

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>FCL009022</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>03/05/2020</b>
NAME OF PROVIDER OR SUPPLIER  <b>COMFORT LIVING FAMILY CARE HOME</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>7264 NC HWY 211 W</b> <b>BLADENBORO, NC 28320</b>		
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C 000	Initial Comments  The Adult Care Licensure Section conducted an annual and follow-up survey on March 05, 2020.	C 000		
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: TYPE B VIOLATION  Based on observations and interviews, the facility failed to ensure the facility was maintained in a clean and orderly manner, and free of hazards as evidenced by a dirty resident bathroom, loose glass in an exterior glass door, and no light in the hallway with a large cracked mirror and picture propped on the floor against the hallway wall.  The findings are:  1. Observation of the side entrance hallway on 03/05/20 at 8:50am revealed: -The side door entered the hallway. -There were two resident rooms on the right side of the hallway and one resident room on the left side of the hallway. -There was a light switch on the left wall. -There was a light that was not on in the hallway ceiling.	C 078		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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C 078	<p>Continued From page 1</p> <ul style="list-style-type: none"> <li>-The light would not come on when the switch was moved up or down.</li> <li>-There was a cracked mirror approximately three foot (ft) by two ft propped on the floor against the right wall of the hallway.</li> <li>-There was a picture approximately four ft by three ft propped on the floor against the right of the hallway behind the mirror.</li> <li>-There was a standard walker folded and propped against the hallway wall by the mirror and picture.</li> </ul> <p>Observation of the side entrance hallway on 03/05/20 at 8:51am revealed a resident was entering the hallway from the outside door.</p> <p>Intermittent observations on 03/05/20 from 09:00am to 1:10pm revealed two residents ambulated in the hallway with no light where the cracked mirror and picture laid against the wall.</p> <p>Interview with a resident on 03/05/20 at 3:27pm revealed:</p> <ul style="list-style-type: none"> <li>-He could not recall how long the light had been out in the hallway.</li> <li>-He bumped into the door trying to go to the bathroom.</li> <li>-He did not pay any attention to the picture and mirror leaned against the wall in the hallway</li> </ul> <p>Interview with a second resident on 03/05/20 at 3:45pm revealed:</p> <ul style="list-style-type: none"> <li>-The light bulb in the hallway had been out for one week.</li> <li>-One week ago, she walked into the mirror and picture propped against the hallway wall because the light would not turn on.</li> <li>-She did not get hurt when she walked into the mirror and picture.</li> <li>-The hallway was very dark at night because the light bulb was out.</li> </ul>	C 078		

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C 078	<p>Continued From page 2</p> <ul style="list-style-type: none"> <li>-She would have to walk very carefully at night in the hallway because she could not see and did not want to fall.</li> <li>-She had told the Administrator the hallway light was out a few days ago.</li> <li>-The Administrator had to get light bulbs.</li> </ul> <p>Interview with the Administrator on 03/05/20 at 3:50pm revealed he had just replaced the light bulb in the hallway.</p> <p>2. Observation of the residents' shared bathroom on 03/05/20 at 8:56am revealed:</p> <ul style="list-style-type: none"> <li>-There was a white plastic shower curtain hanging inside the tub with an approximate 6-inch brown grimy coating at the bottom.</li> <li>-There was a navy-blue shower curtain in front of the plastic shower curtain hanging inside the tub with an approximate 6-inch brown grimy coating at the bottom.</li> <li>-There were brown in the bottom of the tub.</li> <li>-There was brown and black substance around the tub where the tub and the wall connect.</li> <li>-There were brownish discolored spots on the wall of the tub.</li> <li>-There were large brownish discolored areas on the wall beside the tub and around the faucets of the tub.</li> <li>-There was a brownish substance along the baseboard on the left hand side of the toilet and along the base board at the back of the toilet.</li> </ul> <p>Interview with the Administrator on 03/05/20 at 10:04am revealed:</p> <ul style="list-style-type: none"> <li>-He was responsible for cleaning daily.</li> <li>-He cleaned the bathroom daily.</li> <li>-The last time he cleaned the bathroom was 03/04/20.</li> <li>-When he cleaned the bathroom, he scrubbed the toilet, sink and tub with a cleaning chemical.</li> </ul>	C 078		

