

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>FCL078074</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>07/28/2016</b>
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NAME OF PROVIDER OR SUPPLIER  <b>DIAL'S FAMILY CARE HOME</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>1685 CANAL ROAD PEMBROKE, NC 28372</b>
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C 000	Initial Comments  The Adult Care Licensure Section conducted an annual survey on 7/21/16 and 7/22/16 with an exit conference via telephone on 7/28/16.	C 000		
C 077	<p>10A NCAC 13G .0315(a)(4) Housekeeping and Furnishings</p> <p>10A NCAC 13G .0315 Housekeeping and Furnishings (a) Each family care home shall: (4) have a North Carolina Division of Environmental Health approved sanitation classification at all times; This Rule shall apply to new and existing homes.</p> <p>This Rule is not met as evidenced by: Based on interview and record review, the facility failed to have a current approved sanitation classification for the facility.</p> <p>The findings are:</p> <p>Review of the current Environmental Health inspection for the family care home dated 8/5/15 revealed: -The building was placed in "C Status." -There was documentation the building was closed due to remodeling. -There was no sanitation classification or details of inspection on the report.</p> <p>Telephone interview with the Environmental Health Inspector on 7/22/16 at 9:13am revealed: -The inspector was assigned to the family care home on 7/1/16. -The last inspection was done by the previous inspector who placed the building in "C status" which indicated the building was closed. -Inspections were done annually.</p>	C 077		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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C 077	Continued From page 1  -The facility should have called to have the building inspected once it was re-opened.  Interview with the Manager on 7/22/16 at 5:25pm revealed: -The facility had been closed for about 4-6 weeks in August 2015 for painting, cleaning and spraying. -The family care home was re-opened on 9/18/15 with 3 residents. -Calling to have the inspection done once the building was re-opened "slipped right by her."	C 077		
C 078	10A NCAC 13G .0315(a)(5) Housekeeping and Furnishings  10A NCAC 13G .0315 Housekeeping and Furnishings (a) Each family care home 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 homes.  This Rule is not met as evidenced by: Based on observations, interviews and record reviews, the facility failed to maintain an environment free of hazards as evidenced by the untreated presence of bed bugs in 2 of 6 resident rooms (Room #1 and #4) and a broken box spring and bed frame for 1 resident (#1).  The findings are:  1. Interview with a resident on 7/21/16 at 10:37am, 7/21/16 at 2:57pm and 7/22/16 at 1:20pm revealed:	C 078		

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C 078	<p>Continued From page 2</p> <ul style="list-style-type: none"> <li>-There were bed bugs in the pillow seen by the resident and shown to the Live-in Aide.</li> <li>-Thr Live-in Aide had took a picture of the resident's pillows, on her a cell phone, and showed the pictures to the Manager on 7/19/16 or 7/20/16.</li> <li>-The Live-in Aide reported to Resident #1 that there were bed bugs in her pillow and threw them away.</li> <li>-The Live-In Aide had thrown the resident's pillows away on 7/20/16.</li> <li>-The resident stated she had bug bites around her neck and chest.</li> <li>-The bed bugs had been in the facility a long time.</li> <li>-The residents had been moved out of the home last summer [2015] related to bed bugs.</li> <li>-The resident had told the Manager about the bed bugs approximately 6 months ago.</li> </ul> <p>Interview with 2 residents on 7/22/16 at 11:45am revealed:</p> <ul style="list-style-type: none"> <li>-Facility staff including Live-in Aides, Medication Aides and the Manager knew there were bed bugs in the facility.</li> <li>-The facility had been sprayed appoximately 5 times for bed bugs.</li> </ul> <p>Observation on 7/21/16 between 11:17am and 12:45pm revealed:</p> <ul style="list-style-type: none"> <li>-There were black spots resembling insect feces along the mattress seam in several places in resident room #1.</li> <li>-There were 2 live bed bugs in the mattress seam in resident room #1.</li> <li>-There was a dead bed bug on the bed frame in resident room #4.</li> <li>-The outlet in the bathroom between resident rooms #5 and #6 had an outlet with brown and black spots on the cover resembling insect feces</li> </ul>	C 078		

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C 078	<p>Continued From page 3</p> <p>and eggs.</p> <p>Telephone interview with a Live-in Aide on 7/25/16 at 11:15am revealed: -The Live-in Aide was cleaning and noticed bugs coming out of the pillow in resident room #4. -She reported it to the Manager who instructed her to throw the pillows away.</p> <p>Interview with a second Live-in Aide on 7/21/16 at 11:35am revealed she was not aware of any problems with bed bugs in the facility.</p> <p>Interview with the Medication Aide (MA) on 7/21/16 at 1:35pm revealed: -The MA was not aware of bed bugs being present in any of the resident rooms. -The exterminator had recently been to the facility to spray in general, not specifically for bed bugs. -The Live-in Aides would sometimes report any resident concerns to the MA and most times to the Manager.</p> <p>Interview with the exterminator's receptionist on 7/21/16 at 2:18pm revealed: -The facility received regular treatments for common pests like German cockroaches. -The last treatment was done on 6/22/16 and the next was scheduled for 7/27/16. -The last treatment for bed bugs at the facility was 3/22/16 and there were no future treatments scheduled.</p> <p>Confidential interview with a staff revealed Resident #1 had been complaining about not being able to sleep on her bed and about bed bugs for approximately 6 months.</p> <p>Interview with a resident on 7/22/16 at 3:20pm revealed:</p>	C 078		

