

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL011285	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 03/09/2016
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NAME OF PROVIDER OR SUPPLIER CANDLER LIVING CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 136 ROBINSON COVE ROAD CANDLER, NC 28715
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D 000	Initial Comments The Adult Care Licensure Section and the Buncombe County Department of Social Services conducted an annual and follow-up survey on March 8 - 9, 2016.	D 000		
D 074	<p>10A NCAC 13F .0306(a)(1) Housekeeping And Furnishings</p> <p>10A NCAC 13F .0306 Housekeeping And Furnishings</p> <p>(a) Adult care homes shall:</p> <p>(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, record reviews and interviews, the facility failed to repair walls, ceilings, floors or fixtures attached to them for 10 of 14 resident rooms, 4 of 4 common bathrooms, the dining room, the living room, the resident hallways, the laundry room and 5 of 5 exit doors.</p> <p>The findings are:</p> <p>Review of the current environmental health report dated 12/30/15 revealed: -An overall score of 93. -A one point demerit in the category of floors, walls and ceilings, subcategory "Floors easy to clean, no obstacles, drains where needed," with additional comments of "floors in bad repair in multiple places..." -A one point demerit in the category of floors, walls and ceilings, subcategory "Walls and ceilings cleanable, clean, good repair," with additional comments of "Walls are dirty in a few rooms and there was a hole in the wall of one closet."</p>	D 074		

Division of Health Service Regulation 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>-A 1.5 point demerit in the category of lighting/ventilation/moisture control, subcategory "no evidence of microbial growth," with additional comments of "laundry rooms wall have heavy mold growth."</p> <p>-A 1.5 point demerit in the category of vermin control/premises, subcategory "vermin excluded," with additional comments of "There were holes in a screen and doors propped open."</p> <p>Observation of resident rooms from 3/8/16 at 9:15am through 3/9/16 at 1:15pm revealed:</p> <p>-In room #1 were two worn floor tiles and one cracked tile with a piece missing, next to the bed by the window.</p> <p>-In room #1 was an approximately 1/2 inch gap between the window air conditioning (AC) unit and the window frame.</p> <p>-In room #1 the surface around the door knob and up the edge of the door was smudged and dirty.</p> <p>-In room #2 there were areas on the walls over beds where paint was scraped away.</p> <p>-In room #2 the surface around the door knob and up the edge of the door was smudged and dirty.</p> <p>-In room #2 there was a circular hole in the drywall behind the door approximately 4 inches in diameter.</p> <p>-In room #2 the window sill under the AC unit had chipped and peeling paint.</p> <p>-In room #2 the AC cover was covered in dust.</p> <p>-In room #2 the window was cracked in the lower left corner along the frame and there was spider cracking radiating from the right side of the frame.</p> <p>-In room #4 one of the windows had no screen and the screen in the other window was ripped and dirty.</p> <p>-In room #5 the bottom of the door was marred</p>	D 074		

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D 074	<p>Continued From page 2</p> <p>with black scrapes.</p> <ul style="list-style-type: none"> -In room #6 behind the door was an unpainted area with a circular piece of punched-in drywall (at the height of the door knob). -In room #6 was an approximately 6 inch gash and another 12 inch gash in the drywall behind the bed. -In room #6 the window screen frame was bent approximately 1/2 inch out of the track and ripped. -In room #6 were two floor tiles with a black curved marred area that mirrored the sweep of the door when opened. -In room #7 a porcelain sink was pulling away from the drywall and the 2x4 lumber frame (the only resident room to have this frame) under it freely moved. -In room #7 the window sill had chipped and missing paint, exposing bare wood. -In room #7 behind a cat litter pan was an approximately 1 foot by 6 inch hole in the drywall at the floor. -In room #7 the paper layer of the drywall over the sink was exposed in an approximately 1 foot long section. -In the shared bathroom for rooms #7 and #9 the vinyl floor tiles at the base of the commode were stained and brown stained grout was noted at the base of the commode. -In room #8 there was a patterned blanket draped over the window. -In room #8 the window had multiple cracks and the other window was dirty. -In room #8 were two worn floor tiles, one of which also had a missing piece, all at the foot board of the bed. -In room #8 the door showed a prior repair (a block of wood under the top hinge with bolts through the door) with an approximate 1/2 inch gap between the edge of the door and the door 	D 074		

