

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

PRINTED: 07/02/2013
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345223	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 06/19/2013
NAME OF PROVIDER OR SUPPLIER GOLDEN LIVINGCENTER - HENDERSONVILLE			STREET ADDRESS, CITY, STATE, ZIP CODE 1510 HEBRON ST HENDERSONVILLE, NC 28739	
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F 312 SS=D	<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 observation, record review, resident and staff interviews, the facility failed to provide teeth and denture cleaning for 2 of 3 sampled residents dependent on staff for ADL care. (Resident #1 and #2).</p> <p>Findings included:</p> <p>1. Resident #1 was admitted to the facility on 03/07/13 with diagnoses which included chronic airway obstruction, acute bronchitis, and Diabetes Type II.</p> <p>Review of the Admission Minimum Data Set (MDS) dated 03/14/13 assessed the resident as cognitively intact and needing extensive assistance of two persons for most activities of daily living (ADL) including personal hygiene.</p> <p>Review of the resident 's ADL care plan dated 03/19/13 revealed an intervention to provide assistance with oral care daily and as needed.</p> <p>An interview was conducted with Resident #1 on 06/18/13 at 9:23 AM. She stated she had eaten her breakfast over an hour ago and she had not had her teeth brushed. She reported she had</p>	F 312	<p><i>Preparation and/or execution of this plan of correction does not constitute admission or agreement by the provider of the truth of facts alleged or the conclusions set forth in the statement of deficiencies. The plan of correction is prepared and/or executed solely because it is required by the provisions of federal and state law.</i></p> <p>F 312 The identified affected residents received oral care immediately (June 19, 2013). This tag has the potential to affect residents; therefore the following interventions have been implemented as of June 19, 2013:</p> <p>Nurse aide staff will be in-serviced on F 312 tag and delivering the proper oral care for each resident. Audits of residents were conducted by the Director of Nursing Services, the Assistant Director of Nursing Services and the Director of Clinical Education to identify those with dentures or their own teeth or no teeth. Nurse aide Care Cards were updated with the proper identification of each resident with dentures and those with their own teeth or no teeth. Newly hired nurse aides will be in-serviced during orientation on this procedure.</p>	07-08-13



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

Angela K. [Signature]

TITLE

Executive Director

(X6) DATE

07-08-13

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 312	<p>Continued From page 1</p> <p>her own oral hygiene supplies such as toothbrush, toothpaste, and mouth wash but needed staff to set up the oral hygiene supplies for her to be able to clean her teeth. She revealed she had not had her teeth cleaned after meals for approximately two to three weeks. She stated she had asked staff to clean her teeth after meals and they have not done it and had not responded to her requests at the times she had asked. She revealed she had told staff she wanted her teeth brushed daily. She revealed she could brush her own teeth if she received from staff her toothbrush, toothpaste and mouth wash. Observation of Resident #1's teeth revealed a film material that coated her upper and lower teeth. She stated the build up of film on her teeth had been unpleasant.</p> <p>Observation on 06/19/13 at 11:15 AM revealed Resident #1 lying in her bed in her room. She said staff had not brushed her teeth after breakfast 06/19/13 and not since breakfast on 06/18/13. Her teeth had continued to be coated with a film substance.</p> <p>Observation on 06/19/13 at 11:30 AM revealed Resident #1 had rung her call bell for staff assistance with cleaning her teeth. Nurse Aide (NA) #1 who worked with Resident #1 was observed coming down the hall, responding to the call bell of Resident #1's request for getting her teeth cleaned. Nurse Aide #1 was observed with supplies such as towel, toothbrush, toothpaste and mouth wash entering Resident #1's room. She was observed to set up the oral hygiene supplies on the overbed table when the resident reminded NA #1 she had her own oral hygiene supplies. Resident #1 was observed to direct NA</p>	F 312	<p>Nurse aide staff completed standardized competencies for oral care and demonstrate said abilities. Daily ACE Rounds forms have been updated to include verification of oral care received. Ace Rounds are conducted by the department heads each day at approximately 10:30 am and 2:30 pm. It is the department heads responsibility to ensure verification of this and similar ADLs. The Executive Director or Director of Nursing Services will spot check randomly at least 4 residents per day to ensure proper oral care is given for a period of two months. Audits will be appropriately initialed/documentated on a QAPI - Oral Care Audit Log.</p> <p>The results of this audit will be reviewed by the Executive Director or designee, and then brought to the Quality Assessment Process Improvement committee meeting. Any issues or trends identified will be addressed by the Quality Assurance Process Improvement committee as they arise and the plan will be revised as needed to ensure continued compliance.</p>		

