

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>HAL013038</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>04/21/2016</b>
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NAME OF PROVIDER OR SUPPLIER  <b>CONCORD HOUSE</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>2339 ODELL SCHOOL ROAD CONCORD, NC 28027</b>
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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 observation and interview, the facility failed to assure the walls, ceilings, and floors were clean and in good repair in shared Residents' bathroom (Rooms #201 and #202), two common bathrooms on Hall 2, and the Living Room on Hall 2 (across from Room #201).</p> <p>The findings are:</p> <p>A. Observation of a common bathroom on Hall 2 between Rooms #202 and #203 on 04/20/16 at 9:30 am revealed: -A strong smell of urine odor. -The wall on on the left side of the toilet had yellowish/brown and gray stains extending the entire length of the wall (approximately 3 feet) and extending from 3 inches to six inches up the wall. -The front corner of the wall to the left of the toilet was missing molding and wood that appeared to be rotted was exposed. -The left wall was pulled 2 inches away from the wall behind the toilet with concrete block exposed.</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> <ul style="list-style-type: none"> <li>-The 3 inch plastic baseboards behind the toilet had yellowish/brown stains extending the height (3 inches) and width (3 feet) of the baseboard.</li> <li>-There were yellowish/brown stains on the tile floor surrounding the toilet and extending 2 feet in front of the toilet.</li> <li>-The wall behind the entry door had a 3 foot by 3 foot brown stain that appeared to be damp.</li> <li>-There were brownish steaks extended on the wall behind the entry door on the plastic baseboards.</li> <li>-In the corner, where the wall behind the entry door met the outside wall, there was blackish/brown residue at the end of the plastic baseboard extending 3 inches.</li> </ul> <p>Review of a local health department inspection dated 12/22/15 revealed:</p> <ul style="list-style-type: none"> <li>-The overall score was 90 with a total of 10 deducted points.</li> <li>-Areas of floorboards in day rooms and restrooms were in need of repair.</li> <li>-Torn tile and baseboards noted in community bathrooms with a total of 2 points deducted.</li> </ul> <p>Interview with a resident on 04/21/16 at 9:45 am revealed:</p> <ul style="list-style-type: none"> <li>-She resided in a room across from the common bathroom on Hall 2.</li> <li>-She used the shower and toilet in the common bathroom.</li> <li>-She had not noticed the wall beside the toilet in need of repair.</li> </ul> <p>Interview with a resident on 04/21/16 at 9:47 am revealed:</p> <ul style="list-style-type: none"> <li>-He resided in Room #201.</li> <li>-He used the common bathroom for showering and toileting.</li> <li>-"The toilets had been bad for awhile."</li> </ul>	D 074		

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D 074	<p>Continued From page 2</p> <p>Interview on 04/21/16 at 10:40 am with the contract maintenance worker revealed:                      -He worked at the facility 20 - 25 hours a week.                      -He came to the facility on 04/20/16 to begin the repair of the walls and floors in the common bathroom on Hall 2.                      -The repair of the common bathroom on Hall 2 was on the repair list provided to him by the Administrator.                      -He knew budget was a concern for the facility.                      -He applied bleach to the walls and floors of the bathroom for mildew.                      -He did not see any mildew or mold when he took the tile and sheetrock down, but he applied bleach as a precaution.                      -He would be repairing the discolored wall and molding located behind the entrance door to the bathroom and the wall outside the shower stall after he completed the work around the toilet.</p> <p>Refer to interview with a first shift supervisor on 4/20/16 at 3:15 pm.</p> <p>Refer to interview with the contract maintenance worker on 04/21/16 at 10:40 am.</p> <p>Refer to interview with the Administrator on 04/21/16 at 3:15 pm.</p> <p>B. Observation of a shared bathroom between Rooms #201 and #202 on 04/20/16 at 10:30 am revealed:                      -A strong smell of urine odor in the bathroom.                      -A yellowish liquid in front of the toilet extending approximately six inches.                      -Dark yellow and brown stains and floor discoloration around the toilet and extending three feet to the side and in front of the toilet (approximately 75% of the floor in the toilet</p>	D 074		

