

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

PRINTED: 01/08/2016
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345252	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 12/31/2015
NAME OF PROVIDER OR SUPPLIER WARSAW HEALTH & REHABILITATION CENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 214 LANEFIELD ROAD WARSAW, NC 28398		
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F 159 SS=B	<p>483.10(c)(2)-(5) FACILITY MANAGEMENT OF PERSONAL FUNDS</p> <p>Upon written authorization of a resident, the facility must hold, safeguard, manage, and account for the personal funds of the resident deposited with the facility, as specified in paragraphs (c)(3)-(8) of this section.</p> <p>The facility must deposit any resident's personal funds in excess of \$50 in an interest bearing account (or accounts) that is separate from any of the facility's operating accounts, and that credits all interest earned on resident's funds to that account. (In pooled accounts, there must be a separate accounting for each resident's share.)</p> <p>The facility must maintain a resident's personal funds that do not exceed \$50 in a non-interest bearing account, interest-bearing account, or petty cash fund.</p> <p>The facility must establish and maintain a system that assures a full and complete and separate accounting, according to generally accepted accounting principles, of each resident's personal funds entrusted to the facility on the resident's behalf.</p> <p>The system must preclude any commingling of resident funds with facility funds or with the funds of any person other than another resident.</p> <p>The individual financial record must be available through quarterly statements and on request to the resident or his or her legal representative.</p> <p>The facility must notify each resident that receives Medicaid benefits when the amount in the resident's account reaches \$200 less than the</p>	F 159			

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

TITLE

(X6) DATE

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 159	<p>Continued From page 1</p> <p>SSI resource limit for one person, specified in section 1611(a)(3)(B) of the Act; and that, if the amount in the account, in addition to the value of the resident's other nonexempt resources, reaches the SSI resource limit for one person, the resident may lose eligibility for Medicaid or SSI.</p> <p>This REQUIREMENT is not met as evidenced by: Based on documentation & interviews the facility failed to ensure acct balancews were within \$ 2000.0 of the eligibility limit.</p> <p>Based on documentation and interviews, the facility failed to enusre account balances were within \$200.00 of the eligibiity limit.</p> <p>12/31/2015 1:12:17 PM Harriett Darden- Liability is being pulled late and rolling to next month. In December a little under \$2, 000.00. Told her to get clothes to keep under. Do a preneed. She comes out quite often. Have not been able to catch. Lassiter- November liability did not get pulled until December 3rd. DSS is guardian. Talked to SW about NC tracks. Do not send letters to fam.</p> <p>12/31/2015 1:20:09 PM Lassiter - Jennifer Eason- Getting SS and SSI. Last year sent money back to SS and spoke to Etle Barns aboyt it, but she is still getting SSI. MOney sent back and it has not stopped. Talked to them about money. Don't know reason</p>	F 159			

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F 159	Continued From page 2 she is getting money. 1/22/15, left a message. Talked to SS. Did not send letters to fam or DSS 12/31/2015 1:22:25 PM Frank Fauser- Lassiter -His wife and granddaughter handling his PML. She pays PML. Get statement and she sends money again. Do not have a set PML on him right now. Letters sent to family member, trying to get a preneed. Need to get account straight. Calls three times a week. Did not send letters to fam or DSS 12/31/2015 1:25:55 PM Francis Houston- Lassiter- PML not showing up in NC track. Family is aware of it. Talked to fam. about it. In process of doing spending on her account. Did not send letters to fam. 12/31/2015 1:28:49 PM Mary Johnson- on Hospice fr a while- under \$2, 000.00. On hospice on and off. \$873.00 to pull. Right now she is under. 12/31/2015 2:06:05 PM Admin. - Expectation: Make sure when see that money is over send certifaied letter to make sure they receive it. Do a certified letter.	F 159			
F 160 SS=B	483.10(c)(6) CONVEYANCE OF PERSONAL FUNDS UPON DEATH Upon the death of a resident with a personal fund deposited with the facility, the facility must convey within 30 days the resident's funds, and a final accounting of those funds, to the individual or probate jurisdiction administering the resident's estate.	F 160			