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D 074	<p>Continued From page 3</p> <p>jamb.</p> <ul style="list-style-type: none"> -In the shared bathroom between rooms #8 and #10 the floor had a stained and dirty appearance. -In the shared bathroom between rooms #8 and #10 the wallpaper behind the toilet tank was scraped away. -In room #9 the drywall behind the faucet of the sink was buckling and gypsum was disintegrating through the paint. -In room #9 was an approximately 1 inch gap between the top of the door and the door frame (the top of the door had a rough uneven cut appearance). -In room #11 the floor tile at the door was worn and another under the leg of a bed at the baseboard was loose. -In room #11 one window had a missing screen and the other window screen was ripped at the bottom. -In room #12 were broken plastic slats in the window blinds. -In room #12 the drywall behind the faucet of the sink was crumbling. -In the shared bathroom for rooms #12 and #14 there was missing floor tile, stained floor tiles and the wallpaper behind the toilet tank was scraped away. -In room #13 four floor tiles along the bed near the window were worn. -In room #13 was missing glass from a window pane (covered with a piece of acrylic product) except for approximately 1/2 inch pieces of glass shards remaining in the frame. -In the shared bathroom for rooms #11 and #13 the vinyl floor tiles around the commode were loose and stained. -In the shared bathroom for rooms #11 and #13 the wallpaper behind the toilet tank was scraped away. -In room #14 the door stuck against the door 	D 074		

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D 074	<p>Continued From page 4</p> <p>jamb when closed.</p> <p>-In room #14 a screen was out of a window and resting on the floor in the closet and in the other window was an approximately 1/2 inch gap between the AC unit and window frame.</p> <p>Observation of resident bathrooms from 3/8/16 at 9:15am through 3/9/16 at 1:15pm revealed:</p> <p>-The common bathroom across from room #3 had no grab bars on the wall or vanity adjacent to the commode.</p> <p>-The common bathroom across from room #4 had no globe on the wall light fixture.</p> <p>-The common bathroom across from room #4 had a missing ceramic floor tile measuring approximately 4 inches by 12 inches at the door opening, making for an uneven surface.</p> <p>-The water heater space had large sections of missing drywall with ripped edges, exposing the wall studs.</p> <p>-The common bathroom adjacent to room #7 had a shower with a missing cold water knob (a broken knob was resting on the grab bar), with the shower turned on only by turning an outdoor faucet-type handle attached to the shower head pipe, approximately six feet off the floor of the shower.</p> <p>-The common bathroom adjacent to room #7 had a cracked commode bowl base at floor level and a floor screw that protruded up through the hole in the commode base by approximately two inches.</p> <p>-The common bathroom adjacent to room #7 had debris build-up in the ceiling light fixture.</p> <p>-The common bathroom adjacent to room #8 had a missing window pane with pieces of copy paper taped together and placed over the opening (the screen was in place).</p> <p>-The common bathroom adjacent to room #8 had a toilet seat with extensive staining and the finish</p>	D 074		

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D 074	<p>Continued From page 5</p> <p>worn away in places.</p> <p>Observation of exterior doors from 3/8/16 at 9:15am through 3/9/16 at 1:15pm revealed:</p> <ul style="list-style-type: none"> -The exterior door leading from the business office area, on the lower level of the facility, had an approximately 1 inch gap between the bottom of the door and the threshold, permitting visible outside light. -The exterior door at the common shower room and leading outside to the laundry room had no automatic closing device, leaving the door opened at times, with the hinges pulled away from the door jam and the door unable to close into the jamb without using excessive force. -The exterior door between rooms #13 and #14 had no automatic closing device, leaving the door opened at times, and an approximately 1/2 inch gap between the side and bottom of the door with the jamb when closed, permitting visible outside light. -The exterior door at room #5 had no automatic closing device, leaving the door opened at times, a bent metal threshold sweep pulled away from the door and an approximately 1/2 inch gap between the side and bottom of the door with the jamb when closed, permitting visible outside light. . -The exterior door at the living room had no automatic closing device, leaving the door opened at times with cigarette smoke smell entering the room from the smoking area on the deck outside, the surface around the door knob was dirty, and there was an approximately 1/2 inch gap between the side of the door and the jamb when closed, permitting visible outside light. <p>Observation of hallways, the laundry room, the living room and the dining room from 3/8/16 at 9:15am through 3/9/16 at 1:15pm revealed:</p>	D 074		

