

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL025023	(X2) MULTIPLE CONSTRUCTION A. BUILDING: 01 B. WING: _____	(X3) DATE SURVEY COMPLETED R 02/02/2016
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NAME OF PROVIDER OR SUPPLIER GOOD SHEPHERD HOME FOR THE AGED	STREET ADDRESS, CITY, STATE, ZIP CODE 603 WEST STREET NEW BERN, NC 28560
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{C 000}	Initial Comments Report of a Follow Up Survey by Billy S. Bryant and Greg Cates conducted on 02/02/2016. Items from the Biennial Survey on 07/22/2016 remain to be corrected.	{C 000}		
{C 133}	Bathrooms-Hand Grips SECTION .0300 - PHYSICAL PLANT 10A NCAC 13F .0305 PHYSICAL ENVIRONMENT (e) The requirements for bathrooms and toilet rooms are: (6) Hand grips shall be installed at all commodes, tubs and showers used by or accessible to residents. This Rule is not met as evidenced by: I. Based on observation the facility grab bars are not currently installed to function as intended when required for use by the occupants. Finding on 02/02/2016: a. North Hall Unisex Bath - The grab bar for the tub is loose and unstable.	{C 133}		
{C 152}	Entrances-Steps, Porches with Handrails SECTION .0300 - PHYSICAL PLANT 10A NCAC 13F .0305 PHYSICAL ENVIRONMENT (h) The requirements for outside entrances and exits are: (2) All steps, porches, stoops and ramps shall be provided with handrails and guardrails; This Rule is not met as evidenced by: 1. Based on observation the facility guard rails	{C 152}	<i>The facility will assure that grab bars are installed securely to prevent any accidents. Maintenance will follow up monthly of building inspecting</i>	<i>3/15/16</i>

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

Dianna Juarez-Benton

TITLE

Administrator

(X6) DATE

6/7/16

Division of Health Service Regulation

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{C 152}	<p>Continued From page 1</p> <p>are not currently installed to function as intended when required for support by the occupants. Guardrails are intended as a safety measure and to assist occupants in navigating steps.</p> <p>Findings on 02/02/2016:</p> <p>a. Kitchen Exit - The ends of the guardrails at the exit door stoop have been cut so they are unsupported and about 12" short of being attached to the building wall at the door.</p> <p>b. Johnny Sampson Hall - At the exit door from the corridor the concrete at the stoop's guard rail post has broken away and the guardrail is unsupported and unstable. The ends of the guardrail have now become completely detached from the building wall.</p> <p>New Finding on 02/02/2016:</p> <p>a. Corridor Exit Door Adjacent to Room #24 - The ends of the guardrail have now become completely detached from the building wall. The guard rail</p>	{C 152}	<p>The facility will assure that all guardrails properly installed to function as required for support by the occupants. All are in place properly.</p>	3/15/16
{C 160}	<p>Outside Premises-Clean, Safe</p> <p>SECTION .0300 - PHYSICAL PLANT 10A NCAC 13F .0305 PHYSICAL ENVIRONMENT</p> <p>(m) The requirements for outside premises are: (1) The outside grounds of new and existing facilities shall be maintained in a clean and safe condition;</p> <p>This Rule is not met as evidenced by: 1. Based on observation there is an area at the exterior of the building across from the dining room that is a safety concern for occupants of the</p>	{C 160}		

