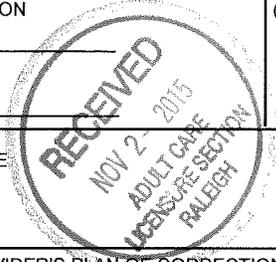


Division of Health Service Regulation

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NAME OF PROVIDER OR SUPPLIER D & H FAMILY CARE HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 1111 YARBOROUGH ROAD MILTON, NC 27305
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C 000	Initial Comments The Adult Care Licensure Section conducted an annual and follow-up survey on July 21, 2015.	C 000		
C 074	<p>10A NCAC 13G .0315(a)(1) Housekeeping and Furnishings</p> <p>10A NCAC 13G .0315 Housekeeping And Furnishings</p> <p>(a) Each family care home shall:</p> <p>(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 observation, interview and record review, the facility failed to assure walls, ceilings and floors had no stains and holes.</p> <p>The findings are:</p> <p>Observation of the kitchen on 7/21/15 at 9:30 a.m. revealed:</p> <ul style="list-style-type: none"> -The carpet in front of the refrigerator and freezer had multiple black stains. -The vinyl floor in the kitchen had multiple brown stains. -The back door in the kitchen had scraped paint on both sides of the door. <p>Observation of the living room on 7/21/15 at 10:24 a.m. revealed:</p> <ul style="list-style-type: none"> -The baseboards on all four walls in the living room had black and brown stains. -The carpet in the living room had two areas that was missing threads of carpet from one wall across the room to another wall. <p>Observation of bathroom A (near the dining room)</p>	C 074	<p><i>Kitchen door/back door has 8/3/15 been sanded and repainted. SIC will report any noted problems to administrator for repair.</i></p> <p><i>Vinyl floors in kitchen and 7/22/15 throughout home mopped and buffed to remove all stains. Floors will be mopped daily and as needed by SIC on duty. Administrator will assess floor conditions weekly and address any problems.</i></p> <p><i>Carpet in front of refrigerator and freezer and entire home 8/7/15 have been shampooed and stains removed. Carpets will be cleaned/shampooed monthly and stains removed promptly. SIC will report any problems to Administrator. Administrator will assess floor conditions weekly and act accordingly.</i></p> <p><i>Baseboards in living room and all rooms have been cleaned 7/23/15 and stains removed - contin</i></p>	