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D 074	<p>Continued From page 6</p> <ul style="list-style-type: none"> -Black stains on the walls reaching approximately two feet up from the floor in the laundry room (clean linen on shelving was in the vicinity). -Missing drywall was noted from the ceiling above the window, approximately 2 feet by 2 feet, exposing bare wood in the roof in the laundry room. -The emergency exit light at the exit door between rooms #13 and #14 was not lit. -The living room had an approximately 1/2 inch gap around the AC window unit. -Laminate flooring in the living room was worn at the exit door. -Laminate flooring in the dining room was worn in multiple places. -The hallway in front of the common bathroom across from room #4 had worn flooring in front of the bathroom door when walked on. -Laminate flooring was worn at the exterior door by room #5. <p>Confidential interviews with residents revealed:</p> <ul style="list-style-type: none"> -The common bathroom adjacent to room #8 had a broken window for "a few months." -Grab bars on the wall in the bathroom would make transfers easier. <p>Interview with the Operations Director and the Maintenance staff person on 3/9/16 at 2:00pm revealed:</p> <ul style="list-style-type: none"> -They expected staff to report anything broken or a safety hazard, things not working and any holes in the walls. -Personal Care Aides performed housekeeping responsibilities. -Resident rooms were deep-cleaned every couple of days, depending on the room. -The Operations Director did occasional "walk-throughs" in the facility to note concerns. -The facility's current list of projects included light 	D 074		

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D 074	<p>Continued From page 7</p> <p>replacement in the kitchen and having "someone" do floor replacement "pretty soon."</p> <p>-The Owner had estimates and measurements in January for floor repair with the facility waiting for "warmer weather," with documentation to be provided.</p> <p>-The floor project would include hallways and the dining room first, followed by resident rooms.</p> <p>-Window screens were removed with the placement of window AC units, with some missing and in need of replacing.</p> <p>-If window glass was broken, the broken glass was removed and replaced with acrylic sheets approved by the fire marshall so that in an emergency they would break easily.</p> <p>-Exterior doors did not have automatic closers but the Owner was waiting on a "door guy."</p> <p>-Acceptable window coverings would include blinds or curtains, but some residents were known to tear them down.</p> <p>-The bathroom across from room #3 was renovated a couple of months ago and there were no grab bars before the project started.</p> <p>Review of a handwritten estimate from an outside vendor dated 10/20/15 revealed:</p> <p>-"Remove & Replace Flooring in building" with various dollar amounts for labor and materials.</p> <p>-No rooms or areas were specified.</p> <p>Review of a handwritten list of maintenance findings dated 2/4/16 revealed numerous repair needs for resident rooms and common areas.</p>	D 074		
D 076	<p>10A NCAC 13F .0306(a)(3) Housekeeping And Furnishings</p> <p>10A NCAC 13F .0306 Housekeeping And Furnishings</p>	D 076		

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D 076	<p>Continued From page 8</p> <p>(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 repair or replace furniture in 8 of 14 resident rooms.</p> <p>The findings are:</p> <p>Observations of resident rooms from 3/8/16 at 9:15am through 3/9/16 at 1:15pm revealed:</p> <ul style="list-style-type: none"> -In room #1 the bottom drawer in a nightstand would not slide easily due to being off the drawer track. -In room #1 a chest of drawers had three drawers that would not slide easily due to being off the drawer track and two broken drawer handles -In room #2 a chest of drawers was missing drawer pulls -In room #5 a particleboard TV stand, with a portable TV on top of it, swayed to the right when pushed. -In room #6 the top of a nightstand was missing its laminated finish in numerous places, exposing the underlying particleboard and had a broken drawer pull. -In room #7 a chest of drawers was missing numerous drawer pulls and the mattress on the middle bed was too short, leaving an approximately one foot gap between the head of the mattress and the headboard. -In room #9 a chest of drawers was missing its laminated finish in numerous places, exposing the underlying particleboard and had a broken drawer pull. -In room #12 a chest of drawers was missing its laminated finish in numerous places, exposing 	D 076		

