

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: FCL057007	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 09/12/2016
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NAME OF PROVIDER OR SUPPLIER HOT SPRINGS FAMILY CARE HOME #1	STREET ADDRESS, CITY, STATE, ZIP CODE 311 #1 NORTH SURPINTINE ROAD HOT SPRINGS, NC 28743
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{C 000}	Initial Comments The Adult Care Licensure Section and the Madison County Department of Social Services conducted a follow-up survey on September 7, 2016 with an exit conference via telephone on September 12, 2016.	{C 000}		
{C 074}	<p>10A NCAC 13G .0315(a)(1) Housekeeping and Furnishings</p> <p>10A NCAC 13G .0315 Housekeeping And Furnishings</p> <p>(a) Each family care home shall:</p> <p>(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, record review and interviews, the facility failed to keep clean or in good repair a living room window screen, a box fan in the living room, tile grout in 2 of 2 common resident bathrooms, blown light bulbs, commode safety armrests, missing floor tile and a shower curtain liner in 1 of 2 common resident bathrooms.</p> <p>The findings are:</p> <p>Review of the most current sanitation inspection report dated 6/1/16 revealed:</p> <ul style="list-style-type: none"> -An overall score of 82. -A 2 point deduction in the category of Beds, Linen and Furniture with the comment "...Dusty fans need to be cleaned..." -A 2 point deduction in the category of Floors with the comment "Edges of floors and corners of floors have build up and needs to be cleaned. Floors behind door in bathroom have build up and 	{C 074}		

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

Division of Health Service Regulation

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{C 074}	<p>Continued From page 1</p> <p>needs to be cleaned..."</p> <p>Observation on 9/7/16 at 8:20AM of Supervisor-in-Charge (SIC), Staff B revealed: -He was using a sponge and a scrub brush to clean the common resident bathroom on the left side of the hallway. -A strong cleaning chemical smell from that bathroom.</p> <p>Observation on 9/7/16 at 8:35AM of the outside front porch area revealed: -The left window screen in the living room window was completely popped out of its frame on one side, resulting in an approximately 2 inch space at the bottom corner of the screen and an approximately 1/2 inch space at the top corner. -The screen directly in front of an operating box fan, sitting on the window sill inside the facility, was covered with a thick coat of dust and debris.</p> <p>Observation on 9/7/16 at 8:38AM of the living room revealed: -The box fan in the living room window was on. -The grate covering the fan was covered in grime and cobwebs. -When the fan was turned off, the blade edges were noted as covered in black grime. -In the corner of the room a sticky fly strip was affixed to ceiling with a few insects stuck to it.</p> <p>Observation on 9/7/16 at 8:50AM of the common resident bathroom on the left side of the hallway revealed: -When the ceiling light fixture was turned on, one of the two light bulbs was blown. -Black/grey stained tile grout on the shower walls. -Built-up dirt and dust on and along the baseboards.</p>	{C 074}		

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{C 074}	<p>Continued From page 2</p> <p>Observation on 9/7/16 at 8:52AM of the common resident bathroom on the right side of the hallway revealed:</p> <ul style="list-style-type: none"> -When the ceiling light fixture was turned on, one of the two light bulbs was blown. -Shaking the loose right safety armrest handle of the commode resulted in the entire armrest coming out of the bracket holding it to the toilet bowl. -A missing 12 inch by 12 inch vinyl floor tile in front of the sink, exposing the wood subflooring. -Built-up dirt and dust on and along the baseboards and in the corners. -Built-up soap scum and a grey material on the lower portion of a clear shower curtain liner. -Black/grey stained tile grout on the shower walls, around the tub faucet and handles. -The underside of the seat of a shower chair was dirty, with dirt build-up on the legs. <p>Observation on 9/7/16 at 8:52AM of the hallway light fixture (located between the left and right common resident bathrooms) revealed 2 fluorescent light tubes, both not on when the other light fixtures in the hallway were on.</p> <p>Observation on 9/7/16 at 9:07AM of the dining room revealed in the corner of the room a sticky fly strip was affixed to ceiling with a few insects stuck to it.</p> <p>Confidential interviews with 4 of 5 residents revealed no complaints regarding cleanliness or with maintenance issues in the facility (one resident was not on the property during the investigation).</p> <p>Interview on 9/7/16 at 11:50AM with SIC, Staff A revealed:</p> <ul style="list-style-type: none"> -Staff were responsible for cleaning bathrooms, 	{C 074}		