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C 078	<p>Continued From page 3</p> <ul style="list-style-type: none"> <li>-The shower curtain was new and had been placed in the bathroom two weeks ago.</li> <li>-The shower curtain had not been washed since placing it in the bathroom.</li> <li>-He noticed that the shower curtains were dirty yesterday (03/04/20).</li> <li>-He did not have a reason for not taking the shower curtains down and washing them.</li> <li>-Cleaning was his responsibility.</li> </ul> <p>Interview with a resident on 03/05/20 at 3:00pm revealed:</p> <ul style="list-style-type: none"> <li>-The shower curtain had been soiled for about one day.</li> <li>-The soiled shower curtain did not bother him.</li> <li>-He had not noticed any other soilage in the bathroom.</li> </ul> <p>Interview with a second resident on 03/05/20 at 3:20pm revealed:</p> <ul style="list-style-type: none"> <li>-The Administrator cleaned the bathroom.</li> <li>-The shower curtain was replaced every 3 - 4 months.</li> <li>-She tried to clean the shower curtain and tub (no date provided).</li> <li>-It bothered her "a little" that it was dirty.</li> </ul> <p>Interview with a third resident on 03/05/20 at 3:27pm revealed the dirty shower curtain bothered him when taking a shower because it made him feel unclean to have to touch it.</p> <p>Interview with a fourth resident on 03/05/20 at 3:30pm revealed the dirty shower curtain sometimes made him feel dirty when in the shower.</p> <p>3. Observation on 03/05/20 at 9:04am revealed a resident entered the office through a glass paneled storm door, walked through the office,</p>	C 078		

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C 078	<p>Continued From page 4</p> <p>through the kitchen, and to the living room.</p> <p>Observation of a side entrance to the facility on 03/05/20 at 9:30am revealed:</p> <ul style="list-style-type: none"> <li>-The entrance lead to the facility office.</li> <li>-There was a full glass panel exterior storm door.</li> <li>-The glass panel in the exterior storm door was loose and separated from the metal frame on the top left and down the left side.</li> <li>-The storm door would open half way and jar in place.</li> <li>-When the storm door jarred the glass, panel moved freely back and forth approximately one-fourth inch.</li> </ul> <p>Interview with the Administrator on 03/05/20 at 10:04am revealed:</p> <ul style="list-style-type: none"> <li>-The glass door panel was loose because a screw had come out of the top latch that secured the glass panel.</li> <li>-The screw on the glass door needed to be replaced.</li> <li>-The glass panel had been loose maybe a week.</li> <li>-The door also lead to the resident smoking area.</li> <li>-He was responsible for the facility's maintenance.</li> </ul> <p>Interview with a resident on 03/05/20 at 3:27pm revealed he could not recall how long the glass had been loose in the door.</p> <p>Interview with a second resident on 03/05/20 at 3:45pm revealed:</p> <ul style="list-style-type: none"> <li>-She would go in and out the office glass panel storm door three to four times daily.</li> <li>-The glass in the door would shake when opening the door.</li> <li>-She was not afraid the glass would fall and break when she used the door.</li> </ul>	C 078		

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C 078	Continued From page 5  The facility failed to ensure an environment free from hazards as evidenced by the main resident hallway dark which obstructed vision when getting up at night resulting in a resident walking into a cracked mirror and glass picture propped against the hallway wall, and a glass panel storm door secured to prevent the glass panel from moving back and forth in the metal frame. The facility's failure was detrimental to the health, safety, and welfare of the residents and constitutes a Type B Violation.  The facility provided a plan of protection in accordance with G.S. 131D-34 on 03/05/20.  CORRECTION DATE FOR THE TYPE B VIOLATION SHALL NOT EXCEED APRIL 19, 2020.	C 078		
C 243	10A NCAC 13G .0901(b) Personal Care and Supervision  10A NCAC 13G .0901 Personal Care And Supervision (b) Staff shall provide supervision of residents in accordance with each resident's assessed needs, care plan and current symptoms.  This Rule is not met as evidenced by: TYPE A2 VIOLATION  Based on observations, interviews, and record reviews the facility failed to ensure 1 of 3 sampled residents (#1) was supervised in accordance with their assessed needs and current symptoms related to smoking cigarettes inside the facility.  The findings are:	C 243		