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

Gloria Pickett

TITLE
Adm

(X6) DATE
10/27/15

11/20/15

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C 074	<p>Continued From page 1</p> <p>on 7/21/15 from 10:24 a.m. to 10:44 a.m. revealed:</p> <ul style="list-style-type: none"> -The carpet on the floor at the front entrance to the bathroom had black stains. -The metal soap holder and metal tooth brush holder attached to the wall had built up white stains and green mold. -Both hinges on the toilet seat had brown stains. -The wall on the right side of the toilet had brown and black stains. -The sink attached to the wall had a ring of dirt around the inside of the sink. -The baseboards on three of four walls had brown and black stains. -The corner of the floor between the bathtub and the sink had built-up gray dirt. -The front and back of the bathroom door had areas of missing paint. <p>Observation of the carpet upon entrance into a bedroom on 7/21/15 at 10:30 a.m. revealed two areas of missing threads of carpet four feet each.</p> <p>Observation on 7/21/15 at 10:45 a.m. revealed:</p> <ul style="list-style-type: none"> -The door to a woodened storage closet and the door to a woodened pantry near bathroom A had holes the size of a tennis ball. -The carpet upon entrance into a second bedroom had four feet of a missing thread from one wall to another. -The baseboards in a resident's room across from the staff's room had black stains. <p>Observation of bathroom B (beside staff room) on 7/21/15 at 10:46 a.m. revealed:</p> <ul style="list-style-type: none"> -All three walls had many brown stains. -The sink, which was attached to the wall, had a ring of dirt inside the sink. -Some of the caulking around the sink had come apart. 	C 074	<p><i>SIC will clean baseboards every month with spot cleaning weekly. SIC will adhere to cleaning schedule. Administrator will monitor SIC to ensure tasks are performed.</i></p> <p><i>Strips were applied over carpet in living room to repair missing threads. SIC will observe carpet daily while vacuuming and report problems to Administrator.</i></p> <p><i>All carpets in home shampooed and stains removed including front entrance to bathroom.</i></p> <p><i>Bathroom A soap and toothbrush holder has been cleaned and all stains removed. Bathroom will be cleaned daily. SIC will adhere to cleaning schedule and Administrator will monitor weekly.</i></p> <p><i>Toilet cleaned of brown stains. Bathrooms will be cleaned daily by SIC with Admin. monitoring weekly.</i></p> <p><i>Walls in bathrooms have been painted and cleaned. Baseboards cleaned and stains removed. Buildup on floor between tub and sink cleaned. Sink has been scrubbed clean and stains removed. Cleaning schedule in place for SIC for daily bathroom cleaning - cont.</i></p>	<p><i>8/10/15</i></p> <p><i>8/7/15</i></p> <p><i>7/22/15</i></p> <p><i>7/22/15</i></p> <p><i>8/3/15</i></p> <p><i>7/22/15</i></p>
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C 074	<p>Continued From page 2</p> <ul style="list-style-type: none"> -The floor in the bathroom had brown stains. The area of the floor in front of the shower had built-up gray dirt. -The corners of the ceiling had many areas of brown spider webs. -Two of two baseboards had brown stains. -The hinges on the toilet seat had brown and blue stains. -Areas of paint were missing from the wall behind the toilet. -Parts of the toilet tissue holder were on top of the toilet lid. -The inside of the bath tub had a brown ring of dirt. -The electrical socket on the wall had brown dirt around it. <p>Observation of a third bedroom across the hall from the staff room on 7/21/15 at 11:10 a.m. revealed:</p> <ul style="list-style-type: none"> -The wall next to the bed near the entrance door had brown stains. -The entrance door had a screw missing on the hinge and would not close properly causing the door to stick. <p>Interview and observation with the Administrator on 7/21/15 at 11:10 a.m. revealed:</p> <ul style="list-style-type: none"> -She was unaware of the spider webs on the ceiling in bathroom B. -The ceilings should be cleaned during staff daily cleaning. -She got a broom and started removing the spider webs. <p>Interview with a resident on 7/21/15 at 3:49 p.m., a second resident on 7/21/15 at 4:24 p.m. revealed:</p> <ul style="list-style-type: none"> -Staff cleaned the facility daily. -The residents did not have a problem with the 	C 074	<p><i>task. Administrator will monitor weekly to ensure duties are performed.</i></p> <p><i>Bathroom A door has been painted. SIC will report any problems to paint to Admin. and Administrator will promptly notify maintenance.</i> 8/3/15</p> <p><i>Carpet repaired by maintenance to bedroom entrance, strips applied to missing threads. SIC to monitor carpet daily and report problems to Administrator.</i> 8/10/15</p> <p><i>Door on storage closet and pantry patched to repair holes. SIC to report any problems noted to Administrator.</i> 8/3/15 - 8/4/15</p> <p><i>Missing threads to entrance of resident's room repaired - strips in place.</i> 8/10/15</p> <p><i>Baseboards in Resident's room cleaned and stains removed.</i> 7/23/15</p> <p><i>Bathroom B thoroughly cleaned removing stains from all walls, sink, floor, baseboards, toilet seat and tub by SIC.</i> 7/23/15</p> <p><i>Bathroom B painted and spiderwebs removed by maintenance. SIC will monitor for any areas that need painting and report to Admin. cont -</i> 8/3/15</p>	

