

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 08/15/2011  
FORM APPROVED  
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  345155	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED  C 08/04/2011
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NAME OF PROVIDER OR SUPPLIER  RANDOLPH HEALTH AND REHABILITATION CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 230 EAST PRESNELL STREET ASHEBORO, NC 27203
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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) COMPLETION DATE
F 253 SS=D	<p>483.15(h)(2) HOUSEKEEPING &amp; MAINTENANCE SERVICES</p> <p>The facility must provide housekeeping and maintenance services necessary to maintain a sanitary, orderly, and comfortable interior.</p> <p>This REQUIREMENT is not met as evidenced by: Based on record review, observation and staff interview, the facility failed to maintain the resident's rooms in clean and sanitary condition on 1 (600 hall) of 7 halls in the building. The findings include:</p> <p>On 08/03/11 at 10:00 AM, tour of the building was conducted. On 600 hall, there were 7 air conditioning (AC) units in residents' rooms observed to be dusty and with debris in them. These AC units were in rooms 623, 627, 629, 633, 634, 630, 628.</p> <p>On 08/04/11 at 8:40 AM, the housekeeping supervisor was interviewed. He stated that the maintenance department was responsible for cleaning the AC units.</p> <p>On 08/04/11 at 8:50 AM, the maintenance staff member was interviewed. He stated that his department was responsible for cleaning the AC units but he did not have time to clean them, he was swamped.</p> <p>On 08/04/11 at 8:55 am, another tour of the 600 hall was conducted. The seven AC units were still dusty and with debris in them. These units were observed by the housekeeping and maintenance staff members and they both</p>	F 253	<p><b>F253 483.15 (h)(2) HOUSEKEEPING &amp; MAINTENANCE SERVICES</b></p> <p>Rooms 623, 627, 629, 633, 634, 630, 628 were all cleaned by Housekeeping staff on 8/17/11.</p> <p>Current facility air condition units were cleaned on 8/17/11.</p> <p>Facility Housekeeping Staff and Maintenance Staff were re- educated on the mechanics of cleaning all PTAC units in the facility by 8/24/11 by the maintenance technician and housekeeping supervisor.</p> <p>The Housekeeping Supervisor will monitor the cleanliness of air condition units utilizing the PTAC audit tool weekly X 8 weeks, then monthly thereafter beginning on 8/22/11.</p> <p>All results will be reviewed weekly x 4 then monthly in Quality Assurance Committee to determine effectiveness, frequency, and duration of the audit.</p>	8/26/11

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE \_\_\_\_\_ TITLE LNHA (X8) DATE 8/23/11

Any deficiency statement ending with an asterisk (\*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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F 253 F 312 SS=D	<p>Continued From page 1 agreed that the AC units needed to be cleaned.</p> <p>483.25(a)(3) ADL CARE PROVIDED FOR DEPENDENT RESIDENTS</p> <p>A resident who is unable to carry out activities of daily living receives the necessary services to maintain good nutrition, grooming, and personal and oral hygiene.</p> <p>This REQUIREMENT is not met as evidenced by: Based on record review, observation and resident and staff interview, the facility failed to provide personal hygiene to 1 (Resident #4) of 4 sampled residents who needed extensive assist with personal hygiene. The finding includes:</p> <p>Resident #4 was admitted to the facility on 06/29/11 with multiple diagnoses including Alzheimer's disease. The admission Minimum Data Set (MDS) assessment dated 07/06/11 indicated that the resident had impaired cognition, had no behavior problems and needed extensive assistance with personal hygiene. The care plan dated 07/11/11 included a problem that the resident required staff assistance and intervention for completion of activities of daily living (ADL) needs and the goal was the resident will have ADL needs identified and met with staff assistance and intervention while maintaining highest level of independent function possible.</p> <p>On 08/03/11 at 10:45 AM, Resident #4 was observed up in wheelchair on the doorway of his room. He was observed to be in need of shaving. When interviewed, he stated that he had been</p>	F 253 F 312	<p><b>F312 483.25(a)(3) ADL CARE PROVIDED FOR DEPENDENT RESIDENTS</b></p> <p>Resident #4 provided assistance with shaving on 8/4/11.</p> <p>Facility current residents were assessed to ensure that any resident who was unable to carry out activities of daily living did receive the necessary services to maintain good nutrition, grooming, and personal and oral hygiene. This was completed on 8/18/11.</p> <p>Facility nurses and certified nursing assistants were re- educated on providing services to maintain good nutrition, grooming and personal and oral hygiene on 8/23/11 by the Director of Nursing, Assistant Director of Nursing, Staff Development Coordinator, and Unit Managers. Newly hired licensed staff and assistants will receive education during orientation.</p> <p>The Nurse Unit Managers and/or designee will complete the Grooming Rounds Sheet Audit Tool 5 X a week for 4 weeks, then weekly x 4 weeks, then monthly thereafter to ensure that services were provided to meet individuals' needs to include shaving, grooming, and bathing.</p> <p>All results will be reviewed weekly x 4 then monthly in Quality Assurance Committee to determine effectiveness, frequency, and duration of the audit.</p>	8/26/11