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F 312	<p>Continued From page 2</p> <p>#1 to get her mouth wash which was observed located on top of her closet and her toothbrush and toothpaste out of the drawer of her bedside dresser. NA #1 was observed to go to the resident's bedside dresser, open the drawer and reported to the resident no toothpaste or toothbrush was found in the drawer. The resident told NA #1 to look again and after looking more thoroughly NA #1 pulled the toothpaste out of the drawer but no toothbrush was available. NA #1 revealed Resident #1 had requested oral care and she should have received the care when requested. The Nurse Aide offered no other explanation why Resident #1 had not received oral care daily.</p> <p>An interview was conducted on 06/19/13 at 11:45 AM with NA #1. She stated oral care was supposed to be provided when residents wake up or get up in the morning. She revealed residents who use the call bell and have requested oral care, the care had been provided. NA #1 stated she had been assigned regularly to Resident #1 and did not remember she had her own oral hygiene supplies. NA #1 revealed Resident #1 had requested oral care and she should have received the care when requested. The Nurse Aide offered no other explanation why Resident #1 had not received oral care daily.</p> <p>An interview was conducted on 06/19/13 at 12 Noon with Nurse #1. She stated residents should have oral care provided in the morning when they wake up or get up and after meals or per residents' choice. Nurse #1 revealed that Nurse Aides who have worked the hall with the same residents should know if residents have their own oral hygiene supplies.</p>	F 312			

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F 312	Continued From page 3 An interview was conducted on 06/19/13 at 2:08 PM with the Director of Nursing (DON). She stated it was her expectation that staff clean residents teeth in the mornings during AM care and as needed between meals and at night after supper. She revealed if residents do not have their own oral hygiene supplies the facility has provided supplies such as toothettes, toothbrushes, toothpaste, mouth washes, etc. She said staff who have provided oral care to residents assigned to them should know which residents have their own oral hygiene supplies. 2. Resident #2 was admitted to the facility on 02/27/09 with diagnoses including peripheral vascular disease, hypertension, Diabetes Mellitus, hyperkalemia, hyperlipidemia, cerebral vascular accident, hemiplegia/hemiparesis, chronic pain and depression. Review of the most recent Minimum Data Set (MDS) dated 05/27/13 assessed the resident with moderately impaired cognition and needing extensive assistance of two persons for most activities of daily living (ADL) including personal hygiene. Review of the resident's ADL care plan dated 08/23/12 and reviewed 02/28/13 revealed interventions to provide oral care assistance. An interview was conducted with Resident #2 on 06/18/13 at 9:07 AM. He stated he had breakfast a couple of hours ago and had not received assistance with cleaning his denture (has upper denture and no bottom denture). He reported he had a stroke which affected his spine and he had	F 312			

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F 312	<p>Continued From page 4</p> <p>to remain mostly in one position and needed assistance with getting his denture soaked, brushed and his mouth rinsed with mouth wash. He stated a film covers his upper denture and he had wanted his denture cleaned and his mouth rinsed. Observation of Resident #2's upper denture at ths time revealed film substance covering his denture.</p> <p>Observation on 06/19/13 at 12:57 PM revealed Resident #2 lying in his bed in his room. He stated he had not had his denture soaked or mouth rinsed yesterday or today. Observation of Resident #2's upper denture revealed a film substance covering the upper denture. A denture cup with a lid on it was observed in Resident #2's bedside dresser with a small container of unused mouth wash. The denture cup was observed to be bone dry and the inside lid of the cup was observed with dried white spatters. Resident #2 stated he had asked staff to clean his dentures and rinse his mouth and staff have not responded to his request.</p> <p>An interview was conducted on 06/19/13 at 12 Noon with Nurse #1. She stated residents should have oral care provided in the morning, when they wake up or get up, and after meals as needed or per residents' choice. Nurse #1 revealed residents who have dentures have their dentures soaked in a cup with a tablet on the 2nd shift. The Nurse Aides on the 3rd or 1st shift, depending on when residents prefer to get up, should brush the dentures, rinse the mouth and get the dentures back in the resident's mouth.</p> <p>An interview was conducted on 06/19/13 at 12:57 PM with Nurse Aide (NA) #2 who worked with</p>	F 312			

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F 312	<p>Continued From page 5</p> <p>Resident #2 every day. He stated oral care was supposed to be done in the morning before breakfast and after meals. The NA reported that if residents have dentures, the 2nd shift was supposed to soak them and then the 1st shift was supposed to brush them and put them in the residents mouth. NA #2 revealed Resident #2 has asked to have his teeth brushed and he thought Resident #2 had his own natural teeth. NA#2 was unaware that Resident #2 had upper dentures and no teeth on the bottom of his mouth. NA #2 stated he had not cleaned the resident's dentures or rinsed his mouth in a while.</p> <p>An interview was conducted on 06/19/13 at 2:08 PM with the Director of Nursing (DON). She stated it was her expectation that staff cleaned teeth in the mornings during AM care and as needed between meals and at night after supper per residents' choice. She revealed dentures should be taken out every night by the 2nd shift and soaked. She further stated the 1st shift should brush the dentures in the morning and place them back in the resident's mouth. The DON stated Nurse Aides should know what oral hygiene to provide for residents that were assigned to them.</p>	F 312			