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C 074	<p>Continued From page 3</p> <p>cleanliness of the facility.</p> <p>Interview with a third resident on 7/21/15 at 4:30 p.m. revealed: -Staff cleaned the bathrooms daily. -The floors are vacuumed daily and the bathrooms are cleaned daily. -Staff cleaned the kitchen floor twice weekly. -The resident did not have a problem with the cleanliness of the facility.</p> <p>Interview with a fourth resident on 7/21/15 at 4:46 p.m. revealed: -Staff cleaned the bathroom and floors daily. -The resident did not have a problem with the cleanliness of the facility.</p> <p>Interview with the Administrator on 7/21/15 at 4:55 p.m. revealed: -The floors are cleaned daily. -The floors are thoroughly cleaned weekly. -Repairs are done as needed. -She was having trouble speaking. She asked me to refer the questions to the Supervisor-in-Charge (SIC).</p> <p>Interview with the SIC on 7/21/15 at 4:55 p.m. revealed: -The bathrooms are cleaned daily. -The walls are cleaned one to two times weekly. -She did not know the last time the walls were cleaned.</p> <p>Observation on 7/21/15 at 11:25 a.m. revealed a maintenance repair man and another SIC were working on the repairs at the facility.</p>	C 074	<p><i>to ensure they are corrected promptly. SIC will remove spiderwebs during daily cleaning tasks. Administrator will monitor SIC duties.</i></p> <p><i>Toliet tissue holder repaired 8/3/15 by maintenance.</i></p> <p><i>Electrical socket cleaned of all stains by SIC. 7/22/15</i></p> <p><i>Walls in third bedroom across from staff room painted and cleaned to remove stains, by maintenance. 8/3/15</i></p> <p><i>Door in 3rd bedroom across from staff room rehung on hinges and repaired. 8/3/15</i></p> <p><i>SIC to report maintenance problems to Administrator, for prompt repair.</i></p>	
C 076	10A NCAC 13G .0315(a)(3) Housekeeping and Furnishings	C 076		

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C 076	<p>Continued From page 4</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 and interview, the facility failed to assure cabinets, resident dressers, a bookshelf and a rocking chair in one of the resident rooms were clean and in good repair.</p> <p>The findings are:</p> <p>Observation of the wooden cabinets in the kitchen on 7/21/15 at 10:16 a.m. revealed: -All of the cabinets were sticky and needed to be polished. -Both cabinets under the sink had wood that was peeling.</p> <p>Interview with the Administrator on 7/21/15 at 10:11 a.m. revealed the wood on the cabinets was loose, because a resident kicked the cabinets.</p> <p>Observation of a wooden book shelf in the living room on 7/21/15 at 10:24 a.m. revealed several scratches on all of the shelves.</p> <p>Observation of bathroom A, located closest to the dining room, on 7/21/15 at 11:00 a.m. revealed both cabinets under the sink had missing knobs.</p> <p>Observation of a wooden dresser in a resident's room across from the staff's room on 7/21/15 at 11:10 a.m. revealed: -One dresser drawer had two missing handles.</p>	C 076	<p><i>all cabinets in home have been cleaned and polished without any stickiness remaining. SIC will clean cabinets weekly and polish them to avoid stickiness as needed. Administrator will monitor. Cabinets under the sink have wood sanded and repainted, by maintenance.</i></p> <p><i>Book shelf in living room repaired maintenance stained out scratches. SIC will dust daily according to cleaning schedule and polish and report any defects to Administrator.</i></p> <p><i>Bathroom A cabinet's knobs are replaced by maintenance.</i></p>	<p><i>7/24/15</i></p> <p><i>7/24/15</i></p> <p><i>8/3/15</i></p>