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{C 160}	Continued From page 2 facility who may be outside. Finding from 02/02/2016: a. Exterior - Temporary vinyl net type fencing has been placed around the pit.	{C 160}	<i>The facility will assure that all pit net type fencing that All outside areas exterior of the building will be a safe surrounding for the occupants when they may be outside.</i>	<i>3/15/16</i>
{C 164}	Housekeeping and Furnishings-Clean, Repaired SECTION .0300 - PHYSICAL PLANT 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; (2) have no chronic unpleasant odors; (3) have furniture clean and in good repair; (e) This Rule shall apply to new and existing facilities. This Rule is not met as evidenced by: 1. Based on observation there is a pattern of the floors not being kept in good repair as evidenced by but not limited to the specific examples listed in the findings. Damaged floors may be difficult to maintain in a clean manner and do not contribute to a desirable living environment. Findings from 02/02/2016: a. Johnny Sampson Hall Room #5 - The VCT floor tile is cracked and damaged. b. Restroom - The VCT around the floor drain is cracked and damaged. c. Restroom on the Right at the Living Room - A portion of the floor has collapsed. Note: Could not access the room during the follow-up survey. d. Living Room - A section of the floor base has	{C 164}	<i>free from any falls or injury- Maintain by Maintenance staff monthly</i> <i>The facility will assure that the floors are in good repairs free from cracks and damages. All tiles are glued securely in place to prevent hazard falls. The facility will replace boards that are rotten and split with safe secure strong boards.</i>	<i>3/15/16</i>

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{C 164}	<p>Continued From page 3 detached from the wall</p> <p>New Findings on 02/02/2016: a. Rooms #23 and #27 - Tiles are loose and coming unglued from the wood floor underlayment and the underlayment show signs of mold growth due to moisture.</p> <p>b. Dining Room Main Electrical Panel Room - As seen from the basement steps the wood floor of the main panel electrical floor is rotting.</p> <p>2. Based on observation there is a pattern of interior walls and ceilings not in good repair as evidenced but not limited to the specific examples listed in the findings. Damaged walls and ceilings may be difficult to maintain in a clean manner and do not contribute to a desirable living environment.</p> <p>Finding on 02/02/2016: a. North Hall - Room #32 - The walls finish is deteriorating due to moisture damage.</p> <p>b. North Hall - Restroom - The wall beside the water closet has moisture damage.</p> <p>New Findings on 02/02/2016: a. Dining Room - Main Electrical Panel Room - The previously rotted wood walls have been covered with dry wall and there is mold forming on the drywall.</p> <p>b. The plaster finished walls of the stairwell to the basement have severe moisture damage. The plaster finish is failing and is moldy.</p> <p>3. Based on observation there is a pattern of furnishing that are not in good repair as evidenced but not limited to the specific examples</p>	(C 164)	<p>The facility shall be free from any signs of mold growth due to moisture by properly having all tile safely and properly secured and glued in place -</p> <p>The facility will assure all damaged walls and ceilings are clean and well managed for upkeeping the good environment for the resident.</p> <p>The facility will assure wall finish is free from any deterioration.</p> <p>The closets will be free from any moisture damage</p> <p>The walls shall be free from mold such as a parent on electric panel to prevent damage - Maintenance in charge</p> <p>The walls shall be re finished and properly maintain there after - Maintenance in charge</p>	<p>3/15/16</p> <p>3/15/16</p> <p>3/15/16</p> <p>3/15/16</p> <p>3/15/16</p>
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(C 164)	<p>Continued From page 4</p> <p>listed in the findings. Damaged furniture, furnishings and fixtures or lack of required furnishings do not contribute to a desirable living environment.</p> <p>Findings from 02/02/2016: d Room #27 - The wall mirror is missing.</p> <p>e. Nurses' Station - The counter top laminate finish is damaged.</p> <p>New Findings on 02/02/2016: a. There are damaged and unusable dressers, night stands, mattresses, etc stored in rooms on the North Hall.</p> <p>b. Resident rooms and public rooms used by the residents have damaged furniture or are missing some furniture.</p> <p>4. Based on observations the exterior of the facility shows a pattern maintenance issues for the exterior walls as evidenced but not limited to the specific items listed in the findings.</p> <p>Findings from 02/02/2016: a. Building Exterior - The wood soffits and fascia boards have peeling paint, and are damaged from rot at various locations around the perimeter of the building. Note: The damaged wood is being left in place and covered with metal trim.</p> <p>b. Building Exterior - The exterior door trim and frames are damaged from rot.</p> <p>e. Building Exterior - Some plywood coverings for crawl space access are not secured and could allow vermin to enter the facility.</p> <p>Finding on 02/02/2016:</p>	(C 164)	<p><i>The facility will assure that any damaged furniture will be replaced to assure that the the environment will be maintain as a desirable living place for the occupants- Weekly routines done by management to be done and reported to management-</i></p> <p><i>The facility will assure that all rooms that have wall mirror will in fact have them in place.</i></p> <p><i>The facility will assure counter tops are complet</i></p> <p><i>The facility will assure that all exterior walls are in fact and free from rotting- Crawl space are secured and free from vermin being able to enter facility.</i></p>	<p>3/15/16</p> <p>3/15/16</p>
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{C 164} Continued From page 5