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D 076	<p>Continued From page 9</p> <p>the underlying particleboard.</p> <p>-In room #14 a chest of drawers was missing numerous drawer pulls.</p> <p>Confidential interviews with 9 residents revealed no complaints regarding any furniture in rooms or in common areas.</p> <p>Interviews with the Operations Director and the Maintenance staff person on 3/9/16 at 2:00pm revealed:</p> <p>-If drawers did not slide out properly they should be repaired or replaced.</p> <p>-If pressboard furniture was coming apart or flaking off it was time to replace it.</p> <p>-The dining room tables in the booths should not sway.</p> <p>-They were in the process of replacing some of the damaged furniture.</p>	D 076		
D 079	<p>10A NCAC 13F .0306(a)(5) Housekeeping and Furnishings</p> <p>10A NCAC 13F .0306 Housekeeping and Furnishings</p> <p>(a) Adult care homes shall</p> <p>(5) be maintained in an uncluttered, clean and orderly manner, free of all obstructions and hazards;</p> <p>This Rule shall apply to new and existing facilities.</p> <p>This Rule is not met as evidenced by: TYPE B VIOLATION</p> <p>Based on observation, record review and interviews, the facility failed to prohibit the use of</p>	D 079		

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D 079	<p>Continued From page 10</p> <p>an open flame candle in the business office and use of a space heater in the laundry room, replace a missing smoke detector in 1 of 14 resident rooms (Room #7), remove built-up lint behind the dryer, remove curtains resting on a heater in 1 of 14 resident rooms (Room #7), remove a non-surge protected electric outlet adapter in 1 of 14 rooms (Room #9), place a cap on a junction box with exposed wires and replace a missing electric outlet cover in the living room.</p> <p>The findings are:</p> <p>Observation on 3/8/16 at 9:15am in the Business Office (located on the lower level of the facility and directly under the residential floor) revealed:</p> <ul style="list-style-type: none"> -A pillar type candle in a glass container with an exposed flame. -The candle was sitting on top of a filing cabinet. -On the other side of the office sat the Business Office Manager. -Resting on the floor beneath the file cabinet was a space heater, plugged into the wall but not on. <p>Observation of the laundry room on 3/8/16 at 9:45am revealed:</p> <ul style="list-style-type: none"> -A space heater, resting on two stacked 5 gallon paint pails. -The space heater was on, hot to the touch and approximately 1 foot from the shelving that stored clean linens. -The dryer was not on but it was warm to the touch and contained dried clothes. -In the approximately 8 inch wide space between the back of the dryer and the wall and on the floor was noted a thick accumulation of dryer lint to the height of the dryer vent hose, also resting on the floor. -The dryer vent hose made an immediate 90 degree turn to the left, followed by a second 90 	D 079		

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D 079	<p>Continued From page 11</p> <p>degree to the right then a 45 degree turn to the right before disappearing under the accumulated dryer lint.</p> <p>-Outside the laundry room, the dryer exhaust vent had no louvered vent and a build-up of lint was noted on the ground.</p> <p>-A glass window was located in the wall separating the laundry room and a resident shower room.</p> <p>Confidential interview with a staff member revealed the space heater in the laundry room worked "real good" and kept the room warm so long as the laundry room door remained closed.</p> <p>Observation of the ceiling outside the laundry room on 3/8/16 at 10:32am revealed:</p> <p>-A circular electric junction box without a metal cover in the vicinity of the laundry room door.</p> <p>-Inside the box were wires with white tape wrapped around the ends.</p> <p>Observation of resident room #7 on 3/8/16 at 10:45am revealed:</p> <p>-Over the door a bracket for a smoke detector with a plug and wire to receive it coming through the middle of the bracket.</p> <p>-The smoke detector was missing and not readily seen lying elsewhere in the room.</p> <p>-A radiant heater under the window which was on and mounted on the wall, jutting out from the wall approximately 3 inches.</p> <p>-Draped on top of the heater was a red curtain.</p> <p>-A label affixed to the inside of the current stated fiber content of the curtain was 100% polyester.</p> <p>-There were no burn holes or scorch marks on the curtain.</p> <p>Observation of resident room #9 on 3/8/16 at 10:47pm revealed:</p>	D 079		