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D 074	<p>Continued From page 3</p> <p>room).</p> <ul style="list-style-type: none"> <li>-The base of the toilet had brown stains on the porcelain.</li> <li>-The toilet seat was up and had brown stains around 80% of the bottom of the toilet seat.</li> </ul> <p>Review of a local health department inspection dated 12/22/15 revealed:</p> <ul style="list-style-type: none"> <li>-The overall score was 90 with a total of 10 deducted points.</li> <li>-Areas of floorboards in day rooms and restrooms were in need of repair.</li> <li>-Torn tile and baseboards noted in community bathrooms with a total of 2 points deducted.</li> </ul> <p>Interview on 04/21/16 at 9:47 am with a resident residing in Room #201 revealed:</p> <ul style="list-style-type: none"> <li>-He used the shared bathroom.</li> <li>-The toilet had a "smell".</li> <li>-The bathroom "had been bad awhile".</li> </ul> <p>Based on observation, and staff interviews, it was determined the residents residing in Room #202 were not interviewable.</p> <p>Review of a "3rd Shift To Do List" on 04/21/16 revealed:</p> <ul style="list-style-type: none"> <li>-Staff were to clean "All public restrooms (Do not do residents bathrooms in their room)".</li> <li>-There was not a cleaning checklist for staff to utilize.</li> </ul> <p>Interview on 04/20/16 at 2:45 pm with the housekeeper revealed:</p> <ul style="list-style-type: none"> <li>-He was responsible for cleaning the shared bathrooms located in residents' rooms.</li> <li>-He cleaned residents' bathrooms Monday through Friday.</li> <li>-Second and third shift cleaned the common bathrooms on the weekends.</li> </ul>	D 074		

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D 074	<p>Continued From page 4</p> <p>-Some of the residents would urinate around the toilet and it was difficult to clean the floors.</p> <p>Interview on 04/21/16 at 10:45 am with the contracted maintenance worker revealed: -He had been requested by the Administrator to repair the flooring and molding in the shared toilet room for Rooms #201 and #202. -He would be installing a water resistant floor covering.</p> <p>Interview with the Administrator on 04/21/16 at 9:15 am revealed: -She was aware the floors in the shared bathroom between Rooms #201 and #202 was in need of repair. -The residents that used the toilet often "peed around the toilet and on the wall". -The floor around the toilet had absorbed the urine and it was difficult to clean. -Housekeeping was responsible for cleaning the shared and common toilets. -This was "on our project list" to repair. -The floors around the toilet had "been this way for about 9 months to a year". -She was going to have the common bathroom repaired first and "then this is next".</p> <p>Refer to interview with a first shift supervisor on 4/20/16 at 3:15 pm.</p> <p>Refer to interview with the contract maintenance worker on 04/21/16 at 10:40 am.</p> <p>Refer to interview with the Administrator on 04/21/16 at 3:15 pm.</p> <p>C. Observation of two common bathrooms (adjoining) located in the locker room on Hall 2 on 04/20/16 at 12:28 pm revealed:</p>	D 074		

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D 074	<p>Continued From page 5</p> <ul style="list-style-type: none"> <li>-A resident exiting the bathroom on the right on Hall 2.</li> <li>-There was a strong odor of urine in both bathrooms, with a stronger smell in the bathroom on the left on Hall 2.</li> <li>-The left bathroom had a single toilet.</li> <li>-There was a pile of wet toilet paper (yellowish in color) on the floor to the left of the toilet.</li> <li>-There was a brownish residue on the base of the sides of the toilet.</li> <li>-The painted wall to the right of the toilet had white splatter stains and the paint was peeling in random spots on the wall.</li> <li>-The right bathroom had a single toilet.</li> <li>-The lid of the toilet was lifted and the underneath of the toilet lid had a brownish stains over 75% of the surface.</li> <li>-There was brown residue at the edge of the toilet base extending the circumference of the toilet base.</li> <li>-To the left of the rear of the toilet, on the floor and approximately an inch from the base of the toilet, was a brown residue approximately 1 inch by 1 inch in diameter.</li> <li>-The painted wall to the left of the toilet had white splatter stains and the paint was peeling in random spots on the wall.</li> </ul> <p>Review of a "2nd Shift To Do List" on 04/21/16 revealed:</p> <ul style="list-style-type: none"> <li>- "All public restrooms are to be swept and mopped."</li> <li>-No frequency was noted on the task list.</li> <li>-Clean base boards and hand rails.</li> </ul> <p>Review of a "3rd Shift To Do List" on 04/21/16 revealed:</p> <ul style="list-style-type: none"> <li>-"All public restrooms (Do not do residents bathrooms in their room)"</li> <li>-Sweep and mop the floors (Bathrooms and</li> </ul>	D 074		