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C 078	<p>Continued From page 4</p> <ul style="list-style-type: none"> <li>-The resident had difficulty sleeping in her bed overnight on 7/21/16 related to bites and itching from bed bugs.</li> <li>-The resident reported killing one that had crawled on her.</li> </ul> <p>Interview with the Administrator on 7/21/16 at 12:45pm and 2:48pm revealed:</p> <ul style="list-style-type: none"> <li>-She was not aware of any reports of bed bugs in the residents' rooms.</li> <li>-She did not think the Manager was aware of any bed bugs either.</li> <li>-The Administrator contacted the exterminator to treat the resident rooms.</li> <li>-The exterminator planned to treat the facility on 7/22/16 at 10:45am.</li> <li>-The Administrator would take care of the beds in resident room #1 and #4.</li> </ul> <p>Observations on 7/22/16 at 9:25am revealed the mattress and the box spring in resident rooms #1 and #4 had been removed.</p> <p>Observation on 7/22/16 at 4:18pm revealed:</p> <ul style="list-style-type: none"> <li>-Staff from a sister facility was spraying a resident mattress with bleach and wiping it off.</li> <li>-The staff examined all of the seams and cleaned those areas twice.</li> </ul> <p>Interview with the staff from a sister facility on 7/22/16 at 4:18pm revealed:</p> <ul style="list-style-type: none"> <li>-The staff was instructed to get a bed for 2 residents in the facility.</li> <li>-The staff did not know where to get a new mattress from and wanted to make sure the residents had a clean mattress to sleep on until a new mattress came.</li> <li>-The staff did not know when they would get new mattresses.</li> </ul>	C 078		

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C 078	<p>Continued From page 5</p> <p>Refer to interview with the Live-in Aide on 7/21/16 at 2:08pm.</p> <p>Refer to interview with the General Helper on 7/22/16 at 10:40am.</p> <p>Refer to interview with the Manager on 7/22/16 at 4:25pm.</p> <p>Refer to interview with the Administrator on 7/22/16 at 10:45am.</p> <p>2. Interview with Resident #1 on 7/21/16 at 10:37am revealed: -The resident's mattress sunk down and was uncomfortable to lay on. -There were wooden slats holding the box spring which were loose and caused the bed to fall to the floor. -The resident's bed usually fell to the floor when she was making the bed. -The bed had been like this for approximately 6 months. -Resident #1 had told staff about 6 months ago and was waiting for a new bed.</p> <p>Interview with the Live-in Aide on 7/21/16 at 11:35am revealed: -The Live-in Aide was aware that Resident #1's bed was uncomfortable. -She did not know the bed was falling down off the frame. -She did not know how long the bed had been a problem for Resident #1. -The Manager had been working on getting Resident #1 a hospital bed so Resident #1 would have a more supportive mattress.</p> <p>Interview with the Medication Aide (MA) on 7/21/16 at 1:35pm revealed:</p>	C 078		

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C 078	<p>Continued From page 6</p> <ul style="list-style-type: none"> <li>-The MA was not aware of any problem with Resident #1's bed.</li> <li>-The Live-in Aides would sometimes report resident concerns to the MA and most times to the Manager.</li> </ul> <p>Refer to interview with the Live-in Aide on 7/21/16 at 2:08pm.</p> <p>Refer to interview with the General Helper on 7/22/16 at 10:40am.</p> <p>Refer to interview with the Manager on 7/22/16 at 4:25pm.</p> <p>Refer to interview with the Administrator on 7/22/16 at 10:45am.</p> <p>_____</p> <p>Interview with the Live-in Aide on 7/21/16 at 2:08pm revealed the Live-in Aides were expected to report all concerns to the Manager.</p> <p>Interview with the General Helper on 7/22/16 at 10:40am revealed:</p> <ul style="list-style-type: none"> <li>-The General Helper was responsible for small repairs at the family care home.</li> <li>-He was available to staff every day.</li> <li>-Staff reported what needed to be done and the General Helper would "take care of it."</li> <li>-He became aware of the presence of bed bugs and Resident #1's bed on 7/21/16.</li> <li>-Residents beds would be replaced on 7/22/16 and the exterminator was scheduled for 7/22/16.</li> </ul> <p>Interview with the Manager on 7/22/16 at 4:25pm revealed:</p> <ul style="list-style-type: none"> <li>-She became aware of Resident #1's bed being broken on 7/21/16.</li> <li>-The facility had been working on getting a</li> </ul>	C 078		

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C 078	Continued From page 7  hospital bed for Resident #1 for "some time." -Staff had notified the Manager on 7/19/16 that there was blood on Resident #1's pillow case. -Staff had thrown out the pillow cases. -The Manager had asked the staff to check for more bugs and get back to her. -The Manager could not remember if staff had reported back or not. -Staff reported all needs and concerns for all the facilities to the Manager and she did her best to take care of everything.  Interview with the Administrator on 7/22/16 at 10:45am revealed staff were expected to notify the General Helper, the Manager or the Administrator of repairs and concerns so that it could be taken care of.	C 078		
C 097	10A NCAC 13G .0316 (b) Fire Safety And Disaster Plan  10A NCAC 13G .0316 Fire Safety And Disaster Plan  (b) The building shall be provided with smoke detectors as required by the North Carolina State Building Code and U.L. listed heat detectors connected to a dedicated sounding device located in the attic and basement. These detectors shall be interconnected and be provided with battery backup.  This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to maintain smoke detectors in safe working conditions as evidenced by an ignored chirping alert for battery replacement in the	C 097		