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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 079	<p>Continued From page 12</p> <ul style="list-style-type: none"> -A three outlet multiple plug adapter, plugged into a wall outlet behind a bedside table. -One black plug was observed in the adapter which came from a flat screen TV. -The TV was not on. <p>Observation of the living room on 3/8/16 at 1:00pm revealed:</p> <ul style="list-style-type: none"> -An electric outlet was missing its cover. -A vending machine was plugged into the outlet. <p>Observation of the Business Office on 3/8/16 at 1:15pm revealed:</p> <ul style="list-style-type: none"> -The pillar candle in the glass container remained lit with an open flame. -The Business Office manager was not in the office. -The space heater remained off. <p>Interview with the Supervisor/Medication Aide on 3/8/16 at 1:15pm revealed:</p> <ul style="list-style-type: none"> -The Business Office manager probably had gone to lunch. -She would notify the Operations Manager immediately that there was a lit candle in the Business Office. <p>Interview with the Operations Manager, Supervisor/Medication Aide and the Maintenance staff person on 3/8/16 at 2:30pm revealed:</p> <ul style="list-style-type: none"> -They did not know staff were using a space heater in the laundry room. -Space heaters are never permitted for use. -The Operations Manager was told about the lit candle in the Business Office which was extinguished and discarded. -Lit candles were not permitted in the facility, including office spaces. -The Maintenance staff person did not know of the built-up lint behind the dryer but the lint on the 	D 079		

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D 079	<p>Continued From page 13</p> <p>ground outside at the dryer vent exhaust had always been like that.</p> <ul style="list-style-type: none"> -They were not aware of the circular electric junction box outside the laundry room with the exposed wires but it would require a metal plate over it. -They did not know the smoke detector was missing from room #7, but each room was required to have a working smoke detector and it would be replaced immediately. -They did not know of the electric outlet adapter in room #9 but surge protectors were the only approved devices for use. <p>Observation during a tour of the facility with the Operations Manager and Maintenance staff person on 3/8/16 at 2:30pm revealed:</p> <ul style="list-style-type: none"> -The space heater in the laundry room was off but plugged in and in the vicinity of the clean linen shelf. -The Operations Manager unplugged the space heater and removed it from the laundry room. <p>A Plan of Protection was obtained from the facility on 3/8/16 which included:</p> <ul style="list-style-type: none"> -The space heater was removed from the property. -The candle was extinguished and discarded. -The excess dryer lint would be swept up and discarded. -A new outlet cover would be placed on electric outlet in the living room. -The multi-plug outlet adapter would be removed immediately and discarded. -The curtain in room #7 would be pinned back today and a new shorter curtain purchased. -The Operations Director and Maintenance staff person would conduct weekly monitoring of all areas specifically for things that could result in fires, which would be documented on a sheet. 	D 079		

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D 079	Continued From page 14 -This information and plan would be discussed with all staff at a payday meeting to be held on 3/21/16. THE CORRECTION DATE FOR THIS TYPE B VIOLATION SHALL NOT EXCEED APRIL 23, 2016.	D 079		
D 282	10A NCAC 13F .0904(a)(1) Nutrition and Food Service 10A NCAC 13F .0904 Nutrition and Food Service (a) Food Procurement and Safety in Adult 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, record reviews and interviews, the facility failed to ensure pest control measures and food contamination by not repairing the kitchen screen door, windows, flooring, a chest freezer, walls in a food storage area and by not sealing opened dry food items. The findings are: Review of the current Food Establishment Inspection Report dated 2/10/16 revealed: -An overall score of 94.5. -No demerits in the category "Insects & rodents not present; no unauthorized animals," with the additional comments "There were holes/breaks around glass securing the window unit." -A 2 point demerit in the category "Equipment, food & non-food-contact surfaces approved, cleanable, properly designed, constructed & used," with the additional comments "...two	D 282		

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D 282	<p>Continued From page 15</p> <p>freezers are not NSF [National Sanitation Foundation] or ANSI [American National Standards Institute]."</p> <p>-A 0.5 point demerit in the category "Physical facilities installed, maintained and clean," with the additional comments "There are some missing tiles and base boards that are in need of replacing."</p> <p>Observation on 3/8/16 at 11:45am in the kitchen revealed:</p> <p>-No presence of insects or rodents, dead or alive.</p> <p>-A build-up of dirt and debris on the window sill behind the dishwasher.</p> <p>-A louvered-type window open approximately 1 inch with the window screen ripped.</p> <p>-Dirt build-up on the floor, along the walls and around appliances.</p> <p>-A window containing an air conditioning (AC) unit had an approximately six inch space between it and the window frame covered incompletely with a plastic sign and pieces of sheet acrylic, with gaps to the outside.</p> <p>-A window next to the door with the lower pane removed and replaced with a piece of sheet acrylic fastened to the frame with an approximately 1/2 inch gap along the entire width of the window to the outside, the screen popped out of the frame on the bottom edge.</p> <p>-The inside door was opened and the outside wood screen door was not completely closed and in the door jamb, with an approximately 1 1/2 inch gap on the top, side and bottom of the door to the outside.</p> <p>-Two cardboard insect traps containing a sticky substance along the baseboard by the chest freezer and reach-in refrigerator with no insects stuck in the traps.</p> <p>-The chest freezer lid did not form a seal when closed, leaving an approximately 1/4 inch gap</p>	D 282		

