower half of the door frame had paint that had been scraped off. -Posted on the rear shower wall was a sign that had written "DO NOT USE!! needs repair, management". -The ceramic wall tiles at the floor were broken, cracked, with 2 tiles missing. -The non-slick black strips on the floor had pieces missing.</p> <p>Observation of the walls in the hallway from bedroom #9-#16 on 9/29/15 from 11:30 a.m. to 12:30 p.m. revealed the walls had been primed.</p> <p>Observation of bedrooms #9-#16 on 9/29/15 from 11:30 a.m. to 12:30 p.m. revealed: -The tile in bedroom #9 was stained a yellow-brown color from old wax build-up. -The tile in bedroom #10 was stained a yellow-brown color from old wax build-up. -The tile in bedroom #11 was stained a yellow-brown color from old wax build-up. -The tile in bedroom #12 was stained a yellow-brown color from old wax build-up.</p>	D 074		

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D 074	<p>Continued From page 3</p> <ul style="list-style-type: none"> <li>-The tile in bedroom #13 was stained a yellow-brown color from old wax build-up.</li> <li>-The tile in bedroom #14 was stained a yellow-brown color from old wax build-up.</li> <li>-The tile in bedroom #15 was stained a yellow-brown color from old wax build-up.</li> <li>-The tile in bedroom #16 was stained a yellow-brown color from old wax build-up.</li> </ul> <p>Observation of the bathroom between bedrooms #9 and #10 on 9/29/15 at 11:30 a.m. revealed the tile was stained a yellow-brown color from old wax build-up.</p> <p>Observation of the bathroom between bedrooms #11 and #12 on 9/29/15 at 11:50 a.m. revealed the tile was stained a yellow-brown color from old wax build-up.</p> <p>Observation of the bathroom between bedrooms #13 and #14 on 9/29/15 at 12:00 p.m. revealed the tile was stained a yellow-brown color from old wax build-up.</p> <p>Observation of the bathroom between bedrooms #15 and #16 on 9/29/15 at 12:20 p.m. revealed the tile was stained a yellow-brown color from old wax build-up.</p> <p>-Exit door between bedrooms #12 and #13 on 9/29/15 at 12:30 p.m. had several areas on the door and frame where the paint was chipped off.</p> <p>Observation on 9/29/15 at 2:55 pm of the Nurses' Station area revealed:</p> <ul style="list-style-type: none"> <li>-The tile flooring was very sticky to walk on.</li> <li>-There were cracks in the tiles, ground in dirt and wax build-up especially at the ice machine at the dining room door behind the Nurses' Station.</li> <li>-The baseboard was scraped along all edges and</li> </ul>	D 074		

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D 074	<p>Continued From page 4</p> <p>the corners were black with grime.</p> <p>Observation of the dining room revealed:</p> <ul style="list-style-type: none"> <li>-The sheetrock walls at the entryway had spotted areas of caulking and needed painting.</li> <li>-The door frame and glass wall framing area had scraped off paint from the floor to half-way up the framing.</li> <li>-The wood hand railing was dingy and needed cleaning and staining.</li> <li>-The back door had splashes of a dark brown substance and rust on the bottom 1/2 of the door.</li> </ul> <p>Interview on 9/30/15 at 3:05 pm with the Administrator revealed:</p> <ul style="list-style-type: none"> <li>-The floors in all of the facility residents' rooms (rooms 1-16) needed to be striped and waxed.</li> <li>-The flooring had old, discolored wax build-up that could not be removed by mopping and the baseboards needed cleaning.</li> <li>-Flooring in the halls and the central area at the nurses' station and around the ice machine had dirty, grimy build up especially at the areas next to the walls.</li> <li>-The floors were sticky in areas.</li> <li>-The Community bath tiles needed repair; some were missing or broken.</li> <li>-There were walls in most all of the facility that needed to be touched up or fully painted.</li> <li>-There have been some repairs done, but we did not meet the 9/30/15 correction date we set for having facility repairs and cleaning completed.</li> </ul> <p>Continued Interview with the Administrator on 9/30/15 at 3:30 p.m. revealed:</p> <ul style="list-style-type: none"> <li>-She was aware the tiles in the residents' bedroom, hallways and sitting/living area were stained.</li> <li>-The facility was in the process of buffing/cleaning the tile.</li> </ul>	D 074		

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D 074	<p>Continued From page 5</p> <ul style="list-style-type: none"> <li>-The tile floors had been stained for at least 6 months.</li> <li>-The walls were primed from where the paint had chipped off in the hallways and sitting/living room area.</li> <li>-The paint had been chipped off the walls for about 6 months.</li> <li>-The facility was in the process of painting the walls.</li> <li>-She was aware that the exit door needed to be painted.</li> <li>-The facility was in the process of painting the entire facility.</li> <li>-The walls would be painted and tile buffed and cleaned before the survey was completed.</li> </ul> <p>Interview with the Administrator on 9/30/15 at 3:30 p.m. revealed:</p> <ul style="list-style-type: none"> <li>-The facility's monitoring plan in place for repairs at the facility were as followed:</li> <li>-The Administrator made weekly rounds on Monday and Thursday to check the repairs needed at the facility.</li> <li>-If any areas were in need of repair, a work order form would be filled out.</li> <li>-A work order form could be filled out by any staff.</li> <li>-The staff gave the work order repair to the Supervisor.</li> <li>-The Supervisor gave the work order to the Administrator/Memory Care Coordinator.</li> <li>-The information would be put into the maintenance computer-based control system by the Administrator/Memory Care Coordinator.</li> </ul> <p>The facility had a contract with a maintenance service.</p> <ul style="list-style-type: none"> <li>-The Maintenance Technician came to the facility weekly on Thursday and as need basis.</li> <li>-The Maintenance Technician made weekly rounds on Thursday to check the repair needs of the facility.</li> </ul>	D 074		

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D 074	Continued From page 6  -The Administrator tracked and audited repairs needs at the facility.  Observation on 9/29/15 at 5:30 p.m. revealed the painting of the walls and the buffing of the tile floors had not been completed by the end of the survey on 9/29/15 at 5:30 p.m.	D 074		