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F 160	<p>Continued From page 3</p> <p>This REQUIREMENT is not met as evidenced by: Based on documentation and interviews, the facility failed to forward the balance of expired resident ' s personal funds to the Clerk of Court for two of four resident personal fund accounts reviewed. Resident #40 and Resident #108</p> <p>The findings included:</p> <p>1. Resident #108 expired on 6/6/15. On 6/9/15, the facility forwarded a check for \$250.00 to a funeral home.</p> <p>During an interview on 12/31/15 at 11:31 AM, the Business Office Manager Assistant revealed the facility was not the payee for Resident #108 ' s Social Security. She stated Resident #108 ' s family member made deposits in her account for beauty shop appointments and it depended on. She stated the family member also wrote a check for Resident #108's patient liability and the money was deposited into her account. The Business Office Manager Assistant revealed Resident #108 ' s family member requested the balance of Resident #108 ' s account be forwarded to the funeral home after she expired.</p> <p>During an interview on 12/31/15 at 10:14 AM, the Business Office Manager revealed Resident #108 ' s family member wanted the money to be forwarded to the funeral home, however she knew the money should have been forwarded to the Clerk of Court.</p> <p>During an interview on 12/31/15 at 1:00 PM, the Administrator stated her expectation was the</p>	F 160			

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F 160	Continued From page 4 money should have been sent to the Clerk of Court. 2. Resident #40 expired on 11/7/15. Review of his personal fund account revealed \$4,771.80 was withdrawn from his account and applied to his patient liability/room and board. During an interview on 12/31/15 at 10:14 AM, the facility Business Office Manager stated Resident #40 ' s family member wanted to clear her account before he expired. She revealed she thought the money was withdrawn from the account before Resident #40 expired instead of after he expired. During an interview on 12/31/2015 at 11:28 AM, the Business Office Manager Assistant revealed Resident #40 ' s family member requested that whatever Resident #40 owed the facility, it was supposed to be applied to his bill. She reported the resident still owed the facility \$39.36. She revealed she was now aware the money should have been forwarded to the Clerk of Court. During an interview on 12/31/15 at 1:00 PM, the Administrator stated her expectation was the money should have been sent to the Clerk of Court.	F 160			
F 161 SS=C	483.10(c)(7) SURETY BOND - SECURITY OF PERSONAL FUNDS The facility must purchase a surety bond, or otherwise provide assurance satisfactory to the Secretary, to assure the security of all personal funds of residents deposited with the facility.	F 161			

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F 161	Continued From page 5 This REQUIREMENT is not met as evidenced by: Based on staff interviews, the facility failed to provide a surety bond to protect resident funds for ninety two residents with personal fund accounts managed by the facility. The findings included: During an interview on 12/31/2015 at 10:10:10 AM the Administrator revealed she did not have a copy of the surety bond. She stated the surety bond was in the corporate office was closed and the office would not reopen until Monday. During an interview on 12/31/15 at 10:30 AM, the Business Office Manager revealed the Business Office Manager did not have copies of the surety bond and they had been trying to get the surety bond from the corporate office for the past couple of days. During another interview on 12/31/15 at 1:04 PM, the Administrator revealed the surety bond was out of her hands. She stated it would be easier if they copy of the surety bond in the facility.	F 161			
F 241 SS=D	483.15(a) DIGNITY AND RESPECT OF INDIVIDUALITY The facility must promote care for residents in a manner and in an environment that maintains or enhances each resident's dignity and respect in full recognition of his or her individuality. This REQUIREMENT is not met as evidenced by:	F 241			

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F 241	<p>Continued From page 6</p> <p>-241- Based on observations the facility failed to ensure residents in 1 of two dining rooms were fed without waiting to be fed.</p> <p>F-241- Based on observations the facility failed to ensure residents in 1 of two dining rooms were fed without waiting to be fed.</p> <p>tater tots, fish stcks, slaw, tea, water, bread- 12/28/2015 12:55:03 PM</p> <p>flies landing on food</p> <p>7 res. at table. 12/28/2015 1:10:23 PM 1 staff feeding res. sitting in geri chair</p> <p>12/28/2015 1:10:35 PM 1 staff feeding two res. 1 fam. member feeding, 1 res. in room has not been fed.</p> <p>12/29/2015 8:39:36 AM food arrived 8:30 am - 8:39am- three residents not fed, other residents eating . two staff feeding two residents. 9 residents in dining room. three residents trays still on cart. Two residents at main table and one resident in a geri chair. 843 am resident 1 margaret being fed. male res at table and resident in geri chair not being fed. Resident in geri chair- staff placed tray on table beside resident. 8;46 am- resident now being fed. staff feeding res. while she is in geri chair. Not dining table. 8;47 am male res. at table being fed. Now 4 staff in dining room.</p>	F 241			