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C 243	<p>Continued From page 6</p> <p>Review of Resident #1's current FL-2 dated 12/16/19 revealed:</p> <ul style="list-style-type: none"> <li>-There was a diagnosis of schizophrenia.</li> <li>-There was no documentation of orientation status.</li> <li>-The resident was verbally abusive and injurious to others and property.</li> </ul> <p>Review of Resident #1's Care Plan dated 01/31/20 revealed:</p> <ul style="list-style-type: none"> <li>-There was an admission date of 01/07/19.</li> <li>-There was no smoking assessment, interventions for safety, and no alternatives related to removing smoking materials from the resident's room.</li> <li>-The resident was verbally abusive, resisted care, had disruptive behavior/socially inappropriate, and was injurious to property.</li> <li>-The resident was oriented but forgetful and needed reminders.</li> </ul> <p>Review of the facility's House Rules Policies for use of Tobacco located in Resident #1's record revealed:</p> <ul style="list-style-type: none"> <li>-Residents were to smoke in the designated smoking area.</li> <li>-No smoking was allowed in resident bedrooms.</li> <li>-Staff would supervise as needed those residents who smoked.</li> <li>-All smoking materials could be confiscated from residents who failed to follow the smoking policy to ensure fire safety for themselves and other residents.</li> <li>-It was signed by the resident and the Administrator and dated 01/08/19.</li> </ul> <p>Observation of the facility on 03/05/20 at 8:15am revealed there was a strong smell of cigarette smoke in the side hall entrance and living room of the facility.</p>	C 243		

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C 243	<p>Continued From page 7</p> <p>Observation of Resident #1 at 8:45am revealed he was smoking a cigarette out the side exit door unsupervised by staff.</p> <p>Observation of Resident #1's room on 03/05/20 at 8:48am revealed:</p> <ul style="list-style-type: none"> <li>-No residents were in the room.</li> <li>-There was a strong smell of cigarette smoke in the room.</li> <li>-On the left wall when walking in the room was a white wooden end table.</li> <li>-On the end table were scattered gray ashes that collapsed leaving gray debris on the fingers when touched.</li> <li>-There were grayish black stain marks on the white end table that smeared easily.</li> <li>-There were two lighters on the top of a tall dresser to the left of the white end table.</li> <li>-There was a bed on the wall farthest to the left of the room.</li> <li>-There was a brown wooden nightstand to the right of the head of the bed with scattered ashes spread from the top left to the right side of the nightstand.</li> <li>-There were scattered grayish black smear marks from the top left to the right side of the dresser.</li> <li>-There was a lighter and a pack of cigarettes on the top left of the dresser closest to the bed.</li> <li>-On the wall facing the rooms door was another bed with the foot to the right of the brown night stand.</li> </ul> <p>Interview with Resident #1 on 03/05/20 at 8:48am revealed:</p> <ul style="list-style-type: none"> <li>-He would go out the side door of the facility to smoke.</li> <li>-He would go in his bedroom with a lit cigarette and rub the tip of the lit cigarette on the wooden nightstands by "dabbing" the tip of the cigarette</li> </ul>	C 243		



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C 243	<p>Continued From page 8</p> <p>on the nightstands to put out the cigarettes. -The debris on both nightstands was cigarette ashes where he had put out his cigarettes. -The black smear marks on both nightstands were where he had put out his cigarettes.</p> <p>Interview with a resident on 03/05/20 at 8:40am revealed the Administrator and another staff member would sleep in the staff bedroom when working nights.</p> <p>Observations of the living room on 03/05/20 at 9:35am revealed: -There was strong smell of cigarette smoke. -There was a couch against the opposite wall entering the living room from the side entrance hallway. -There was a resident sitting on the left of the couch. -There were two separate circular formed ashes on the floor directly in front of the couch to the right. -There were scattered ashes on the floor beside the circular formed ashes. -The ashes spread and collapsed when touched.</p> <p>A second observation of Resident #1's room on 03/05/20 at 9:39am revealed: -Resident #1 was laying in his bed to the left of the room and covered with a blanket. -There was a strong smell of cigarette smoke in the room. -There was an opened pack of cigarettes on the resident's night stand to the right of the head of his bed. -There was a semi-circular hole with dark brown to black colored rough edges on the left side of the fitted sheet of Resident #1's bed. -There were several semi-circular holes in Resident #1's blanket.</p>	C 243		

