

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL049010	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 03/18/2016
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NAME OF PROVIDER OR SUPPLIER CROWN COLONY	STREET ADDRESS, CITY, STATE, ZIP CODE 291 COMMERCIAL DRIVE MOORESVILLE, NC 28115
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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 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 floors clean in 7 bathrooms on A and B halls (Bathroom shared by A7 & A9, A8 & A10, A1 & A3, A2 & A4 and bathrooms in A6, B2, and B6) and one resident room (B1).</p> <p>The findings are:</p> <p>Observations during initial tour on March 17, 2016 beginning at 10:00am through 11:00am revealed:</p> <ul style="list-style-type: none"> -The bathroom shared by resident rooms A1 and A3 had a toilet plunger standing upright in the corner of the bathroom behind the commode. -The bathroom shared by resident rooms A7 and A9 had a toilet plunger standing upright in the corner of the bathroom behind the commode, 6-8 tiny black insects were crawling on the bathroom floor which was covered with debris/grit. -The bathroom shared by resident rooms A8 and A10 had a toilet plunger standing upright in the corner of the bathroom behind the commode. The floor was covered with a heavy build-up of grit/debris. 	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> <ul style="list-style-type: none"> -The resident's bathroom floor in A6 was covered with a heavy build-up of grit/debris and a wet wash cloth was in the floor behind the commode. -The floor of the bathroom shared by rooms A2 and A4 was highly scuffed and covered with a heavy build-up of grit/debris. -The edge of the door in B1 of resident room was covered with a heavy build-up of dark brown smeared substance approximately 10 inches below and above the door handle. The floor was covered with a heavy build-up of grit/debris. -The bathroom floor in Resident room B6 was covered with grit/debris. A large pool of yellow substance with a urine odor was on the floor beside the shower and commode approximately 18 inches in diameter. -The bathroom floor in resident room B2 was covered with a heavy build-up of grit/debris. <p>Random interviews with four residents in these rooms during the tour revealed no issues or concerns with the housekeeping.</p> <p>Follow-up observations on March 17, 2016 at 2:55pm revealed no change in the above areas with the exception of the pool of yellow substance in B6's bathroom floor had been cleaned, however the odor remained.</p> <p>Interview with the Administrator on March 17, 2016 at 3:00pm revealed there were different housekeepers assigned to the halls, however, there was no housekeeper working on A and B halls today.</p> <ul style="list-style-type: none"> -She had been having some issues with housekeeping on these two halls. -She expected staff to keep her informed of housekeeping issues but she was not aware of any of the issues listed above. -She had a contract with a local pest control 	D 074		

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D 074	Continued From page 2 company who came once every 30 days for inspections and treatments if needed. Interview with the housekeeper on A and B halls on March 17, 2016 at 9:00am revealed: -She had worked at the facility 1 ½ years. -She was assigned to A and B halls, however she had not worked yesterday. -Her cleaning schedule consisted of different rooms daily regarding sweeping and mopping. -She did not sweep and mop every room every day, just the scheduled rooms on each particular day. -She dusted every other day or as needed. Review of the Division of Environmental Health annual inspection dated 11/25/2015 revealed: -A score of 90.5 -A demerit for bathroom floors not being clean.	D 074		
D 076	10A NCAC 13F .0306(a)(3) Housekeeping And Furnishings 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. This Rule is not met as evidenced by: Based on observations and interviews the facility failed to maintain a furniture clean and in good repair in good repair in 7 resident rooms on A and B halls (rooms A7, B1, B2, B4, B5, B6 and B7). The findings are: Observations during initial tour on March 17, 2016 beginning at 10:00am through 11:00am	D 076		

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D 076	<p>Continued From page 3</p> <p>revealed:</p> <ul style="list-style-type: none"> -The dressers and TVs in resident room A7 were covered with a heavy build-up of dust. The dresser top finish was marred and scuffed in an approximate 10 X 5 inch area. -One night stand in resident room B1 was missing a knob on the top drawer. Both chest of drawers were missing knobs for the top drawer. -Room B5's dresser top had a residue of sticky rings, a glass of dark colored liquid and several tiny black insects crawling on the dresser. The TV had a heavy build-up of dust. -Resident room B7 had a heavy build-up of dust on the night stand. -The finish on the top right edge of the chest of drawers in resident room B6 was worn and scuffed down into the fiber board approximately 24 inches in length. -The top of a small table by the chair in resident room B4 was covered with debris, crumbs and sticky residue. The right arm of the cloth chair was covered with a heavy amount of smeared dark stains. -The chest of drawers in resident room B2 was covered with food spills, rings of dried smeared liquid stains. <p>Random interviews with three residents in these room during tour revealed no issues or concerns with the housekeeping.</p> <p>Follow-up observations on March 17, 2016 at 2:55pm revealed no change in the above areas.</p> <p>Interview with the Administrator on March 17, 2016 at 3:00pm revealed:</p> <ul style="list-style-type: none"> -There were different housekeepers assigned to the halls, however, there was no housekeeper working on A and B halls today. -She had been having some issues with 	D 076		

