

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL036018	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 11/04/2015
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NAME OF PROVIDER OR SUPPLIER COUNTRY TIME INN	STREET ADDRESS, CITY, STATE, ZIP CODE 602 BREVARD ROAD KINGS MOUNTAIN, NC 28086
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D 000	Initial Comments	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 maintain walls, doors, carpet and tiled floors, clean and in good repair through out the facility.</p> <p>The findings are:</p> <p>Observations made during initial tour of the facility on 11/03/15 beginning at 9:30am through 10:45am revealed:</p> <p>A. The lower half of the wooden doors for rooms 208, 211, 212, 213, 214, 216, the shower and linen closet at the end of assisted living hall were heavily scraped, scuffed and splintered.</p> <p>The lower half of the wall behind and beside the commode in the bathroom shared by rooms 206 and 208 was streaked with yellow/brownish stains.</p> <p>Interview with facility Maintenance on 11/03/15 at 2:20pm revealed: -He did not have any current work orders for</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>fixing doors in the facility. -"Usually we would just replace doors, not repair [doors]."</p> <p>Interview with the Executive Director on 11/04/15 at 12:20pm revealed: -She was aware of the scuffed doors. -The scuffs were caused by residents' electric wheel chairs. -She had not yet placed a work order in to Maintenance to have the doors refinished.</p> <p>B. A thick dark brown/black substance on the tiled floors that connected with the base of the toilets in bathrooms 206, 208, 215, 216, 217, and 218.</p> <p>The blue wall to wall carpet at the entrance of facility and all the way down both hallways of the assisted living unit had numerous spotted/stained areas.</p> <p>C. Observation of the Special Care Unit (SCU) front sitting room on 11/03/15 at 9:35am revealed: -There was a musty smell upon entering the room. -The room was carpeted with blue wall to wall carpeting. -The carpet was heavily soiled in the high traffic areas. -There were multiple gray stains in various sizes throughout the room.</p> <p>Observation of resident room #101 on 11/03/15 at 9:50am revealed: -The room was occupied by two residents. -There was a 4x6 inch area of yellow brown discoloring of the tile flooring at the base of the commode in the shared bathroom connected to the room. -The bathroom smelled strongly of urine.</p>	D 074		

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D 074	<p>Continued From page 2</p> <ul style="list-style-type: none"> -There was a yellow discoloration of the floor tiles extending out in a 4 foot diameter from the base of the commode. -There was a 4x4 foot area of sticky brown discoloration of the white floor tiles outside the shared bathroom extending into room #101. -There was a 7x7 foot area of sticky brown discoloration of the white floor tiles between the two resident beds in the room. -There was a 4x4 foot area on the floor tile at the entrance to the room which had multiple gray circular stains. <p>Observation of resident room #100 on 11/03/15 at 9:52am revealed:</p> <ul style="list-style-type: none"> -The room was occupied by two residents. -There was a 3x4 foot area of sticky grayish green residue on the white floor tiles leading into the shared bathroom. -There was a 5x4 foot area behind the entrance door in the closet floor which had a sticky grayish green residue on the white floor tiles. -There was a 5x6 foot area of sticky brown discoloration of the white floor tiles between the two resident beds in the room. <p>Observation of resident room #103 on 11/03/15 at 9:55am revealed:</p> <ul style="list-style-type: none"> -The room was occupied by two residents. -There was a 7x8 foot area of sticky brown discoloration of the white floor tiles between the two resident beds in the room. <p>Observation of resident room #104 on 11/03/15 at 10:00am revealed:</p> <ul style="list-style-type: none"> -The room was occupied by two residents. -There was a 6x6 foot area of sticky gray discoloration of the white floor tiles at the end of one resident's bed. 	D 074		

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D 074	<p>Continued From page 3</p> <p>Observation of the hallways in the SCU on 11/03/15 at 10:04am revealed:</p> <ul style="list-style-type: none"> -There was wall to wall blue carpeting. -The carpet was heavily soiled in high traffic areas. -There were multiple gray stains in various sizes throughout the carpeted hallways. <p>Observation of resident room #105 on 11/03/15 at 10:05am revealed:</p> <ul style="list-style-type: none"> -The room was occupied by two residents. -There was a 4x3 foot area of sticky yellow discoloration of the white floor tiles at the end of the bed nearest the entrance to the room. -There was a 6x9 foot area of sticky gray discoloration of the white floor tiles between two chairs used by the residents who resided in the room. <p>Observation of resident room #106 on 11/03/15 at 10:06am revealed:</p> <ul style="list-style-type: none"> -The room was occupied by two residents. -There was a light gray discoloration of all the white floor tiles in the room. -The vinyl flooring in the shared bathroom connected to the room had a yellow discoloration and there was an area of missing vinyl in the doorway which was approximately 4x2 inches in size. <p>Observation of resident room #107 on 11/03/15 at 10:11am revealed:</p> <ul style="list-style-type: none"> -The room was occupied by two residents. -The vinyl flooring in the shared bathroom connected to the room was black discoloration in the indentions of the vinyl pattern. -Beneath the sink, there was a 2x3 foot area of vinyl which was brownish yellow discoloration. -Along the right wall of the bathroom the vinyl along the wall was discolored in a 6 foot x 5 inch 	D 074		