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C 243	<p>Continued From page 9</p> <p>-On the hardwood floors at the foot and left side of the second bed were ashes the size of the tip of a cigarette.</p> <p>-The ashes smeared easily and turned a white color when touched.</p> <p>-The bedspread covering the bed of Resident #1's roommates bed had several circular burn holes.</p> <p>A second interview with Resident #1 on 03/05/20 at 9:39am revealed:</p> <p>-He smoked in his bed last night because it was too cold to go outside to smoke.</p> <p>-He would smoke in his bed when it was too cold to go outside.</p> <p>-He had never fallen asleep while smoking in his bed.</p> <p>-He did not know how the burn holes got on the sheet or blankets of his or his roommates' bed.</p> <p>A third observation of Resident #1's room on 03/05/20 at 9:45am revealed:</p> <p>-The Administrator entered the resident's room.</p> <p>-The resident was laying on his bed covered with a blanket.</p> <p>-There was an opened pack of cigarettes on the resident's night stand beside his bed.</p> <p>-The Administrator took the cigarettes off the resident's night stand.</p> <p>-The resident stood up from bed and reached for his cigarettes from the Administrator.</p> <p>-Resident #1 paced back and forth in the room.</p> <p>-The resident began questioning the Administrator about taking his cigarettes.</p> <p>-The Administrator returned the opened pack of cigarettes to Resident #1.</p> <p>-The Administrator sat on the bed beside the resident and talked and then exited the resident's room without the pack of cigarettes.</p>	C 243			

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C 243	<p>Continued From page 10</p> <p>Interview of the Administrator on 03/05/20 at 8:15am revealed:</p> <ul style="list-style-type: none"> <li>-He and a medication aide (MA) rotated staffing the facility.</li> <li>-There was a staff bedroom on the opposite end of the facility away from resident bedrooms.</li> <li>-When working nights, he would sleep on the couch in the office which was also on the opposite end of the facility away from resident bedrooms.</li> <li>-It was hard for him to sleep at night because the residents were going to the bathroom or watching television through out the night.</li> </ul> <p>A second interview with the Administrator on 03/05/20 at 9:45am revealed:</p> <ul style="list-style-type: none"> <li>-The designated smoking area for the residents was on the back patio.</li> <li>-He knew Resident #1 would smoke inside when he first came to the facility about one year ago.</li> <li>-It had been "...a constant battle ..." with Resident #1 smoking in his room.</li> <li>-Resident #1 sometimes would sneak in the bathroom to smoke.</li> <li>- "If I catch him smoking in the house, I limit his smoking."</li> <li>-In the past month he had not caught Resident #1 smoking in his room.</li> <li>-Resident #1 would try to light a cigarette and walk out the facility.</li> <li>-Resident #1 would stand with the back door partly open and smoke.</li> <li>-At night, or when it was cold or rainy, Resident #1 would try to smoke inside the facility exit door with the door partly open.</li> <li>-He did not know Resident #1 had smoked in his room within the past month.</li> <li>-He did not know Resident #1 was currently smoking in his room.</li> <li>-He had seen where Resident #1 had been</li> </ul>	C 243		

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C 243	<p>Continued From page 11</p> <p>putting out cigarettes on his nightstands.</p> <p>-Resident #1 would walk by something and rub the lit end of his cigarette on whatever he walked by to put out the cigarette. He gave an example of the porch railing or a vehicle.</p> <p>-Resident #1 would smoke on the front porch at times.</p> <p>-He would keep Resident #1's cigarettes "locked up" because the resident displayed "child-like" symptoms. He did not say where he kept the cigarettes locked.</p> <p>-He did not know Resident #1 currently had a pack of cigarettes.</p> <p>-He checked Resident #1's room four to five times a day for smoking materials.</p> <p>-He did not document when he checked Resident #1's room for smoking materials.</p> <p>-He would give Resident #1 four or five cigarettes at one time when smoking.</p> <p>-Resident #1's roommate also smoked, but he knew Resident #1's roommate would not give Resident #1 cigarettes because his roommate knew that Resident #1 was not supposed to have them.</p> <p>-The debris on the floor in Resident #1's room looked like cigarette ashes.</p> <p>-The cigarette ashes on the floor by Resident #1's roommates bed had to have been dropped there by Resident #1 because that resident always went outside to smoke.</p> <p>-He did not know there were ashes on the living room floor by the couch.</p> <p>-The burn holes in the sheets and blankets were "old".</p> <p>-He did not know how old the burn holes were.</p> <p>A third interview with the Administrator on 03/05/20 at 10:00am revealed:</p> <p>-The cigarettes in Resident #1's room belonged to the resident.</p>	C 243		

