

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: FCL066014	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 04/26/2016
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NAME OF PROVIDER OR SUPPLIER CONFIDENCE BUILDERS	STREET ADDRESS, CITY, STATE, ZIP CODE 1516 TYLER ROAD RICH SQUARE, NC 27869
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C 000	Initial Comments The Adult Care Licensure Section and Northampton County Department of Social Services conducted an Annual and Follow-up Survey on 4/26/16.	C 000		
C 074	<p>10A NCAC 13G .0315(a)(1) Housekeeping and Furnishings</p> <p>10A NCAC 13G .0315 Housekeeping And Furnishings (a) Each family care home shall: (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 and interview, the facility failed to have a hole in a wall, floor in the main bathroom and floor covering kept clean and in good repair. The findings are:</p> <p>On 4/26/16 at 11:45am observation of the facility bathroom revealed: -The floor near the left side of the tub moved easily up and down to touch. -The floor gave in about 1/2 inch when stepped on. -The shower wall had dark black/brown dirt stains on it. -The space between the sink an the bathtub had particles of dirt and black/brown grime around the edges of the wall. -There were mice droppings on the floor near the baseboard on each side of the bathroom sink.</p> <p>-On 4/26/16 at 1:20pm interview with the administrator revealed: -The administrator was aware of the weakness in</p>	C 074		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

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C 074	<p>Continued From page 1</p> <p>the bathroom floor.</p> <ul style="list-style-type: none"> -The floor has been weak a long time. -The floor had been repaired before. -Administrator did not know how long ago the repair to the bathroom floor was done. -There was no receipt for the repair. -The administrator was aware there were mice in the home and she used mouse killer to get rid of the mice. -The Administrator had not contacted an exterminator. -She was aware of the black stains on the shower wall. -She has used chemicals to try to get them off but the "scum" would not come off. <p>On 4/26/16 at 12:00pm observation of bedroom #1 revealed:</p> <ul style="list-style-type: none"> -The carpet in the bedroom was stained with dirt and grayish/black grime. -The area in front of the bed on the right wall had a very large dark grayish stain on the floor in front of the bed. <p>Interview on 4/26/16 at 12:00pm with the Administrator revealed:</p> <ul style="list-style-type: none"> -The carpet just got stained the night before when a resident stepped on a banana. -She treated the area with vinegar. <p>-On 4/26/16 at 12:30pm observation of bedroom #2 revealed there was a hole in the wall just above the resident's bed.</p> <p>On 4/26/16 at 1:20pm interview with the Administrator revealed:</p> <ul style="list-style-type: none"> -She was aware of the hole in the wall. -The hole was fixed about a month back. -She did not know how the hole got back in the wall. 	C 074		

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NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE

CONFIDENCE BUILDERS

**1516 TYLER ROAD
RICH SQUARE, NC 27869**

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C 074	Continued From page 2 -Nothing had been done in an attempt to repair the hole.	C 074		
C 147	<p>10A NCAC 13G .0406(a)(7) Other Staff Qualifications</p> <p>10A NCAC 13G .0406 Other Staff Qualifications (a) Each staff person of a family care home shall: (7) have a criminal background check in accordance with G.S. 114-19.10 and G.S. 131D-40;</p> <p>This Rule is not met as evidenced by: Based on interview and record review, the facility failed to assure two of two facility staff (A and B) had a statewide criminal history background check. The findings are:</p> <p>1. Review of the personnel record for Staff A revealed: - Staff A was hired on about on 6/01/89 as a fill-in supervisor. - There was documentation of a county criminal history background check dated 6/01/89. - There was no documentation of the statewide criminal history background check having been completed.</p> <p>Staff A was not available for interview.</p> <p>Refer to interview on 4/26/16 at 5:00 p.m. with the Administrator.</p> <p>2. Review of the personnel record for Staff B revealed: - Staff B was hired on 5/12/09 as a fill-in supervisor. - There was documentation of county criminal</p>	C 147		

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C 147	<p>Continued From page 3</p> <p>history background checks dated 2009 and 3/29/13.</p> <ul style="list-style-type: none"> - There was no documentation of the statewide criminal history background check having been completed. <p>Staff B was not available for interview.</p> <p>Refer to interview on 4/26/16 at 5:00 p.m. with the Administrator.</p> <hr/> <p>Interview with the Administrator on 4/26/16 at 5 p.m. revealed: Both Staff A and B worked off and on to fill-in when the Administrator was out of the facility.</p> <ul style="list-style-type: none"> - They were responsible for resident care, cooking cleaning and supervision. - Both Staff A and B had gone to the county court house and obtained the county criminal history background checks. - The Administrator thought the two staff members had gotten a statewide criminal history background check. - The Administrator asked for guidance on where to get the statewide background checks completed. - She would assure all staff had the statewide check or the national check if required. 	C 147		
C 176	<p>10A NCAC 13G .0507 Training on Cardio-Pulmonary Resuscitation</p> <p>10A NCAC 13G .0507 Training on Cardio-Pulmonary Resuscitation Each family care home shall have at least one staff person on the premises at all times who has completed within the last 24 months a course on cardio-pulmonary resuscitation and choking</p>	C 176		