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D 076	<p>Continued From page 4</p> <p>housekeeping on these two halls.</p> <ul style="list-style-type: none"> -She expected staff to keep her informed of housekeeping issues but she was not aware of any of the issues listed above. -She had a contract with a local pest control company who came once every 30 days for inspections and treatments if needed. <p>Interview with the housekeeper on A and B halls on March 18, 2016 at 9:00am revealed:</p> <ul style="list-style-type: none"> -She had worked at the facility 1 and ½ years. -She was assigned to A and B halls, however she had not worked yesterday. -Her cleaning schedule consisted of different rooms daily regarding sweeping and mopping. -She did not sweep and mop every room every day, just the scheduled rooms on each particular day. -She dusted every other day or as needed. <p>Interview with the Administrator on March 18, 2016 at 9:45am revealed:</p> <ul style="list-style-type: none"> -The last visit by the Pest Control Company had been 28 days ago. -The exterminator had come out yesterday evening and again today. <p>Review of a receipt from the Pest Control Company dated March 17, 2016 revealed:</p> <ul style="list-style-type: none"> -The last service visit date was February 18, 2016. -General comments on today's visit report included: "Important in rooms to again avoid storage of food and candy in night stands and in closets ...cover all hygiene products and place lids on items stored in rooms" <p>Review of the Division of Environmental Health annual inspection dated 11/25/2015 revealed:</p> <ul style="list-style-type: none"> -A score of 90.5. -A demerit for furniture not being clean and in 	D 076		

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D 076	Continued From page 5 good repair.	D 076		
D 079	<p>10A NCAC 13F .0306(a)(5) Housekeeping and Furnishings</p> <p>10A NCAC 13F .0306 Housekeeping and Furnishings (a) Adult care homes shall (5) be maintained in an uncluttered, clean and orderly manner, free of all obstructions and hazards; 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 an environment free of clutter in shared bathrooms on A hall (A1, A3, A7, A9), Bathroom (A5) and free of hazards in 4 resident rooms on B hall (Room B1, B4, B4, and B5).</p> <p>The findings are:</p> <p>Observations during initial tour on March 17, 2016 beginning at 10:00am through 11:00am revealed:</p> <p>A. 1. The resident's bed on the right side of room in B1 had a half rail on the upper side of the head of the bed. The rail was observed to be loose and approximately 6-8 inches away from the mattress.</p> <p>2. A wall receptacle in resident room B4 had a cord plugged into the receptacle that ran into the resident bathroom. The cord was attached to a small refrigerator sitting on a table in the resident bathroom. The cord was intact, however, was</p>	D 079		

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D 079	<p>Continued From page 6</p> <p>crimped from where the bathroom door had been closed.</p> <p>3. Room B3 had a scatter/throw rug in front of one resident bed.</p> <p>4. Room B5 had a scatter/throw rug in front and at the end of the resident bed.</p> <p>B. 1. The bathroom shared by rooms A1 and A3 had two bars of hand soap and a toothbrush laying on the sink.</p> <p>2. The bathroom in A5 (shared by two residents) had two bars of hand soap laying on the sink and 3 toothbrushes laying behind the faucet on back of sink.</p> <p>3. The bathroom shared by resident rooms A7 and A9 had a bar of hand soap laying on the sink and a bar of hand soap laying in the shower.</p> <p>4. Resident room B7's bathroom had several bars of hand soap laying on the sink.</p> <p>-Random interviews with three residents in these room during tour revealed no issues or concerns with the housekeeping.</p> <p>Follow-up observations on March 17, 2016 at 2:55pm revealed no change in the above areas.</p> <p>Review of the Division of Environmental Health annual inspection dated 11/25/2015 revealed: -A score of 90.5 -A demerit for shared bathtubs and showers not being clean.</p> <p>Interview with the Administrator on March 17, 2016 at 3:00pm revealed: -She was not aware of the bed rail, throw rugs or the refrigerator cord.</p>	D 079		

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D 079	<p>Continued From page 7</p> <p>-She would have the bedrail repositioned, the refrigerator removed from the bathroom and the throw rugs removed.</p> <p>Observations on March 18, 2016 at 10:00am revealed:</p> <p>-The bed rail had been tightened and repositioned next to the mattress.</p> <p>-All throw rugs had been removed.</p> <p>Follow-up interview with the Administrator on March 18, 2016 at 10:30am revealed she was not sure if the bedrail had been a hazard and was not sure if it was in the "appropriate place it should be".</p>	D 079		