

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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D 000	Initial Comments The Adult Care Licensure Section conducted an annual and follow-up survey on March 17 and 18, 2016.	D 000	Administrator and/or designee will assure all walls, ceilings, and floors or floor coverings are kept clean and in good repair.	5/5/16
D 074	10A NCAC 13F .0306(a)(1) Housekeeping And Furnishings 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; 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). The findings are: Observations during initial tour on March 17, 2016 beginning at 10:00am through 11:00am revealed: -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	All staff will have training on housekeeping policy and procedures and assignments. Training documentation will be kept on file onsite at the facility. Administrator and/or designee will do a complete facility review walk through two times a month to assure compliance. Documentation will be kept on file at the facility.	5/5/16

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

[Signature]
TITLE: Administrator
(X6) DATE: 4/21/16

STATE FORM

KQT711

If continuation sheet 1 of 8

Approved and accepted by Joseph Cline on 4/25/16

[Signature: Joseph Cline]

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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	<p>Continued From page 2</p> <p>company who came once every 30 days for inspections and treatments if needed.</p> <p>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.</p> <p>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.</p>	D 074	<p>Administrator and/or designee will assure all furniture is clean and in good repair.</p> <p>All staff will have training on housekeeping and furnishings policy and procedures. Training documentation will be kept on file at the facility.</p>	5/5/16 5/5/16
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 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:</p> <p>Observations during initial tour on March 17, 2016 beginning at 10:00am through 11:00am</p>	D 076	<p>Administrator and/or designee will do a complete facility walk through two times a month to assure compliance. Notes of any concerns and documentation will be kept on file at the facility.</p>	5/5/16

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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. -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> <p>Interview with the housekeeper on A and B halls on March 18, 2016 at 9:00am revealed: -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> <p>Interview with the Administrator on March 18, 2016 at 9:45am revealed: -The last visit by the Pest Control Company had been 28 days ago. -The exterminator had come out yesterday evening and again today. Review of a receipt from the Pest Control Company dated March 17, 2016 revealed: -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> <p>Review of the Division of Environmental Health annual inspection dated 11/25/2015 revealed: -A score of 90.5. -A demerit for furniture not being clean and in</p>	D 076		

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D 076	Continued From page 5 good repair.	D 076	Administrator and/or designee will assure	5/5/16
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	<p>the facility is maintained in an uncluttered, clean and orderly manner, free of all obstructions and hazards.</p> <p>All staff will have training on housekeeping and furnishings policy and procedures. Training documentation will be kept on file at the facility.</p> <p>Administrator and/or designee will do a complete facility walk through two times a month to assure compliance. documentation will be kept on file at the facility.</p>	<p>5/5/16</p> <p>5/5/16</p> <p>5/5/16</p>

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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: -The bed rail had been tightened and repositioned next to the mattress. -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		