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C 097	<p>Continued From page 8</p> <p>facility's main hallway for from 1 week to several months.</p> <p>The findings are:</p> <p>Observation on 7/21/16 between 10:05am and 5:30pm revealed the smoke detector in the main hallway chirped at regular intervals.</p> <p>Interview with a resident on 7/21/16 at 10:37am revealed: -The smoke detector in the hallway had been chirping for 2-3 months day and night. -The staff heard it too.</p> <p>Interview with the Live-in Aide on 7/21/16 at 11:30am revealed: -The smoke detector had been beeping for about a week. -She had notified the General Helper and let the Manager know when she became aware of it approximately one week ago.</p> <p>Interview with the Medication Aide (MA) on 7/21/16 at 1:35pm revealed: -The MA was not aware of the smoke detector chirping. -The Live-in Aides would sometimes report concerns to the MA and most times to the Manager.</p> <p>Interview with the Live-in Aide on 7/21/16 at 2:08pm revealed the Live-in Aides were expected to report all concerns to the Manager.</p> <p>Interview with the General Helper on 7/22/16 at 10:40am revealed: -The General Helper was responsible for small repairs at the facility. -He was available to staff every day.</p>	C 097		

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C 097	<p>Continued From page 9</p> <p>-Staff reported what needed to be done to the Manager and the General Helper would "take care of it." -He was not aware of the "chirping" smoke detector.</p> <p>Interview with the Manager on 7/22/16 at 4:25pm revealed: -Staff had let the Manager know about the need for batteries in the smoke detectors. -The General Helper had been changing batteries in smoke detectors in the facilities last week. -She would make sure the batteries had been replaced. -Staff reported all needs and concerns for all the facilities to the Manager and she did her best to take care of everything.</p> <p>Interview with the Administrator on 7/22/16 at 10:45am revealed staff were expected to notify the General Helper, the Manager or the Administrator of repairs and concerns so that it could be taken care of.</p>	C 097		
C 246	<p>10A NCAC 13G .0902(b) Health Care</p> <p>10A NCAC 13G .0902 Health Care (b) The facility shall assure referral and follow-up to meet the routine and acute health care needs of residents.</p> <p>This Rule is not met as evidenced by: Based on interviews and record reviews, the facility failed to assure a referral with a mental health provider was scheduled as ordered by the physician for 1 of 3 sampled residents (#1) who received 6 psychotropic/antianxiety medications including Paliperidone, Duloxetine, Trazodone, Risperidone, Clonazepam and Quetiapine.</p>	C 246		

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C 246	<p>Continued From page 10</p> <p>The findings are:</p> <p>Review of Resident #1's FL-2 dated 3/17/16 revealed: -Diagnoses included Cardiomegaly, Diabetes Mellitus Type 2, Hypertension, Dyslipidemia, Obesity, Anxiety with Undifferentiated Psychosis and Lumbar Herniated Nucleus Pulposus with Right Radiculitis. -Medication orders included Invega (An antipsychotic used to treat schizophrenia), Cymbalta (An antidepressant used to treat depression and anxiety), Trazadone (An antidepressant used to treat depression and anxiety), Risperidone (An antipsychotic used to treat schizophrenia) and Seroquel (An antipsychotic used to treat schizophrenia).</p> <p>Review of hospital discharge instructions for Resident #1 dated 7/5/16 revealed: -Resident #1 was admitted on 7/2/16 after falling due to generalized weakness on 7/1/16. -Discharge medications on 7/5/16 did not renew orders for Seroquel and Risperidone.</p> <p>Interview with Resident #1 on 7/21/16 at 10:37am revealed: -The resident had fallen approximately 3 weeks ago [early July 2016.] -She had just lost her balance. -The resident was hospitalized for 5 days, but did not have any injury. -The hospital informed her she had been on too much medication and stopped "a lot" of her medications.</p> <p>Review of a physician's visit note for Resident #1 dated 3/21/16 revealed: -There was documentation for "request</p>	C 246		

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C 246	<p>Continued From page 11</p> <p>psychiatrist." -The note was signed by the Physician's Assistant.</p> <p>Review of a physician's order for Resident #1 dated 6/27/16 revealed: -An order to "Refer to [Name of Mental Health Clinic] Dx [diagnosis] Psych Evaluation. -The order was signed by the Physician's Assistant.</p> <p>Telephone interview with the medical office assistant at the mental health clinic on 7/21/16 at 9:40am revealed: -The clinic had never scheduled an appointment for Resident #1. -The usual process for the family care home was to have the paperwork completed and then schedule the appointment.</p> <p>Interview with Resident #1 on 7/22/16 at 1:20pm revealed: -The resident did not know anything about a mental health referral. -She was never asked to sign any papers. -She wished staff would bring a mental health doctor to the facility because she did not like to go out. -She did not like to go out because she was afraid of falling.</p> <p>Telephone interview with the Physician's Assistant (PA) on 7/25/16 at 1:22pm revealed: -He was not sure where the mental health/psychiatrist referral came from. -The referral may have been made by the hospital because Resident #1 had experienced some mental status changes a few weeks ago and was hospitalized. -The PA did not write the referral and did not see</p>	C 246		