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C 176	<p>Continued From page 4</p> <p>management, including the Heimlich maneuver, provided by the American Heart Association, American Red Cross, National Safety Council, American Safety and Health Institute and Medic First Aid, or by a trainer with documented certification as a trainer on these procedures from one of these organizations. If the only staff person on site has been deemed physically incapable of performing these procedures by a licensed physician, that person is exempt from the training.</p> <p>This Rule is not met as evidenced by: Based on observation, interveiw and record review, the facility failed to assure one of three staff (C) had cardio-pulmonary resuscitation (CPR) and choking management, including the Heimlich maneuver on the day shifts the since the previous CPR course expired. The findings are:</p> <p>Review of the personnel file for Staff C revealed:</p> <ul style="list-style-type: none"> - Staff C is the owner and Administrator of the facility. - There was a CPR course documented on 10/15/15 and was current until 2017. <p>Interview with the Administrator, Staff C, on 4/26/16 at 5:40 p.m. revealed:</p> <ul style="list-style-type: none"> - The Administrator had been working days and evening and nights alone with the three residents in the facility for a long time. - The course she took was an online course for CPR without a return demonstration of the skills reviewed in the course. - She did not read the rule as requiring a return demonstration of skills. - The course taken had all of the necessary skills taught on line. - She was not aware of the need to enroll in a 	C 176		

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C 176	Continued From page 5 CPR course with a return demonstration to assure skills learned were correct. - She would seek out an instructor for another CPR and choking management course with a return demonstration of skills.	C 176		
C 256	<p>10A NCAC 13G .0904(a)(1) Nutrition and Food Service</p> <p>10A NCAC 13G .0904 Nutrition and Food Service (a) Food Procurement and Safety in Family Care Homes: (1) The kitchen, dining and food storage areas shall be clean, orderly and protected from contamination.</p> <p>This Rule is not met as evidenced by: Based on observation, interview, the facility failed to assure the kitchen and dining and food storage areas including the floors, cabinets, drawers and the outside of the freezer were clean, orderly and protected from contamination including roaches and mice. The findings are:</p> <p>Observation of the facility kitchen/dining area on 4/26/16 at 11:30 a.m. revealed:</p> <ul style="list-style-type: none"> - A small live roach ran across the floor at the doorway to the kitchen. - The fronts of the drawers and cabinets were all sticky to touch. - Two small utensil and silverware drawers to the left of the sink had drawer lining paper torn on the edges and covered with small pieces of dirt and food particles. - In one of the drawers to the right of the sink near the stove had roach droppings. - The under counter cabinets near the stove had pots and pans sitting on the dirty floor stained 	C 256		

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C 256	<p>Continued From page 6</p> <p>with blackish smears and dirt build up.</p> <ul style="list-style-type: none"> - One of the tops to a pot was sitting food side down on the dirty floor. - There were mouse and roach droppings on a shelf in the under the counter cabinets. <p>Continued observation of the kitchen on 4/26/16 at 11:30 a.m. revealed:</p> <ul style="list-style-type: none"> - The gasket around the freezer top was stained with a blackish color. - The left bottom near the floor of the freezer revealed an area of corrosion with a previously painted over area beginning to bubble up and peel away. - The front had a black dirty buildup near the top at a seam. - Brownish spill marks were observed to run down from near the top of the freezer to the bottom on the front and left side. - The freezer handle had a brownish discoloration to it. - The inside of the oven door was black/brown with splattered burned on food. - The oven floor had multiple burned food ashes and pieces. <p>Interview on 4/26/16 at 11:45 a.m. with the Administrator revealed:</p> <ul style="list-style-type: none"> - She tried to keep the kitchen cleaned as she goes through the day. - The cabinets and refrigerator and freezer were to be wiped down daily as needed. - She had not seen many roaches since she treats the areas with roach killer herself once in while when she sees them. - She did not know there were roach and mouse droppings in the cabinets under the counter. - She had seen big and little mice from time to time in the facility. - She puts down mouse killer for the mice. 	C 256		

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C 256	Continued From page 7 - She had not gotten and exterminator to come into the facility the roaches or mice.	C 256		