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D 074	<p>Continued From page 4</p> <p>area which appeared to be water damage.</p> <p>Observation of resident room #109 on 11/03/15 at 10:16am revealed:</p> <ul style="list-style-type: none"> -The room was occupied by two residents. -The entire white tiled floor was badly scuffed and discolored gray. <p>Review of the Health Inspection report dated 09/01/15 revealed:</p> <ul style="list-style-type: none"> -The facility score was 96. -2 demerits were deducted for "floors clean, carpet clean, dry, odor free." -"Need to replace floor in restrooms that is stained and in disrepair...." <p>Confidential interviews with six staff on 11/03/15 and 11/04/15 revealed:</p> <ul style="list-style-type: none"> -There were two full time and one part-time housekeeping staff. -One housekeeper was dedicated to cleaning the SCU. -One housekeeper was dedicated to cleaning the Assisted Living (AL) area of the facility. -The resident rooms in SCU and AL which had tile or vinyl flooring were swept and mopped everyday. -The carpets in the SCU and AL areas were vacuumed every day. -All the facility carpets were steam cleaned once a month. -A contractor was responsible for stripping, waxing, and buffing tiled living areas on both SCU and AL. -The contractor had just stripped, waxed, and buffed the SCU dining room within the last month. -The facility had contracted 7 floors a month in the facility would be stripped, waxed, and buffed. -6 of 6 staff agreed the tiled resident rooms in the SCU were very dirty and needed to be stripped, 	D 074		

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D 074	<p>Continued From page 5</p> <p>waxed, and buffed.</p> <p>Confidential interviews with family members on 11/03/15 and 11/04/15 revealed:</p> <ul style="list-style-type: none"> -Family members had noticed the carpet in the facility to be very dirty and stained. -The facility staff "kept it clean most of the time." -"They clean [the carpets] but the stains...they can't get up." -One family member described the smell from the carpets as "horrendous" and "smells like urine." -"The carpets are dirty, soiled, and have a smell." -The facility is "not as clean as I would have expected it to be." -"Its not a fresh smell when you walk in" to the facility. <p>Interview with facility Maintenance on 11/03/15 at 2:20pm revealed:</p> <ul style="list-style-type: none"> -He was not responsible for cleaning the facility floors. -"I only fix and repair the floors." -The shared bathroom floor for rooms #100 and #101 were on his list to be replaced. -The shared bathroom floor for room #107 was on his list to be replaced. -"There's material to replace the floors in the maintenance area right now. We've been working on them as they tell us what is priority." <p>Interview with the Executive Director on 11/04/15 at 12:20pm revealed:</p> <ul style="list-style-type: none"> -Some of the floors in the facility were in need of deep cleaning and repair. -Maintenance and a contractor hired to strip, wax, and buff the tiled floors were working to repair and deep clean on the floors a few at a time. <p>Random resident interviews revealed no concerns regarding the floors or the environment.</p>	D 074		

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D 076	<p>10A NCAC 13F .0306(a)(3) Housekeeping And Furnishings</p> <p>10A NCAC 13F .0306 Housekeeping And Furnishings (a) Adult care homes shall: (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: Based on observations and interviews the facility failed to maintain 3 resident chairs clean and in good repair.</p> <p>The findings are:</p> <p>Observation during initial tour of the facility on 11/03/15 beginning at 9:45am through 10:45am revealed:</p> <p>Room #218 had 2 resident recliner chairs: -One had a thin, worn, blue/green cloth fabric with dark, smooth, shiny stains on the arm rest, dark splotches/stains all over the back rest and seat. -One had a beige fabric with a dark splotched stain on the seat approximately 2 x 3 inches.</p> <p>Room #212 had 1 resident recliner chair with: -A brown/rust vinyl/leather material. -Dark colored stains on the arm rests. -The foot rest was covered with dark plastic tape.</p> <p>Confidential interviews with residents revealed: -The chairs were their personal chairs brought from home or from a private donor. -The residents had the chairs for "a long, long time." -The residents could not afford a new chair. -The residents did not know they could request</p>	D 076		

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D 076	<p>Continued From page 7</p> <p>for the chairs to be cleaned.</p> <p>-The residents would like to have a new or clean chair because "it is rough and sticks to my fingers."</p> <p>Interview with the Executive Director on 11/04/15 at 12:20pm revealed:</p> <p>-She monitored every resident's room "at some point" each week.</p> <p>-She was not aware of the condition of the chairs.</p> <p>-No staff or residents had brought the need of cleaning the chairs to her attention.</p> <p>-The recliners were not part of routine cleaning in resident rooms unless there was a spill or a resident accidentally soiled the chair.</p>	D 076		