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D 282	<p>Continued From page 16</p> <p>between the lid and the chest and inside the ice was approximately 1 inch thick and completely coated the freezer (the food items were all solidly frozen with no thermometer found in the freezer).</p> <p>-A row of missing floor tiles along the wall to the right of the range, exposing unsealed concrete flooring.</p> <p>-A half full 5 pound paper bag of biscuit mix, the top loosely rolled onto itself.</p> <p>-A half-full 5 pound plastic bag inside the box of pancake mix, the bag open.</p> <p>-A plastic sleeve of saltine crackers, the plastic opened.</p> <p>-A 36 ounce waxed carton container full of dried potato slices for scalloped potatoes, the opening to the container was not closed.</p> <p>-A full 1 quart spray bottle of an oven/grill cleaner sitting on the shelf next to a stack of foam plates and cups.</p> <p>-In the lower level food storage area (adjacent to the administrative and business office area and only storing canned goods) were multiple holes in the walls, the largest measuring approximately 1 foot by 2 feet and exposing pipe and electrical conduit.</p> <p>Interview with the Cook on 3/9/16 at 11:45am revealed he normally put something heavy on the lid of the chest freezer to keep it closed all the way.</p> <p>Interview with the Cook on 3/10/16 at 11:30am revealed:</p> <p>-The inside door was not normally kept open but it was getting warmer.</p> <p>-He did not notice the screen door did not close all the way.</p> <p>-Maintenance staff was working on the window with the AC unit and the window had been that way since he started working 6 months ago.</p>	D 282		

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D 282	<p>Continued From page 17</p> <ul style="list-style-type: none"> -Opened dry food items were normally stored in plastic zipper-closing bags which they were currently out of. -He was not sure how long the floor tile had been missing from along the wall. -The floor needed a deep cleaning for which they had a floor machine, but he mopped everyday. <p>Interviews with the Operations Director and Maintenance staff person on 3/9/16 at 2:00PM revealed:</p> <ul style="list-style-type: none"> -Staff were expected to follow accepted food standards regarding dry food storage, using plastic bags with zipper closures and labeling the food item. -The floor was mopped three times a day with deep cleaning on weekends after a lighter meal, using a floor machine. -Windows should have screens in place and any missing glass replaced with sheet acrylic, without gaps. -Doors should not have any gaps. -Defrosting the chest freezer should permit the gasket on the lid to seal. 	D 282		
D912	<p>G.S. 131D-21(2) Declaration of Residents' Rights</p> <p>G.S. 131D-21 Declaration of Residents' Rights Every resident shall have the following rights: 2. To receive care and services which are adequate, appropriate, and in compliance with relevant federal and state laws and rules and regulations.</p> <p>This Rule is not met as evidenced by: Based on observations, record reviews and interviews the facility failed to assure residents</p>	D912		

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D912	<p>Continued From page 18</p> <p>received care and services that were adequate, appropriate and in compliance with federal and state laws and rules and regulations related to preventing fire hazards in the facility.</p> <p>Based on observations, record reviews and interviews, the facility failed to prohibit use of an open flame candle in the business office and use of a space heater in the laundry room, replace a missing smoke detector in 1 of 14 resident rooms, remove built-up lint behind the dryer, remove curtains resting on a heater in 1 of 14 resident rooms, remove a non-surge protected electric outlet adapter in 1 of 14 rooms, cap a junction box with exposed wires and replace a missing electric outlet cover in the living room [Refer to Tag 0079, 10A NCAC 13F .0306(a)(5), Housekeeping and Furnishings (Type B Violation)].</p>	D912		