a. The gutter outside of the kitchen area is damaged.

New Finding on 02/02/2016:

a. The concrete ramp from the living room exit door has dropped away from the concrete stoop and presents a tripping hazard.

5. Based on observation at the area near the old generators, the resistance of the exterior wall to moisture and water penetration is compromised. This may be effecting the facility by promoting the deterioration of the plaster covering on the basement stair walls and the main electrical room floor and walls.

New Finding 02/02/2016:

a. Exterior - There are holes in the exterior masonry wall where the wall is penetrated by conduits.

{C 164}

The facility will assure that all gutter areas are not damaged and are cleaned and has a clear flow. 3/15/16

The facility will assure that the exit door ramps are safe during exit from any fall and the stoops are seals in tacted. 3/15/16

The facility will assure all walls are free from any exterior that would promote damage to walls - also free from any holes. 3/15/16

{C 166} Housekeeping-Maintained Free of Hazards

SECTION .0300 - PHYSICAL PLANT
10A NCAC 13F .0306 HOUSEKEEPING AND FURNISHINGS

(a) Adult care homes shall:

(5) be maintained in an uncluttered, clean and orderly manner, free of all obstructions and hazards;

(e) This Rule shall apply to new and existing facilities.

This Rule is not met as evidenced by:

1. Based on observation the facility is not free of hazards. Obstructions to paths of egress could effect all occupants when evacuating from the facility in the event of an emergency.

{C 166}

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(C 166)	<p>Continued From page 6</p> <p>Findings on 02/02/2016:</p> <p>a. Overgrown vegetation is intruding into the exterior path of egress at the sidewalk/ramp from the exit to the front of the building.</p> <p>b. Front Exit Johnny Sampson Hall Corridor - The edge of the plant bed and plantings encroaches on the required clear width for the path of egress of the landing area at the bottom of the steps leading from the stoop at the exit door.</p> <p>2. Based on observation the facility is not free of hazards. Doors that cannot be completely closed and latched could effect all occupants by failing to help contain smoke and fire to the area of origin.</p> <p>a. Office - The Dutch door door has a dead bolt and does not automatically latch when closed.</p> <p>b. Office - The top half of the Dutch door does not have automatically latching lock set. There is a barrel bolt on the top half of the Dutch door that if in the down position could prevent the door from being closed.</p> <p>c. Office - When both halves of the Dutch door are closed there is a gap between the upper and lower doors so that the door cannot resist the passage of smoke.</p> <p>3. Based on observation the facility is not free of hazards. Locks or doors that do not open from the inside could allow an occupant to be locked inside the space.</p> <p>Finding from 02/02/2016:</p> <p>a. Room #20 - When the room's bathroom door is completely closed and latched it will not open from the inside.</p>	(C 166)	<p>The facility will assure that the grounds are kept cut and trimmed and free from overgrown vegetation. 3/15/16</p> <p>The facility has assured that there is a clear pathway to the exit door and steps - will be kept up of 2 wks. by maintenance 3/15/16</p> <p>The facility to make sure all doors have automatic latches when closing - Also Dutch doors will have lock sets that will latch automatically. 3/15/16</p> <p>The facility will assure that office doors will be able to resist the passage of smoke - and assure that locks and doors are free to open to open from the inside preventing resident from locking themselves inside room - 3/15/16</p>	