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NAME OF PROVIDER OR SUPPLIER  <b>DIAL'S FAMILY CARE HOME</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>1685 CANAL ROAD PEMBROKE, NC 28372</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
C 246	<p>Continued From page 12</p> <p>a need for Resident #1 to have a mental health evaluation.</p> <p>Interview with the Medication Aide (MA) on 7/21/16 at 3:22pm revealed: -Resident #1 was not followed by a mental health provider. -The hospital and the Physician's Assistant had written her medication orders. -Resident #1 refused to go to the Mental Health Provider because it was a woman. -The MA would have to check to see if there was a note written for the date of the appointment.</p> <p>Interview with the Manager on 7/22/16 at 5:25pm revealed: -The Manager had made a referral for Resident #1 to see a mental health provider. -When Resident #1 found out it was a woman, she refused to go. -The Manager then tried to get a mental health provider to come to the facility to see all the residents but it "fell through." -Resident #1 was now scheduled with another mental health provider on 8/1/16 at 4pm. -Usually the family care home kept notes of the appointment and what happened. -The Manager could not see where an appointment had been scheduled for Resident #1 and there was no note. -The MAs and the Manager were responsible for scheduling referral and follow up appointments.</p>	C 246		
C 259	<p>10A NCAC 13G .0904(a)(4) Nutrition and Food Service</p> <p>10A NCAC 13G .0904 Nutrition and Food Service (a) Food Procurement and Safety in Family Care Homes:</p>	C 259		

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C 259	<p>Continued From page 13</p> <p>(4) There shall be at least a three-day supply of perishable food and a five-day supply of non-perishable food in the facility based on the menus, for both regular and therapeutic diets.</p> <p>This Rule is not met as evidenced by: TYPE B VIOLATION</p> <p>Based on observations, interviews and record reviews, the facility failed to maintain a 3 day perishable and 5 day non-perishable food supply within the facility for 6 of 6 residents.</p> <p>The findings are:</p> <p>Observation of the perishable food supply on 7/21/16 at 11:27am revealed:</p> <ul style="list-style-type: none"> <li>-There was a carton of eggs with 4 eggs remaining.</li> <li>-There was 1 gallon and 1 nearly empty gallon of orange juice.</li> <li>-There was 1 nearly empty gallon of whole milk.</li> <li>-There was 1 bag of squash labeled for sixteen 2/3 cup servings.</li> <li>-There was and 1/2 packages of frozen bacon.</li> <li>-There was an open box of frozen fish filets with 6 pieces remaining (serving size equals 2 each.)</li> <li>-There were 4 packages of frozen pork chops with 2 chops each.</li> <li>-There was 1 frozen half gallon container labeled as barbeque pork.</li> <li>-There was 1 frozen pork roast.</li> <li>-There was one 16 ounce bag of frozen greens.</li> </ul> <p>Observation of the non-perishable food supply on 7/21/16 at 11:30am revealed:</p> <ul style="list-style-type: none"> <li>-There were 2 loaves of bread.</li> <li>-There were six and one half, one pound packages of dry beans.</li> <li>-There was 1 unopened box of instant oatmeal</li> </ul>	C 259		

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C 259	<p>Continued From page 14</p> <p>(10 packets).</p> <ul style="list-style-type: none"> <li>-There was 1 box of cake mix.</li> <li>-There was one 16 ounce can each of peas, corn, greens, beets and blueberries.</li> <li>-There were three 16 ounce cans of salmon.</li> <li>-There was one package of muffin mix.</li> <li>-There was one 16 ounce box of pasta shells.</li> <li>-There was one 24 ounce box of shredded wheat cereal.</li> <li>-There was an opened box of saltine crackers with 2 remaining sleeves.</li> </ul> <p>Review of the resident diet list on 7/21/16 at 11:57am revealed:</p> <ul style="list-style-type: none"> <li>-There were 5 residents listed on the sheet.</li> <li>-One resident was on a regular diet.</li> <li>-Four residents were on a no concentrated sweets diet.</li> </ul> <p>Interview with the Live-in Aide on 7/21/16 at 11:57am revealed:</p> <ul style="list-style-type: none"> <li>-There were 6 total residents at the facility.</li> <li>-The 5th resident who was not listed on the diet list "was probably on a diabetic diet."</li> <li>-Five of the 6 residents were diabetics.</li> <li>-When they ran out of something, the Live-in Aide would call the General Helper and he would bring it [food].</li> </ul> <p>Review of the diet list, food supply and menu on 7/21/16 revealed:</p> <ul style="list-style-type: none"> <li>-There was not enough milk for a 3 day supply for 6 residents to be served two 8 ounce cups each day (288 ounces.)</li> <li>-There were not enough eggs for each resident to be served 1 egg every other day (12 eggs.)</li> <li>-There was not enough fruit for each resident to receive 1 medium whole fruit (18 medium fruits) or 1/2 cup canned/frozen/raw fruit (72 ounces canned/frozen/raw) each day in addition to a 6</li> </ul>	C 259		