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F 241	Continued From page 7 12/29/15 8:20 AM- Residents sitting at table waiting for breakfast. One resident sleep with her head on table. 12/30/2015 8:44:35 AM 12 residents in dining room. one resident being fed by staff person . resident sitting in geri chair. 12/30/2015 8:50:39 AM Breakfast trays placed on tabe for other residents. Three flies observed on table, one on res. table cover, one on res. plate cober, Flies onservd on res. trays, on top of resident apple juice, on residenttray, on res, tray, on res tray, on res. tray, while being fed by staff. 12/30/2015 8:58:58 AM landing on res arm in geri chair. two flies on table. fly on female res. plate. one fly on table. 12/30/2015 8:59:14 AM one res. sitting in w/c not being fed. other res eating. 12/30/2015 8:59:54 AM Res. at end of table swatting away flies. 12/30/2015 9:02:18 AM Another res brought into dining room- while other res. eating and not being fed. 4 males and 7 females 12/30/2015 9:04:49 AM flie on me. fly on table. 12/30/2015 9:06:27 AM res sitting in geri chair next to drink machine now being fed. two flies flying around, landing on table. 12/30/2015 9:07:51 AM one res. still not fed sitting in geri chair in dining room. fly on table and on plate tops 12/30/2015 9:09:16 AM fly on table.	F 241			

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F 241	Continued From page 8 12/30/2015 9:10:36 AM three flies, one on table, one on plate cover, 12/30/2015 9:11:26 AM two flies on table. six res at table, two eating. 12/30/2015 9:12:58 AM fly on table, fly on res arm of res geri chair sitting in recliner 12/30/2015 9:15:03 AM fly on res finger 12/31/2015 8:49:06 AM 10 residents 3 staff feeding three res. - resident sitting next to tv has not received tray to be fed, one staff at table. one staff feeding res. next to chri tree. one staff 12/31/2015 8:51:22 AM Male res. at end of table near first door not fed yet 12/31/2015 8:54:11 AM Staff member swatted fly from res. tray. At front end of table. 12/31/2015 8:55:34 AM Fly landing on res, lorraines food. two flies landing on coffee cups. 12/31/2015 8:56:37 AM fly landing on napkin. res. at end of table. 12/31/2015 8:59:04 AM fly landing on tray top. 12/31/2015 9:00:45 AM Fly landing on res. coffee cup. 12/31/2015 9:01:16 AM staff swatting fly away. 1. walter wilson 12/31/2015 9:05:21 AM	F 241			

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F 241	<p>Continued From page 9</p> <p>2. john eagle 3 lena montgomery 4 lorraine taylor 5. virginia dombroski 6. mary johnson 7. shirley jordan 8. Ann nunn- 12/31/2015 9:04:21 AM fed . Fourth staff member came in to finish feeding monica . 9. dwight moore 10 monica simmons</p> <p>12/31/2015 9:07:19 AM fly on lorraine taylor's food 12/31/2015 9:07:51 AM fly on lorraine taylor tray</p> <p>12/31/2015 9:08:54 AM Staff member swatting fly away while feeding monica.</p> <p>12/31/2015 9:10:00 AM fly landed on ann nunn's forehead. staff swatted away.</p> <p>12/31/2015 9:12:32 AM fly landing on plate top in front of monicas tray.</p> <p>12/31/2015 9:19:31 AM Frances Edmonds, NA, 15 yrs. - Revealed the fly problem is real bad. Yes, real bad and raches, Report it, not better. Comany comes in about a month and spray. have seen worst. Res. have complained. Deal with best they can. Need more help. Mentioned need five people back there. Do the best they can think four is enough. Every day.Was off today helping out.</p> <p>12/31/2015 9:25:15 AM Deborah Bell, NA, 4 months- Kind of a probem. Every day. Kill, report housekeepers. No improvement. Dont have enough staff to feed each res.</p>	F 241			