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C 076	Continued From page 5 -Another dresser drawer had a loosened handle hanging from the drawer. Interview with a resident who lived in the above room on 7/21/15 at 3:49 p.m. revealed the resident did not have any problem with the furniture at the facility. Observation on 7/21/15 at 4:24 p.m. of a second resident's room located on the left side of the dining room revealed: -A dresser drawer was off of the hinge. -A wooden rocking chair had a crusted brown stain. Interview with a resident who lived in the above room on 7/21/15 at 4:24 p.m. revealed: -The dresser drawer was off the hinge because the resident's roommate always slammed the drawers. -The resident did not have any problem with the furniture at the facility. Interview with the other resident who lived in the above room on 7/21/15 at 4:30 p.m. revealed the resident did not have any problems with the furniture at the facility. Interview with the Administrator on 7/21/15 at 5:00 p.m. revealed: -The furniture is polished weekly and repaired as needed. -She needed to replace some furniture. -She had done many repairs at the facility. -She will clean the furniture and purchase knobs and drawer handles for the furniture.	C 076	<i>Handles on, residents room across from staff room, dressers replaced and tightened by maintenance. SIC to monitor furnishings during daily cleaning and report to Administrator for repairs.</i> <i>Repairs made to dresser drawer on the left side of the dining room, resident's room. Drawer hinge tightened to working condition by maintenance.</i> <i>Rocking chair in above room cleaned of all stains. 7/23/15 SIC responsible for daily dusting/cleaning of furniture.</i>	<i>8/5/15</i> <i>8/5/15</i> <i>7/23/15</i>
C 257	10A NCAC 13G .0904(a)(2) Nutrition and Food Service	C 257		

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C 257	<p>Continued From page 6</p> <p>10A NCAC 13G .0904 Nutrition and Food Service (a) Food Procurement and Safety in Family Care Homes: (2) All food and beverage being procured, stored, prepared or served by the facility shall be protected from contamination.</p> <p>This Rule is not met as evidenced by: Based on observation and interview, the facility failed to assure the refrigerator and freezers were cleaned and the food in the deep freezer was stored to protect food from cross contamination.</p> <p>The findings are:</p> <p>Observation of the refrigerator on 7/21/15 at 9:51 a.m. revealed: -The right side was the refrigerated foods and the left side was the frozen foods. -Inside the freezer door were two shelves with dried brown and red food stains. -Two shelves on the left side of the refrigerator had red dried liquid stains. -The floor of the refrigerator on the left side had brown rust stains. A frozen gallon of milk was on the bottom shelf. -The outside of the refrigerator door had areas of paint that had worn off. -The vent cover on the bottom of the refrigerator was dirty with brown dirt.</p> <p>Observation of the deep freezer on 7/21/15 9:55 a.m. revealed: -The top and bottom of the inside of all three shelves were covered in frozen ice. -The inside of the freezer was covered in frozen ice. -The top shelf of the freezer had frozen meats, the second shelf had frozen vegetables and the</p>	C 257	<p><i>Refrigerator was thoroughly cleaned by SIC removing all stains. SIC will clean refrigerator daily to prevent stains as part of daily cleaning schedule. 7/22/15</i></p> <p><i>All stains on outside of refrigerator cleaned. Vent cover on refrigerator cleaned by SIC. SIC to clean outside of refrigerator daily. 7/22/15</i></p> <p><i>Temperature controls in refrigerator fixed with thermometer in place. SIC to record temp monthly. Admin. to check temp. log regularly. 7/25/15</i></p> <p><i>Deep freezer defrosted. SIC continued 7/25/15</i></p>	
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C 257	<p>Continued From page 7</p> <p>third shelf had frozen breads.</p> <p>-Inside of the side door of the freezer had frozen meats and vegetables on the first shelf, frozen vegetables on the second shelf and frozen bread on the bottom shelf.</p> <p>-The outside door of the deep freezer had 5 brown stains. The vent cover on the bottom of the freezer was dirty with brown dirt.</p> <p>Interview with the Supervisor-in-Charge (SIC) on 7/21/15 at 10:00 a.m. revealed:</p> <p>-He cleaned the refrigerator and deep freezer two months ago.</p> <p>-There was no set schedule. He just cleaned the refrigerator and freezer as needed.</p> <p>-He was not aware meats should not be stored above other foods.</p> <p>-He could not recall if he had the state food service orientation.</p> <p>Review of the SIC's personnel file revealed he completed the state food service orientation on 2/19/04.</p> <p>Interview with the Administrator on 7/21/15 at 10:00 a.m. revealed:</p> <p>-She was not aware meats should be stored below other foods in the refrigerator and freezer.</p> <p>-She could not recall if she had the state food service orientation, but was sure she and the SIC had the state food service orientation.</p> <p>Review of the Administrator's personnel file revealed she had completed the state food service orientation, but the training was not dated.</p> <p>Interview with the Administrator on 7/21/15 at 4:55 p.m. revealed:</p> <p>-The refrigerator should be cleaned one to two times weekly and as needed.</p>	C 257	<p><i>removed all ice from shelves. SIC will defrost freezer each month. Administrator to monitor.</i></p> <p><i>SIC reviewed food storage 7/25/15 orientated with administrator. Bread and vegetables are stored on top shelf of freezer and frozen meats on bottom.</i></p> <p><i>SIC thoroughly cleaned outside of freezer including vent cover to remove stains and dust. SIC will include these tasks in daily cleaning schedule. Administrator will monitor.</i></p>	7/25/15
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C 257	Continued From page 8 -The freezer should be defrosted monthly. -Another SIC cleaned the refrigerator two weeks ago.	C 257		
C 272	<p>10A NCAC 13G .0904(d)(2) Nutrition and Food Service</p> <p>10A NCAC 13G .0904 Nutrition and Food Service</p> <p>(d) Food Requirements in Family 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 offer snacks to residents three times daily.</p> <p>The findings are:</p> <p>Interview with the Supervisor-in-Charge (SIC) on 7/21/15 at 9:30 a.m. revealed the facility had two residents who were diabetics.</p> <p>Interview with the Administrator on 7/21/15 at 10:16 a.m. revealed: -Snacks are offered at 10:00 a.m. and 7:00 p.m. -Many times the residents do not want the snacks. -Residents may receive peanut butter and crackers, fruit and juice for snacks.</p> <p>Interview with another SIC on 7/21/15 at 5:30 p.m. revealed snacks are offered twice daily (evening and at night).</p>	C 272	<p><i>Residents are provided 3 snacks daily at family care home by SIC. Snacks are offered to residents at 10am, 3pm and 7pm.</i></p> <p><i>SIC offer snacks that are appropriate for each residents' diet following the snack menu provided by the Administrator.</i></p>	7/22/15