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C 259	<p>Continued From page 15</p> <p>ounce cup of orange juice.</p> <p>Interview with the Live-in Aide on 7/21/16 at 11:30am revealed:</p> <ul style="list-style-type: none"> <li>-The Live-in Aide did not have access to the locked pantry in the facility kitchen.</li> <li>-Sometimes there was not enough food to prepare according to the menu or for snacks.</li> <li>-The Live-in Aide would substitute peanut butter, crackers and milk for snacks when she ran out.</li> <li>-Food was delivered to the facility on Mondays to last until Friday, and delivered on Fridays to last for the weekend.</li> </ul> <p>Review of the lunch menu on 7/21/16 for Thursday/Week Two to be served on 7/21/16 at lunch revealed:</p> <ul style="list-style-type: none"> <li>-3 ounces barbequed chicken.</li> <li>-1/2 cup lima beans.</li> <li>-1/2 cup squash casserole.</li> <li>-1 each dinner roll.</li> <li>-2 each sugar cookies (1 each for a no concentrated sweets diet.)</li> <li>-1 teaspoon margarine.</li> <li>-1 cup coffee/tea/water (unsweetened tea for a no concentrated sweets diet.)</li> <li>-There was a notation on the menu for no concentrated sweets diet to follow regular diet except no sugar and unsweetened fruit for dessert.</li> </ul> <p>Observation of the lunch meal on 7/21/16 from 12:14pm through 12:30pm revealed the residents were served:</p> <ul style="list-style-type: none"> <li>-Two small bland chicken breast tenderloins on each plate.</li> <li>-5-6 ¼ inch slices of yellow squash on each plate.</li> <li>-Approximately ¼ cup of lima beans on each plate.</li> <li>-1 slice of white bread on each plate.</li> </ul>	C 259		

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C 259	<p>Continued From page 16</p> <ul style="list-style-type: none"> <li>-2 vanilla wafers on each plate.</li> <li>-1 cup of red juice at each place setting.</li> <li>-1 cup of water at each place setting.</li> <li>-There was no milk served or offered with the lunch meal.</li> <li>-The portion sizes of the chicken, squash and lima beans together did not cover half of the normal sized dinner plate for each resident.</li> <li>-Five residents were served (1 resident was out of the facility.)</li> <li>-There was no food left for additional servings.</li> <li>-There was no substitute offered to residents.</li> </ul> <p>Observation of the food supply on 7/21/16 at 11:30am revealed there was no additional chicken available in the facility.</p> <p>Review of the dinner menu on 7/21/16 for Thursday/Week Two to be served on 7/21/16 at dinner revealed:</p> <ul style="list-style-type: none"> <li>-3 ounces of stewed beef.</li> <li>-1/2 cup of rice.</li> <li>-1/2 cup vegetable blend.</li> <li>-1 each dinner roll.</li> <li>-1/2 cup fruit mix (lite fruit mix for a no concentrated sweets diet.)</li> <li>-1 teaspoon of margarine.</li> <li>-1 cup of milk (skim milk for a no concentrated sweets diet.)</li> <li>-1 cup of coffee/tea/water (unsweetened tea for a no concentrated sweets diet.)</li> <li>-There was a notation on the menu for no concentrated sweets diet to follow regular diet except no sugar and unsweetened fruit for dessert.</li> </ul> <p>Observations of the dinner meal on 7/21/16 between 5:15pm and 5:30pm revealed the residents were served:</p> <ul style="list-style-type: none"> <li>-One small fish filet on each plate.</li> </ul>	C 259		

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C 259	<p>Continued From page 17</p> <ul style="list-style-type: none"> <li>-Approximately ¼ cup baked beans on each plate.</li> <li>-The fish and baked beans together did not cover 1/3 of the normal sized dinner plate for each resident.</li> <li>-One slice of bread on each plate.</li> <li>-A small bowl of iceberg lettuce at each place setting.</li> <li>-Approximately ¼ cup canned blueberries on a dish at each place setting.</li> <li>-A cup of tea at each place setting.</li> <li>-A cup of water at each place setting.</li> <li>-There was no milk served or offered with the dinner meal.</li> <li>-There were six residents served the dinner meal.</li> <li>-Two residents requested seconds on the fish, lettuce and blueberries.</li> <li>-The Live-in Aide replied there was no more fish or blueberries.</li> </ul> <p>Observation of the food supply on 7/21/16 at 11:30am revealed:</p> <ul style="list-style-type: none"> <li>-There was not enough milk to serve 6 residents one, 8 ounce cup of milk each.</li> <li>-There was not enough fish filets to meet the serving size of 2 filets (approximately 3 ounces) each for the 6 residents.</li> <li>-There were no additional vegetables such as cucumbers or tomatoes, to go with the iceberg lettuce for a salad.</li> <li>-There was no lite fruit to accommodate the 5 servings of no concentrated sweets diets.</li> <li>-There was no skim milk to accommodate the 5 servings of no concentrated sweets diets.</li> </ul> <p>Observation on 7/21/16 between 10:05am and 5:30pm revealed there was no snack served to residents.</p> <p>Interview with the Live-in Aide on 7/21/16 at</p>	C 259		