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F 312	Continued From page 2 asking the staff to shave him but the staff kept promising him that they would do it but didn't for 4 days.  On 08/04/11 at 8:20 AM, Resident #4 was again observed up in wheelchair in his room. He was still in need of shaving. He was already dressed on street clothes at this time.  On 08/04/11 at 8:23 AM, nurse aide #2 (NA #2) was interviewed. She stated that she was assigned to Resident #4 and that she shaves the resident everyday during AM care and during shower days. She stated that Resident #4 needed a shave and would shave him today.  On 08/04/11 at 8:25 AM, nurse aide #1 (NA#1) who was assigned to the resident on 08/03/11 was interviewed. She stated that she normally shaves the resident everyday during AM care. She stated that she had given Resident #4 a bath on 08/03/11 but did not shave him. She acknowledged that Resident #4 needed a shave but did not give explanation why she did not shave him.	F 312			
F 456 SS=D	483.70(c)(2) ESSENTIAL EQUIPMENT, SAFE OPERATING CONDITION  The facility must maintain all essential mechanical, electrical, and patient care equipment in safe operating condition.  This REQUIREMENT is not met as evidenced by: Based on record review, observation, family, resident and staff interviews, the facility failed to maintain their essential equipment in operating	F 456	F456 483.70 (c)(2) ESSENTIAL EQUIPMENT, SAFE OPERATING CONDITION  Rooms 414, 412, 302, 310, 312 have had air conditioning units replaced with new working units. All units were replaced by 8/18/11.  All air conditioning units have been audited to ensure that the equipment is in safe operating condition. This was conducted on 8/16/11. Any areas that were identified non-working units were replaced at that time.	8/26/11	

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F 456	<p>Continued From page 3</p> <p>condition in 2 (300 &amp; 400 halls) of 7 halls in the building. The findings include:</p> <p>On 08/03/11 at 10:00 AM, tour of the building was conducted. There were three AC units on the 300 hall and three AC units on the 400 hall which were not in good working condition.</p> <p>On 08/03/11 at 10:10 AM, the AC unit in room 414 was observed. The unit was not working and the room was warm. Interview with the resident's family member revealed that the unit was not working for a week now and the staff members were aware that it was not working. He stated that he was told that the maintenance staff would replace the unit but did not.</p> <p>On 08/03/11 at 10:13 AM, the AC unit in room 412 was observed. The unit was not working and the room was warm. The window was observed to be open.</p> <p>On 08/03/11 at 10:15 AM, the AC unit in room 409 was observed. The unit was not working and the room was warm. The window was observed to be open. Interview with the resident who resides in room 409 revealed that the AC unit had not been working for a long time and the staff members were aware about it. The resident also stated that it was the staff member who opened the window due to the AC unit not working.</p> <p>On 08/03/11 at 10:25 AM, the AC unit in room 302 was observed. The unit was leaking and there was a blanket under the unit soaked with water. Interview with the resident revealed that the AC unit has been leaking and the staff members were aware about it.</p>	F 456	<p>The maintenance supervisor and/or maintenance assistants will audit all air conditioning units weekly for 8 weeks, then monthly thereafter to ensure that all air conditioning units are working properly. This will begin on 8/22/11.</p> <p>All results will be reviewed weekly x 4 then monthly in Quality Assurance Committee to determine effectiveness, frequency, and duration of the audit.</p>		

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F 456	Continued From page 4  On 08/03/11 at 10:28 AM, the AC unit in room 310 was observed. The unit was blowing warm air.  On 08/03/11 at 10:29 AM, the AC unit in room 312 was observed. The unit was blowing warm air.  On 08/04/11 at 8:40 AM, the maintenance supervisor was interviewed. He acknowledged that some of the AC units in 300 and 400 halls were old and needed to be replaced. He stated that the units were so old that he could hardly find parts to repair them. He also indicated that he had informed the administration about the AC units that needed to be replaced. He indicated that he had ordered new units and replaced some but not all.  On 08/04/11 at 9:15 AM, tour of 400 and 300 halls was conducted with the maintenance supervisor. He stated that he was aware that the AC unit in room 414 was not working last week and he remembered that he had replaced the filter. He was not informed that it was not working again. He also stated that he was not informed of the AC units not working in rooms 412, 302, 310 and 312. He also revealed that he had replaced the AC unit in room 409 on 08/03/11.  On 08/04/11 at 9:20 AM, interview with NA #3 revealed that when the AC unit in the resident's room was not working, she filled out a work order slip for the maintenance. She further stated that the administration should be aware of these units not working because the maintenance staff member had made rounds to check all the AC	F 456			

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F 456	Continued From page 5 units in the building.	F 456		