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{C 074}	<p>Continued From page 3</p> <p>bedrooms, sweeping, mopping and dusting. -"Deep cleaning" was performed twice a month and involved moving furniture. -The Administrator/Owner replaced fluorescent light bulbs and although she had noted some flicker on and off the other day, she had not reported this. -No documentation is required when things need fixing or replacing, she just told the Administrator/Owner. -"Deep cleaning" bathrooms included the back corners behind the toilet, scrubbing the tub once a week and otherwise just wiping everything down with a bleach product. -She was unable to get the tile grout clean, but she had not reported this. -The missing floor tile occurred a month ago and the Administrator/Owner was aware. -Box fans were cleaned once a month. -She had cleaned the window sills in the living room window but the screen was broken, for which the Administrator/Owner was aware. -She had tried to clean shower curtain liners in the past. -She had shown the Administrator/Owner that the safety armrests on the toilet were loose.</p> <p>Telephone interview on 9/7/16 at 2:55PM with the Administrator/Owner revealed: -He performed "some of the maintenance" and did what was needed unless it involved plumbing. -The tile in the bathroom required his "attention." -He was around the facility most of the time.</p> <p>Telephone interview on 9/8/16 at 1:43PM with a family member of the Administrator/Owner revealed: -She was employed by the Administrator/Owner to provide oversight for the facility on his behalf. -SICs were expected to perform daily cleaning.</p>	{C 074}		

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{C 074}	Continued From page 4 -Cleaning tasks not performed every day like "spring cleaning" was the SIC's responsibility. -She was trying to watch for cleaning issues in the facility.	{C 074}		
{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, record review and interviews, the facility failed to clean in the kitchen the exhaust hood over the stove, the floor, and the cabinetry; failed to repair a torn screen in the kitchen screen door and failed to disposed of greasy liquid in a crockpot on the counter.</p> <p>The findings are:</p> <p>Review of the most current sanitation inspection report dated 6/1/16 revealed: -An overall score of 82. -A 4 point deduction in the category of Food Service Utensils and Equipment with the comment "Above the stove, there's grease build up and needs to be cleaned." -A 2 point deduction in the category of Floors with the comment "...There's an onion on the floor and other food particles in the pantry room and must be cleaned."</p> <p>Observation on 9/7/16 at 9:10AM of the kitchen</p>	{C 256}		

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{C 256}	<p>Continued From page 5</p> <p>and dry goods storage closet revealed:</p> <ul style="list-style-type: none"> -A thick coating of grease on the underside of the range hood. -Numerous dead insects stuck in a thick coating of grease on the light cover attached to the range hood. -Built-up dirt, grime and debris on the floor between the refrigerator and countertop, along the cabinetry and baseboards. -Built-up dirt, grime and debris on the cabinet doors and cabinet trim. -A broken drawer front to the right of the stove, held in place with a screw. -The inside door to the exterior was open, further revealing a ripped screen in the screen door window. -In the pantry on the floor were paper pest traps with a sticky coating, full of dead insects. -A brown stain on the floor in front of the canned goods shelving. -On the countertop was a crockpot that was not on, cool to the touch, covered with a clear glass lid and full of a brown liquid with floating solid greasy material. <p>Confidential interviews with three residents revealed no complaints regarding cleanliness or with maintenance issues in the facility.</p> <p>Interview on 9/7/16 at 11:50AM with the Supervisor-in-Charge (SIC) revealed:</p> <ul style="list-style-type: none"> -Daily kitchen cleaning included washing dishes and wiping down counters. -"Deep cleaning" involved cleaning under the stove and refrigerator and cleaning the pantry. -She had not thought about cleaning cabinets until regulatory agency staff brought it up. -She had used a product to clean the cabinets but it left them sticky. -She had never seen cockroaches in the kitchen 	{C 256}		

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{C 256}	<p>Continued From page 6</p> <p>but sometimes ants by the the sink.</p> <p>-She had prepared a roast in the crockpot the previous night and still had to put the oily liquid in cans to discard in the trash, as it could not be poured down the sink.</p> <p>-The screen in the screen door has been ripped since she had started working at the facility.</p> <p>Telephone interview on 9/7/16 at 2:55PM with the Administrator/Owner revealed:</p> <p>-He performed "some of the maintenance" and did what was needed unless it involved plumbing.</p> <p>-He was around the facility most of the time.</p> <p>Telephone interview on 9/8/16 at 1:43PM with a family member of the Administrator/Owner revealed:</p> <p>-She was employed by the Administrator/Owner to provide oversight for the facility on his behalf.</p> <p>-SICs were expected to perform daily cleaning.</p> <p>-Cleaning tasks not performed every day like "spring cleaning" was the SIC's responsibility.</p> <p>-She was trying to watch for cleaning issues in the facility.</p>	{C 256}		