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C 259	<p>Continued From page 18</p> <p>5:15pm revealed:</p> <ul style="list-style-type: none"> <li>-The Live-in Aide prepared meals according to the menu and the food available in the facility.</li> <li>-There was not enough for seconds.</li> <li>-There was nothing available for substitutions.</li> <li>-There was nothing available for snack except crackers.</li> </ul> <p>Review of the breakfast menu on 7/22/16 for Friday/Week Two to be served on 7/21/16 for breakfast revealed:</p> <ul style="list-style-type: none"> <li>-6 ounces of orange juice.</li> <li>-1 each scrambled egg.</li> <li>-3/4 cup dry cereal.</li> <li>-1 each white/wheat toast.</li> <li>-1 ounce sausage.</li> <li>-1 teaspoon of margarine.</li> <li>-1 cup of milk (skim milk for a no concentrated sweets diet.)</li> <li>-1 cup of coffee/water (unsweetened tea for a no concentrated sweets diet.)</li> <li>-1 teaspoon jelly (diet jelly for a no concentrated sweets diet.)</li> <li>-There was a notation on the menu for no concentrated sweets diet to follow regular diet except no sugar and unsweetened fruit for dessert.</li> </ul> <p>Observation of the food supply on 7/22/16 at 10:40am revealed there was no eggs, no milk and no additional food since observations on 7/21/16.</p> <p>Observation of the food supply on 7/21/16 at 11:30am revealed:</p> <ul style="list-style-type: none"> <li>-There were not enough eggs (4 counted) to serve 6 residents 1 each for breakfast on 7/22/16 according to the menu.</li> <li>-There was not enough milk to serve 6 residents with one, 8 ounce cup each for breakfast on</li> </ul>	C 259		

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C 259	<p>Continued From page 19</p> <p>7/22/16 according to the menu.</p> <ul style="list-style-type: none"> <li>-There was no skim milk to accomadate the 5 no concentrated sweets diets.</li> <li>-There was no sausage to serve for the 6 residents on 7/22/16 according to the menu.</li> </ul> <p>Interview with 2 residents on 7/22/16 at 11:45am revealed residents were given scrambled eggs, grits and bacon with orange juice for breakfast on 7/22/16.</p> <p>Confidential interview with a resident revealed:</p> <ul style="list-style-type: none"> <li>-The resident felt they had lost approximately 50 pounds over the last year.</li> <li>-The resident had been overweight and the weight loss was mostly noticable around the face and neck.</li> <li>-The staff did not serve milk at all.</li> <li>-Residents never get snacks.</li> <li>-Staff told the resident if the resident wanted something [specific food item] they better go buy it themselves.</li> <li>-The resident had talked to the Manager and the Administrator but nothing had been done about the food supply.</li> </ul> <p>Interview with the Live-in Aide on 7/22/16 at 10:40am revealed:</p> <ul style="list-style-type: none"> <li>-Breakfast for 7/22/16 was "what was on the menu."</li> <li>-The food supply had not been delivered yet.</li> </ul> <p>Interview with the Medication Aide (MA) on 7/21/16 at 1:35pm revealed:</p> <ul style="list-style-type: none"> <li>-The MA did not have access to the locked pantry.</li> <li>-If the Live-in Aide ran out of food she was to call the General Helper.</li> <li>-The Live-n Aide was expected to prepare enough for seconds.</li> </ul>	C 259		

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C 259	<p>Continued From page 20</p> <p>-If residents did not like what was prepared, they were supposed to get a sandwich.</p> <p>Interview with the Live-in Aide on 7/21/16 at 2:08pm revealed the Live-in Aides were expected to report all resident concerns to the Manager.</p> <p>Telephone interview with a second Live-in Aide on 7/25/16 at 11:15am revealed:</p> <ul style="list-style-type: none"> <li>-Sometimes the residents had snacks and sometimes they did not.</li> <li>-Sometimes there was not enough food to last the 3-4 days between deliveries.</li> <li>-The Live-in Aide had talked to the Manager about not having enough food.</li> <li>-"We serve milk maybe once per day because we only get 1 gallon, maybe 2 gallons for the 4 days."</li> </ul> <p>Interview with the General Helper on 7/22/16 at 10:40am revealed:</p> <ul style="list-style-type: none"> <li>-Food supplies were delivered every Monday to last until Friday of the same week and every Friday to last the weekend each week.</li> <li>-The General Helper was responsible for delivering the food to the family care home.</li> <li>-The General Helper was available to staff every day.</li> <li>-If staff ran out of something, they just needed to call him.</li> </ul> <p>Interview with the Manager on 7/22/16 at 5:25pm revealed:</p> <ul style="list-style-type: none"> <li>-The Manager was responsible for making sure the facility had everything it needed.</li> <li>-A sheet was given to the General Helpers which told them how much food to put out [in the facility] every Monday and Friday for everything that was needed for meals and snacks.</li> <li>-The list was recently changed to add more food.</li> <li>-The Live-in Aides should have called the</li> </ul>	C 259		