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>FCL009022</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>03/05/2020</b>
NAME OF PROVIDER OR SUPPLIER  <b>COMFORT LIVING FAMILY CARE HOME</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>7264 NC HWY 211 W</b> <b>BLADENBORO, NC 28320</b>		
(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 243	<p>Continued From page 12</p> <ul style="list-style-type: none"> <li>-The pack of cigarettes was "almost a full pack".</li> <li>-Resident #1 had anger issues but was not violent.</li> <li>-Resident #1 was upset because he had taken his cigarettes.</li> <li>-He gave Resident #1 back his cigarettes because the resident was upset.</li> <li>-He was going to let Resident #1 "calm down" for ten minutes then he would talk to him.</li> <li>-After Resident #1 calmed down and they had talked about smoking inside he would take the cigarettes from the resident.</li> <li>-The bed linen on both beds in Resident #1's room was changed last week.</li> </ul> <p>A fourth interview with the Administrator on 03/05/20 at 10:10am revealed:</p> <ul style="list-style-type: none"> <li>-Resident #1 had calmed down.</li> <li>-He had removed Resident #1's pack of cigarettes from the resident's room.</li> <li>-Resident #1 knew he was not supposed to smoke inside the facility because they had discussed not smoking inside the facility in the past.</li> <li>-"I'm on top of him. He knows he's not supposed to be doing that."</li> <li>-He would provide the cigarettes to Resident #1 during smoke breaks.</li> </ul> <p>Interview with a representative of Resident #1's mental health provider on 03/05/20 at 2:30pm revealed:</p> <ul style="list-style-type: none"> <li>-She visited the resident at the facility twice weekly on Tuesdays and Thursdays.</li> <li>-The resident had a history of aggressiveness.</li> <li>-At one time the Administrator had problems with Resident #1 smoking in his room.</li> <li>-She did not think Resident #1 smoked in his room now.</li> <li>-She had no specific concerns regarding</li> </ul>	C 243		

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C 243	<p>Continued From page 13</p> <p>Resident #1's safety or the other residents regarding safety in the facility.</p> <p>A second interview with a resident on 03/05/20 at 3:00pm revealed:</p> <ul style="list-style-type: none"> <li>-His roommate was Resident #1.</li> <li>-This resident always went outside to smoke.</li> <li>-He did not know if Resident #1 smoked in his bedroom.</li> <li>-He did not know whose ashes were on the floor in the bedroom.</li> </ul> <p>Attempted telephone interview with Resident #1's Primary Care Provider (PCP) on 03/05/20 at 12:18pm was unsuccessful.</p> <p>The facility failed to provide supervision in accordance to the facility's smoking policy for Resident #1 who was diagnosed with schizophrenia, was forgetful requiring reminders, became easily angered and did not follow the facility's smoking policy. The facility's failure resulted in the resident having access to cigarettes and lighters and smoking in his room and bed, dropping cigarette ashes on the hardwood floors by his bed, and rubbing the tip of lit cigarettes on wooden night stands in his bedroom, and other objects to extinguish the cigarettes when walking by. The facility's failure resulted in substantial risk of serious physical harm and neglect which constitutes a Type A2 Violation.</p> <p>The facility provided a plan of protection in accordance with G.S. 131D-34 on 03/05/20.</p> <p>CORRECTION DATE FOR THE TYPE A2 VIOLATION SHALL NOT EXCEED APRIL 04, 2020.</p>	C 243		

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NAME OF PROVIDER OR SUPPLIER  <b>COMFORT LIVING FAMILY CARE HOME</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>7264 NC HWY 211 W</b> <b>BLADENBORO, NC 28320</b>		
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C 912	Continued From page 14	C 912		
C 912	G.S. 131D-21(2) Declaration of Residents' Rights  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.  This Rule is not met as evidenced by: Based on observations, record reviews, and interviews, the facility failed to assure the residents received care and services which were adequate, appropriate, and in compliance with relevant federal and state laws and rules and regulations related to housekeeping and furnishings.  The findings are:  Based on observations and interviews, the facility failed to ensure the facility was maintained in a clean and orderly manner, and free of hazards as evidenced by a dirty resident bathroom, loose glass in an exterior glass door, and no light in the hallway with a large cracked mirror and picture propped on the floor against the hallway wall. [Refer to Tag 078 10A NCAC 13G .0315(a)(5) Housekeeping and Furnishings (Type B Violation)].	C 912		
C 914	G.S 131D-21(4) Declaration Of Resident's Rights  Every resident shall have the following rights: 4. To be free of mental and physical abuse, neglect, and exploitation.	C 914		

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C 914	<p>Continued From page 15</p> <p>This Rule is not met as evidenced by: Based on observations, interviews and record reviews, the facility failed to ensure residents were free of neglect related to supervision.</p> <p>The findings are:</p> <p>Based on observations, interviews, and record reviews the facility failed to ensure 1 of 3 sampled residents (#1) was supervised in accordance with their assessed needs and current symptoms related to smoking cigarettes inside the facility. [Refer to Tag 243 10A NCAC 13G .0901(b) Personal Care and Supervision (Type A2 Violation)].</p>	C 914		