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C 272	<p>Continued From page 9</p> <p>Review of the facility menus revealed there was no snack menu available.</p> <p>Observation on 7/21/15 between 1:00 p.m.-2:00 p.m. revealed residents received chips and a beverage as a snack.</p> <p>Interview with a resident on 7/21/15 at 3:49 p.m. revealed: -The resident was a diabetic and had no problems with the blood sugars. -Snacks are offered every other night between lunch and dinner and at night with medications. -The resident received chips and water for a snack after lunch.</p> <p>Interview with a second resident on 7/21/15 at 4:24 p.m. revealed: -Snacks are offered between meals. -Chips were offered as a snack two hours ago (2:24 p.m.). -Nothing was offered to drink with the snack.</p> <p>Interview with a third resident on 7/21/15 at 4:46 p.m. revealed: -The resident was a diabetic and received finger sticks twice daily. -The facility had not offered snacks in a couple of days. -Snacks are offered daily at night when medications are passed out. -The resident kept crackers in the room. -The night of 7/20/15, residents received a bologna sandwich and 3-4 cookies for a snack. -The resident did not have any problems about the snacks and did not have any complaints about the blood sugars.</p> <p>Interview with the Administrator on 7/21/15 at 5:30 p.m. revealed:</p>	C 272	<p>Addendum: Telephone interview with the Administrator on 7/20/15 at 2:50pm revealed: -She will monitor the cleanliness of the facility weekly -She will monitor furniture repairs daily + weekly -She will monitor the facility for any repairs every 2 weeks. -She will, monitor the cleanliness of the kitchen daily. -She will monitor snacks daily</p> <p>Ug utok</p>	
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Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: FCL017022	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 07/21/2015
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NAME OF PROVIDER OR SUPPLIER D & H FAMILY CARE HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 1111 YARBOROUGH ROAD MILTON, NC 27305
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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
C 272	Continued From page 10 -Sometimes snacks are offered three times daily. -She stopped offering snacks three times daily, because the residents weren't eating it. -She did not remember how long she had stopped offering residents snacks three times daily. -She could not locate the snack menu.	C 272		