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{C 166}	<p>Continued From page 7</p> <p>New Finding on 02/02/2015: a. Restroom Adjacent to Room #2 - The door will not completely close and latch.</p> <p>4. Based on observation at the area near the old generators, the resistance of the exterior wall to moisture and water penetration is compromised. This may be effecting the facility by promoting the deterioration of the plaster finish and mold on the basement stair walls and the deterioration and mold on the main electrical room floor and walls.</p> <p>New Finding on 02/02/2016: a. Exterior - There are holes in the exterior masonry wall where the wall is penetrated by conduits.</p> <p>5. Based on observation the facility is not free of hazards. Electrical devices that are not maintained to prevent residents from coming into contact with energized electrical components are a hazard to occupants of the facility.</p> <p>New Finding on 02/02/2016: a. Room #30 - There are open light sockets in the light fixture.</p>	{C 166}	<p><i>The facility will assure all doors will close and latch properly.</i></p> <p><i>The facility will cover holes that are present to exterior masonry walls therefore making it free from Hazard.</i></p>	<p><i>3/15/16</i></p> <p><i>3/15/16</i></p>
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{C 170}	<p>Housekeeping-Curtains, Blinds, Res. Privacy</p> <p>SECTION .0300 - PHYSICAL PLANT 10A NCAC 13F .0306 HOUSEKEEPING AND FURNISHINGS</p> <p>(a) Adult care homes shall: (9) have curtains, draperies or blinds at windows in resident use areas to provide for resident privacy. (e) This Rule shall apply to new and existing facilities.</p>	{C 170}		
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{C 170}	Continued From page 8 This Rule is not met as evidenced by: 1. Based on observation there is a pattern of the facility is not providing blinds, curtains or draperies in resident rooms as evidenced by but not limited to the specific examples listed in the findings. Findings on 02/02/2015: a. There are at a minimum 6 rooms with damaged blinds or without proper curtains for privacy.	{C 170}		
{C 189}	Building Equipment Maintained Safe, Operating SECTION .0300 - PHYSICAL PLANT 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. (k) This Rule shall apply to new and existing facilities with the exception of Paragraph (e) which shall not apply to existing facilities. This Rule is not met as evidenced by: 1. Based on observation fire safety systems have not been maintained. Fire resistant rated construction that is not maintained could effect all occupants of the facility by failing to prevent the spread of fire and smoke from the area of origin. New Finding on 02/02/2016: a. Dining Room - Main Electrical Closet - There are gaps in the dry wall ceiling where it is penetrated by the conduits from the electrical panels.	{C 189}	<i>The facility will assure that all blinds are in order and windows are properly covered for privacy for each occupant -</i>	<i>3/15/16</i>
			<i>The facility will assure the fire resistant rated construction will be maintained for the safety of the occupants in the facility - Assuring that all gaps are covered.</i>	<i>3/15/16</i>