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D 074	<p>Continued From page 6</p> <p>hallways) -Clean all bathrooms on the halls and lobby. -"This must be done every single night." -There was not a cleaning checklist for staff to utilize.</p> <p>Interview on 04/20/16 at 2:45 pm with the housekeeper revealed: -He was responsible for cleaning the shared bathrooms. -Second and third shift cleaned the common bathrooms. -Some of the residents would urinate around the toilet and it was difficult to clean the floors.</p> <p>Interview on 04/20/16 at 3:05 pm with the Resident Care Coordinator (RCC) revealed: -Second and third shift staff were responsible for cleaning common bathrooms after housekeeping left. -The Business Office Manager prepared a cleaning schedule and provided it to second and third shift supervisors for tasks staff was responsible for completing. -The second and third shift supervisors were responsible for making sure the cleaning was completed.</p> <p>Refer to interview with a first shift supervisor on 4/20/16 at 3:15 pm.</p> <p>Refer to interview with the contract maintenance worker on 04/21/16 at 10:40 am.</p> <p>Refer to interview with the Administrator on 04/21/16 at 3:15 pm.</p> <p>D. Observation of the Living Room on Hall 2 on 04/20/16 at 9:10 am revealed: -Eight unattached floor tiles, located in the right</p>	D 074		

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D 074	<p>Continued From page 7</p> <p>corner of the room behind a chair, with the concrete flooring exposed.</p> <p>-All baseboards around the perimeter of the room had a brownish stain on the bottom 1 inch of the wooden baseboard.</p> <p>-A window blind lying in the middle of the floor, with the plastic extension used to open the blinds hanging horizontally 4 inches from the top of the window.</p> <p>-Trash scattered throughout the room, including 2 empty drink bottles, candy wrappers, dried leaves, dried liquid stains, dust particles, and a full trash can.</p> <p>Observation on 04/20/16 at 9:10 am a resident sitting in the living room on the love seat.</p> <p>Observation on 04/20/16 at 3:05 am a resident sitting in the living room on the love seat.</p> <p>Interview with a resident on 04/20/16 at 9:10 am revealed:</p> <p>-He resided in the room across the hall.</p> <p>-He sat in the living room at times.</p> <p>-The living room had not been cleaned for awhile, but he did not know how long it had been since it was cleaned.</p> <p>Interview with the contracted maintenance worker on 04/21/16 at 10:40 am revealed:</p> <p>-The Administrator gave him a list that included repair of the living room floor tiles.</p> <p>-He would be repairing the floor covering in the living room, but was not sure of a time frame of when this would be completed.</p> <p>Interview with a second shift supervisor on 04/20/16 at 4:15 pm revealed:</p> <p>-Housekeeping was responsible for cleaning the living room at the end of Hall 2.</p>	D 074		

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D 074	<p>Continued From page 8</p> <p>-He was responsible for ensuring second shift staff completed assigned housekeeping tasks</p> <p>Interview with the Resident Care Coordinator (RCC) on 04/20/16 at 3:20 pm revealed:</p> <p>-She was unaware of the window blind being down in the floor of the living room. -"It is scattered and it looks messy." -She did not know why the plastic bags were covering the two cushions on the couch. -"We do not have bed bugs." -She would ask housekeeping to clean the living room. -She did not know floor tiles had come loose behind the chair and along the outside wall. -"Maybe the chair pushing back made them come up." -The housekeeper was responsible for cleaning the living room daily. -"If he doesn't clean it, then second or third shift are to do it."</p> <p>Interview with the Administrator on 4/21/16 at 12:40 pm revealed:</p> <p>-She was unaware the living room was not being cleaned. -She had told the housekeeper on 4/20/16 to see if it needed cleaning when he was cleaning that end of the hall. -"It will be on 3rd shift's task list to clean." -She knew the floor tiles were coming up. -The former maintenance worker had installed the tiles. -She "tried to put the tiles back in place awhile back, but they wouldn't stay." -She would discuss with the contract maintenance worker.</p> <p>Refer to interview with a first shift supervisor on 4/20/16 at 3:15 pm.</p>	D 074		