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C 259	<p>Continued From page 21</p> <p>Manager if they did not have what they needed. -The Manager would make sure more food was put out.</p> <p>Interview with the Administrator on 7/22/16 at 10:45am revealed: -Food was purchased for the group of facilities every 2 weeks and additional supplies were purchased every Monday. -There had been a problem with staff stealing food and that was why it was kept locked.</p> <p>_____</p> <p>Review of the Plan of Protection dated 7/26/16 revealed: -The facility plans to ensure they will have a 3 day [perishable] and 5 day [non-perishable] food supply in the building. -The facility will provide more than 1 serving amount of food. -The Administrator and/or Supervisor in Charge will check daily to assure residents have adequate amounts of food supply. -Employees will be in serviced on how food should be served.</p> <p>THE CORRECTION DATE FOR THE TYPE B VIOLATION SHALL NOT EXCEED SEPTEMBER 10, 2016.</p>	C 259		
C 271	<p>10A NCAC 13G .0904(d)(1) Nutrition and Food Service</p> <p>10A NCAC 13G .0904 Nutrition And Food Service (d) Food Requirements in Family Care Homes: (1) Each resident shall be served a minimum of three nutritionally adequate, palatable meals a day at regular hours with at least 10 hours between the breakfast and evening meals.</p>	C 271		

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C 271	<p>Continued From page 22</p> <p>This Rule is not met as evidenced by: Based on observations, interviews and record reviews, the facility failed to provide 3 nutritionally adequate and palatable meals for 6 of 6 residents.</p> <p>The findings are:</p> <p>Interview with a resident on 7/21/16 at 10:14am revealed: -The resident did not like the food served at the family care home. -The resident ate food mostly brought from outside the facility by family members.</p> <p>Interview with a second resident on 7/21/16 at 10:35am revealed the food was lousy and residents were not given enough to eat.</p> <p>Interview with a third resident on 7/21/16 at 10:37am revealed: -Some of the food served was good and some was so bad the resident could not eat it. -The resident would eat instant noodles for meals that were not appealing. -The instant noodles were expensive for the resident because they were eaten on average for 1-2 meals every other day. -When the food was good, sometimes there was not enough. -The facility did not serve things the resident liked such as bananas and cereal. -Staff did not ask residents about food likes and dislikes.</p> <p>Interview with the Live-in Aide On 7/21/16 at 11:30am revealed the Live-in Aide was responsible for preparing and serving breakfast, lunch and dinner each day for the residents.</p>	C 271		

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>FCL078074</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>07/28/2016</b>
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NAME OF PROVIDER OR SUPPLIER  <b>DIAL'S FAMILY CARE HOME</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>1685 CANAL ROAD PEMBROKE, NC 28372</b>
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C 271	<p>Continued From page 23</p> <p>Observation of the lunch meal on 7/21/16 from 12:14pm through 12:30pm revealed 5 residents were served:</p> <ul style="list-style-type: none"> <li>-2 small bland chicken breast tenderloins.</li> <li>-5-6 ¼ inch slices of yellow squash.</li> <li>-Approximately ¼ cup of lima beans.</li> <li>-1 slice of white bread.</li> <li>-2 vanilla wafers.</li> <li>-1 cup of red juice.</li> <li>-1 cup of water.</li> </ul> <p>-The portion sizes of the chicken, squash and lima beans together did not cover half of the normal sized dinner plate.</p> <p>-There was no food left for additional servings.</p> <p>-Three of the 5 residents commented the food was not appealing and they did not want to eat it.</p> <p>-One resident did not eat, two residents ate 50% or less and 2 residents ate 90% or more of the lunch meal.</p> <p>-There was no substitute offered to residents.</p> <p>-Two residents commented they were going to eat instant noodles or cereal of their own.</p> <p>Interview with the Live-in Aide on 7/21/16 at 12:17pm revealed the residents not wanting to eat what was prepared, happened regularly.</p> <p>Interview with the Medication Aide (MA) on 7/21/16 at 1:35pm revealed:</p> <ul style="list-style-type: none"> <li>-The Live-in Aide was expected to prepare enough for seconds.</li> <li>-If residents did not like what was prepared, they were supposed to get a sandwich.</li> </ul> <p>Interview with the Live-in Aide on 7/21/16 at 2:08pm revealed:</p> <ul style="list-style-type: none"> <li>-The Live-in Aide could make residents a peanut butter and jelly, turkey or bologna sandwich for a substitute based on whatever was available in the</li> </ul>	C 271		

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C 271	<p>Continued From page 24</p> <p>kitchen.</p> <ul style="list-style-type: none"> <li>-Usually the Live-in Aide made a cup of soup for the residents if they [the resident] had one.</li> <li>-The Live-in Aides were expected to report all resident concerns to the Manager.</li> </ul> <p>Observations of food supply on 7/21/16 between 11:27am and 11:30am revealed there was no turkey, bologna or cup of soup.</p> <p>Observations of the dinner meal on 7/21/16 between 5:15pm and 5:30pm revealed 6 residents were served:</p> <ul style="list-style-type: none"> <li>-1 small fish fillet on each plate.</li> <li>-Approximately ¼ cup baked beans on each plate.</li> <li>-The fish and baked beans together did not cover 1/3 of the normal sized dinner plate for each resident.</li> <li>-1 slice of bread on each plate.</li> <li>-A small bowl of iceberg lettuce at each place setting.</li> <li>-There was "Thousand Island" salad dressing on the table.</li> <li>-Approximately ¼ cup canned blueberries on a dish at each place setting.</li> <li>-A cup of tea at each place setting.</li> <li>-A cup of water at each place setting.</li> <li>-Two residents requested seconds on the fish, lettuce and blueberries.</li> <li>-The Live-in Aide replied there was no more.</li> </ul> <p>Interview with the Manager on 7/22/16 at 5:25pm revealed:</p> <ul style="list-style-type: none"> <li>-The Live-in Aides were supposed to use measuring spoons to assure residents were given proper servings.</li> <li>-The Live-in Aides were expected to make enough food for seconds.</li> <li>-The Live-in Aide that was on duty on 7/21/16 was</li> </ul>	C 271		