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{C 189}	<p>Continued From page 9</p> <p>2. Based on observations the electrical equipment has not been maintained in an operating condition. Electrical equipment that does not function properly could be a safety issue for the occupants of the facility.</p> <p>Findings on 02/02/2016:</p> <p>a. North Hall - Unisex Bathroom next to Storage Closet - The light fixture did not work.</p> <p>b. HVAC Closet - The soda vending machine outside of the closet is blocking access to the electrical panel mounted in the wall.</p> <p>c. Room #1 - The ceiling light fixture is damaged.</p> <p>d. Restroom Adjacent to Room #2 - The GFCI electrical outlet did not trip when tested.</p> <p>e. Bathroom Adjacent to Room #3 - The GFCI electrical outlet did not trip when tested.</p> <p>f. Men's Restroom Adjacent to Living Room - The GFCI did not trip when tested.</p> <p>3. Based on observations there of HVAC equipment that has not been maintained in an operating condition. There is a pattern of HVAC units missing controls knobs, controls that do not function and damaged covers as evidence by but not limited to the specific examples listed in the findings. HVAC equipment that does not function could effect occupants of rooms by not providing conditioned air as required for resident comfort.</p> <p>Findings on 02/02/2016:</p> <p>a. Room #31 - The HVAC Unit is damaged</p> <p>b. Room #30 and other rooms - The controls knobs for the thru-wall HVAC unit are missing and</p>	{C 189}	<p><i>The facility will assure that all light fixtures work in the facility - 3/15/16</i></p> <p><i>The facility will move the soda machine or any objects blocking any electrical panels - 3/15/16</i></p> <p><i>The facility will assure that light fixtures are replaced. 3/15/16</i></p> <p><i>The facility will make sure that all GFCI electrical outlets are working properly. 3/15/16</i></p> <p><i>The facility will replace any and all damaged HVAC and replace missing ones to assure each unit has one to use properly. 4/15/16</i></p>	

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{C 189}	Continued From page 10 the cover is detached from the room side of the unit. c. Living Room - The thru-wall HVAC unit is not working, the plug is cut from the cord. 4. Based on observations the plumbing system not been maintained. Some fixtures require repair and plumbing that is leaking could contribute to the mold growth and water damage found in the facility. New Findings on 02/02/2016: a. Basement Water Heater Room - There is a new active leak in the water piping that has caused water to accumulate on the basement floor. b. The Basement sump pumps are not operating.	{C 189}	<i>The facility will assume that thru wall HVAC unit are working properly. 3/15/16</i>	3/15/16
{C 199}	Exhaust Ventilation SECTION .0300 - PHYSICAL PLANT 10A NCAC 13F .0311 OTHER REQUIREMENTS (g) The spaces listed in this Paragraph shall be provided with exhaust ventilation at the rate of two cubic feet per minute per square foot. This requirement does not apply to facilities licensed before April 1, 1984, with natural ventilation in these specified spaces: (1) soiled linen storage; (2) soil utility room; (3) bathrooms and toilet rooms, (4) housekeeping closets; and (5) laundry area. (k) This Rule shall apply to new and existing facilities with the exception of Paragraph (e) which shall not apply to existing facilities.	{C 199}	<i>The facility will assume that there are no leaks in any of the pipes that follows throughout the building. The facility will fix or replace the pump in order to assume that it operates properly. 3/15/16</i>	3/15/16

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL025023	(X2) MULTIPLE CONSTRUCTION A. BUILDING: 01 B. WING: _____	(X3) DATE SURVEY COMPLETED R 02/02/2016
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NAME OF PROVIDER OR SUPPLIER GOOD SHEPHERD HOME FOR THE AGED	STREET ADDRESS, CITY, STATE, ZIP CODE 603 WEST STREET NEW BERN, NC 28560
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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
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(C 199)	<p>Continued From page 11</p> <p>This Rule is not met as evidenced by:</p> <p>1. Based on observation the facility is not providing exhaust ventilation as required. Exhaust fans that do not operate could effect occupants of the facility by not exhausting odors and fumes.</p> <p>Findings from 02/02/2016:</p> <p>a. North Hall Tub Room - The exhaust fan is not working. ✓</p> <p>b. Johnny Sampson Hall, Restrooms Adjacent to Room #2 - The exhaust fans do not work. ✓</p> <p>c. Kitchen Supply Room - There are chemicals stored in the room without an exhaust fan installed. ✓</p> <p>d. South Hall, Women's Restroom - The exhaust fans is not working. ✓</p>	{C 199}	<p><i>The facility will assure 3/15/16 that all fan (exhaust) are in proper working order and properly installed in the needed areas.</i></p>	
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