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D 074	<p>Continued From page 9</p> <p>Refer to interview with the contract maintenance worker on 04/21/16 at 10:40 am.</p> <p>Refer to interview with the Administrator on 04/21/16 at 3:15 pm.</p> <hr/> <p>Interview with a first shift supervisor on 4/20/16 at 3:15 pm revealed:</p> <ul style="list-style-type: none"> <li>-She usually worked first shift, but sometimes worked second.</li> <li>-Second shift had a list of tasks they were to complete.</li> <li>-The supervisor on second shift was responsible for ensuring the tasks were completed.</li> <li>-Tasks included cleaning the common bathrooms, emptying trash, sweeping the halls and common areas.</li> <li>-There was no documentation of tasks being completed.</li> </ul> <p>Interview with the contract maintenance worker on 04/21/16 at 10:40 am revealed:</p> <ul style="list-style-type: none"> <li>-He had been working for the facility for one month.</li> <li>-He only worked 20 to 25 hours a week on Fridays, Saturdays, and Sundays.</li> <li>-The facility provided him a list each week with repairs that were needed.</li> <li>-His current list provided this week included painting hallways (in progress), repairing the walls in the common bathroom on Hall 2, repairing the shared bathroom between rooms 201 and 203, and repairing the flooring in the living room on Hall 2.</li> <li>-He did not perform any housekeeping duties.</li> </ul> <p>Interview with the Administrator on 04/21/16 at 3:15 pm revealed:</p>	D 074		

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D 074	Continued From page 10  -The facility had been without a maintenance worker since October 2015. -She was responsible for ensuring repairs were made to the facility as needed. -She hired a contract maintenance worker about a month ago. -He only worked 20 - 25 hours a week because he had another job. -She planned to hire a full-time maintenance worker soon. -The facility was older and she was aware repairs were needed. -Budgeting for the repairs were a concern. -She had a "projects" list and prioritized what needed to be completed. -She communicated with the contracted maintenance worker as to what needed to be completed. -She was responsible for purchasing supplies for the completion of repairs.	D 074		
D 105	10A NCAC 13F .0311(a) Other Requirements  10A NCAC 13F .0311 Other Requirements (a) The building and all fire safety, electrical, mechanical, and plumbing equipment in an adult care home shall be maintained in a safe and operating condition.  This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to assure the overhead fluorescent and general purposed lights were working properly throughout the facility. (Hall 1, corridor connecting Hall 1 and Hall 2, the dining area, and common bathroom on Hall 1).  The findings are:	D 105		

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D 105	<p>Continued From page 11</p> <p>Observation during the initial tour on 04/20/16 from 8:45 am to 9:30 am and throughout the day revealed:</p> <ul style="list-style-type: none"> <li>-The facility had 20 general purpose ceiling-mounted light fixtures in Hall 1 and dining room, 4 ceiling fans with 2-bulb light fixtures in Hall 1, and 2 ceiling fans with 2-bulb light fixtures in the corridor joining Hall 1 and Hall 2.</li> <li>-Fourteen of the 26 light fixtures were not working properly or were missing bulbs in Hall 1, dining area, and the corridor joining Hall 1 and Hall 2.</li> <li>-The facility had 4 fluorescent light fixtures (each constructed to contain 2 bulbs) recessed in the ceiling of the common bathroom on Hall 1.</li> <li>-Three of the 4 fluorescent light fixtures were not working properly or missing bulbs.</li> </ul> <p>A. Observation on 04/20/16 during the initial tour from 8:45 am to 9:30 am on Hall 1 revealed:</p> <ul style="list-style-type: none"> <li>-Hallway 1 had 11 resident rooms, the nurses station, the dining room, and a common bath adjoining the hallway.</li> <li>-The hallway was dimly light upon entrance to the facility at 8:45 am.</li> <li>-There were 10 general purpose 2 bulb ceiling-mounted light fixtures on Hall 1.</li> <li>-Seven of the 10 ceiling mounted light fixtures only had 1 bulb and 1 ceiling mounted light fixture had no working bulbs.</li> <li>-Four ceiling fans with 2-bulb light fixtures (2 on each end of the hallway) were mounted.</li> <li>-One fan had no light or fixture for a light and one fan had no working bulbs.</li> </ul> <p>Interview with a resident on 04/21/16 at 9:00 am revealed:</p> <ul style="list-style-type: none"> <li>-The lights on A Hall had been dim for about a week.</li> <li>-"They are putting more light bulbs in today."</li> </ul>	D 105		