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C 271	<p>Continued From page 25</p> <p>newly employed within the last 3 months and may need more training.</p> <p>-The residents were asked about food likes and dislikes on admission and that was different from a resident just not wanting eat a certain food on a particular day.</p> <p>-The Manager expected the Live-in Aides to give the resident a sandwich if they did not like the meal and they were hungry.</p> <p>Interview with the Administrator on 7/22/16 at 10:45am revealed:</p> <p>-Food was purchased for the group of facilities every 2 weeks and additional supplies were purchased every Monday.</p> <p>-There had been a problem with staff stealing food and that was why the pantry was kept locked.</p> <p>-The facility used to have measuring spoons for serving adequate amounts.</p> <p>-The Administrator did not know what happened to them.</p> <p>-Staff was expected to prepare enough food for residents to have seconds.</p> <p>-Peanut butter and jelly or bologna sandwich were supposed to be substituted if residents did not like the meal which was served.</p> <p>-It was almost every day that residents did not like the food that was prepared.</p> <p>-Staff had interviewed residents on food likes and dislikes, and the menu had been changed several times.</p>	C 271		
C 288	<p>10A NCAC 13G .0905(a) Activities Program</p> <p>10A NCAC 13G .0905 Activities Program (a) Each family care home shall develop a program of activities designed to promote the residents' active involvement with each other,</p>	C 288		

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C 288	<p>Continued From page 26</p> <p>their families, and the community.</p> <p>This Rule is not met as evidenced by: Based on observations, interviews and record reviews, the facility failed to assure an activity program for 6 of 6 residents which encouraged participation for socialization, mental stimulation, physical exercise and creativity.</p> <p>The findings are:</p> <p>Observation on 7/21/16 at 10:05am revealed there were no residents outside or in the common areas at the facility.</p> <p>Interview with the Live-In Aide on 7/21/16 at 10:05am revealed: -There were 6 residents living at the facility. -One resident was at a day program. -The other 5 residents were in their rooms. -"I just let them sleep in."</p> <p>Interview with a resident on 7/21/16 at 10:14am revealed the resident did nothing all day at the family care home because "there was nothing to do."</p> <p>Interview with a second resident on 7/21/16 at 10:25am revealed: -The resident spent the days "doing nothing." -There were no trips into the community. -The only time the resident left the facility was to visit a family member next door.</p> <p>Interview with a third resident on 7/21/16 at 10:37am revealed: -There was nothing to do except sit there. -There weren't any activities like coloring. -The only outings were to the doctor's office. -The resident stated, "Sometimes I cry and ask</p>	C 288		

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C 288	<p>Continued From page 27</p> <p>the Lord to take me because I don't have anything to do with my hands or occupy my mind." -The staff did not ask residents about activities they liked to do.</p> <p>Observation on 7/21/16 between 10:05am and 5:30pm revealed: -There was no activity calendar posted. -There were no activity supplies brought out for the residents. -No activity took place for the residents.</p> <p>Interview with the Live-in Aide on 7/21/16 at 2:08pm revealed: -The residents were "supposed" to have activities every day from 2pm until 4pm. -Most of the residents stayed in their rooms. -Supervisors did not "stress" workers about doing activities with the residents. -There was a resident with crayons in her room, another with colored pencils and a third with their own DVD player. -Some of the residents went to church on Sundays. -There was no activity director. -The Aide would go around and ask if the residents were interested in doing "something." -The Aide reported knowing most of the residents were not interested in "this or that," things like bingo and board games.</p> <p>Interview with the Manager on 7/22/16 at 5:25pm revealed: -There was supposed to be an activity calendar in the family care home. -There was supposed to be a list of which activity was done and which residents participated each day. -The Live-in Aide was responsible for making</p>	C 288		

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C 288	Continued From page 28  sure the calendar and the list was posted.	C 288		
C 912	<p>G.S. 131D-21(2) Declaration of Residents' Rights</p> <p>G.S. 131D-21 Declaration of Resident's 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, interviews and record reviews, the facility failed to ensure residents received care and services which were adequate, appropriate and in compliance with state laws and rules and regulations related to maintaining a 3 day perishable and 5 day non-perishable food supply.</p> <p>The findings are:</p> <p>Based on observations, interviews and record reviews, the facility failed to maintain a 3 day perishable and 5 day non-perishable food supply within the family care home for 6 of 6 residents. [Refer to Tag D259, 10A NCAC 13G 0904(a)(1). (Type B Violation)]</p>	C 912		