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>HAL013038</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>04/21/2016</b>
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NAME OF PROVIDER OR SUPPLIER  <b>CONCORD HOUSE</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>2339 ODELL SCHOOL ROAD CONCORD, NC 28027</b>
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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 105	<p>Continued From page 12</p> <p>-The dim lights had not caused any concerns for him.</p> <p>-Interview with the Administrator on 04/20/16 at 12:40 pm revealed: -She was aware Hall 1 was "darker" due to light bulbs being out. -She had been purchasing "cheaper" light bulbs to save money and they were only lasting about a week. -She had only been putting one bulb in each 2-bulb fixture to save money.</p> <p>Refer to interview with a Medication Aide (MA) on 04/20/16 at 3:05 pm.</p> <p>Refer to interview with the Administrator on 04/20/16 at 12:40 pm.</p> <p>Refer to interview with the Administrator on 04/21/16 at 9:10 am.</p> <p>B. Observation on 04/20/16 at 11:45 of the dining room revealed: -There were 10 general purpose 2 bulb ceiling-mounted light fixtures. -One of the 10 had no light and one fixture only had one bulb. -Residents entered the dining room for the lunch meal without difficulty.</p> <p>Refer to interview with a Medication Aide on 04/20/16 at 3:05 pm.</p> <p>Refer to interview with the Administrator on 04/20/16 at 12:40 pm.</p> <p>Refer to interview with the Administrator on 04/21/16 at 9:10 am.</p>	D 105		

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>HAL013038</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____		(X3) DATE SURVEY COMPLETED  <b>04/21/2016</b>
NAME OF PROVIDER OR SUPPLIER  <b>CONCORD HOUSE</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>2339 ODELL SCHOOL ROAD CONCORD, NC 28027</b>		
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D 105	<p>Continued From page 13</p> <p>C. Observation on 04/20/16 at 12:15 of the fluorescent light fixtures in the common bathroom on Hall 1 revealed:</p> <ul style="list-style-type: none"> <li>-A resident and staff person exited the common bathroom.</li> <li>-The bathroom was poorly lit except for the shower area.</li> <li>-There were 4 fluorescent light fixtures (each constructed to contain 2 bulbs) recessed in the ceiling of the common bathroom on Hall 1.</li> <li>-The fluorescent light fixture over the shower had a cover and was in working order with two bulbs.</li> <li>-The fluorescent light fixture to the left side of the room (beside the sink) had a cover and 2 non-working light bulbs in the fixture.</li> <li>-The fluorescent light fixture to the right side of the room (over the bathtub) had an open cover hanging down from the fixture and there were no light bulbs in the fixture.</li> <li>-The fluorescent light fixture at the back of the room (over the toilet) had a cover and 2 non-working light bulbs in the fixture.</li> </ul> <p>Interview with the Administrator on 04/21/16 at 9:15 am revealed:</p> <ul style="list-style-type: none"> <li>-She replaced the light over the bathtub and toilet in the common bathroom on Hall 1 this morning.</li> <li>-The light fixture near the sink in the common bathroom on Hall 1 was not working because she had to use a light in another room and did not have another light at this time.</li> <li>-She would be purchasing additional fluorescent lights.</li> </ul> <p>Refer to interview with a Medication Aide on 04/20/16 at 3:05 pm.</p> <p>Refer to interview with the Administrator on 04/20/16 at 12:40 pm .</p>	D 105		

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>HAL013038</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>04/21/2016</b>
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NAME OF PROVIDER OR SUPPLIER  <b>CONCORD HOUSE</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>2339 ODELL SCHOOL ROAD CONCORD, NC 28027</b>
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D 105	<p>Continued From page 14</p> <p>Refer to interview with the Administrator on 04/21/16 at 9:10 am.</p> <hr/> <p>Interview with a Medication Aide on 04/20/16 at 3:05 pm revealed:</p> <ul style="list-style-type: none"> <li>-She had assisted with changing light bulbs, but usually the Administrator did this weekly on Mondays or Tuesdays.</li> <li>-She and the Resident Care Coordinator had changed light bulbs every three to four weeks.</li> <li>-The light bulbs burned out quickly.</li> <li>-She thought the Administrator was buying cheaper light bulbs.</li> </ul> <p>Interview with the Administrator on 04/20/16 at 12:40 pm revealed:</p> <ul style="list-style-type: none"> <li>-She was responsible for changing light bulbs in the facility.</li> <li>-The facility was currently without a full-time maintenance person.</li> </ul> <p>Interview with the Administrator on 04/21/16 at 9:10 am revealed:</p> <ul style="list-style-type: none"> <li>-The facility had been without a full-time maintenance person since October 2015.</li> <li>-She purchased light bulbs the evening of 04/20/16 and was in the process today of changing light bulbs in the facility.</li> <li>-She could not get the lights on one of the ceiling fans on Hall 1 to work, even after putting in light bulbs.</li> <li>-She was concerned the light bulbs were going out frequently and was going to contact the corporate maintenance person for assistance.</li> </ul>	D 105		