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F 241	<p>Continued From page 10</p> <p>Smetimes feed two at a time so they will not be waiting so long. Happens everyday. Have not reported to anyone. Just do it. More help in dining room.</p> <p>12/31/2015 9:31:16 AM Kerry Bizzell, NA, 3yrs., Yes , when hot outside it is bad. Some in ding room. Have fly swatters, Admin, a while back. Sometime sres complain.</p> <p>4 na-, 1 to kitchen, 2 The ones that feed themeselves first. Most are up. 1 dining room serve in there, one from up front. 1 has to feed on the hall, and tghat only leave with two. unless have extra person. Have to do the best you can. Had five aides at one time. but cut down to four aides. They want another person to monitor the halls, but that's hard to do.</p> <p>12/31/2015 9:52:00 AM Sharon Sholar, LPN, Have seen some flies. Maintenance usualy comes in. Do not know if been reported. Would usally call maintenance. Not all the time, but doors opened i up weather.</p> <p>Not with her personal res. complints. Usually get res. that are able to feed themselves first and then get residents that are totally fed. May be a few minutes in between. Thinks there needs to be more aides.</p> <p>12/31/2015 12:27:40 PM Barbar Johnson, DON- No one has reported. Know she has flies. Turn on fan. Do not know if they can hang fly strips. Expectation: Want flies gone, but will talk to someone. Expect staff to keep flies away and get fly swatters at this point. Report it to maintenance.</p> <p>12/31/2015 12:31:40 PM Barbara Johnson,</p>	F 241			

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F 241	<p>Continued From page 11</p> <p>DON, - One goes to big dining room and one remains back there. Some residents for reason other than staff delayed in being fed, dont want to eat now. Expectation: Have enough staff to feed all residents. Someone would have to wait someone would have to wait until someone is available to go. She did not know it was a problem.</p> <p>12/31/2015 12:54:46 PM Admiin, Ingrid- There have been flies with last couple of days. Maintenance guy said light would zap them. Expectation: Might get more of lights to get more to prevent flies from coming in. Let staff know if there are pibelm. Staff will leave her a note or write it on clipboard.</p> <p>12/31/2015 12:57:41 PM Admin. Ingrid- Expectation; Was not aware of it. If know about it would find someone else to help with feeding. No one had told her about it.</p> <p>12/31/2015 1:43:50 PM Colin Ferne, Maint Directo- No one reported anything about flies in dining room. Have a sweet potatoe flies down the road. Everybody is complaining about it. Pest control came today. Comes once a mont. Sometimes comes in twice. He is limitedd in terms of what he can do. Fly tary located up and down hallway. purple fluerecent light with glue boards. One in dining room two in kitchech. ONE on rehab hall and one on abc hall. Outside in hallway from cocomut ding room. Orkin placed them at best locations. Process: Have clipbiard on door riser room door. If have prob. wite location, room number, etc. He keeps the records.</p>	F 241			

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F 241	Continued From page 12 12/31/2015 2:17:31 PM Donna Allsbrook, RN,- Was not aware about flies. They do get in and they try to get them. Staff should call maintenance if they see pests. 12/31/2015 2:19:39 PM Donna Allsbrook, RN- Was not aware of concern about residents waiting to be fed. She said normally they would tell them. Expectation: Get enough staff in dining room so residents will not have to wait.	F 241			
F 328 SS=D	12/31/2015 2:30:50 PM 483.25(k) TREATMENT/CARE FOR SPECIAL NEEDS The facility must ensure that residents receive proper treatment and care for the following special services: Injections; Parenteral and enteral fluids; Colostomy, ureterostomy, or ileostomy care; Tracheostomy care; Tracheal suctioning; Respiratory care; Foot care; and Prostheses. This REQUIREMENT is not met as evidenced by: Based on staff interviews and observations, the facility failed to refer a resident to a podiatrist within a timely manner for a resident with long, thick fingernails.	F 328			

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F 328	Continued From page 13 Based on staff interviews and observations, the facility failed to refer a resident to a podiatrist within a timely manner for a resident with long, thick fingernails. 12/31/2015 9:57:42 AM Magnolia Nobles, DOA: 6/16/10, DMII, Anemia, Vascular Dementia w/o beh., Paranoid schizophrenia , Brief Psychotic d/o major depressive disorder, Drug induced parkinsons, Insomnia, Mononeuropathy, Age related Nuclear catarract, Macular Cyst, preglaucoma, Hypetension, nontraumatic intracerebral hemorrhage 12/29/2015 2:40:05 PM Monica Hill, NA- 1year. Help with bath. Help with cootherb if needed make bed serve tray. has accidents help with pull ups. Quite person. Does not ask for a lot. Will not say anything unless hurts. Toilets inedpendently. except if has accident. Does not resist care. Sometmes assit her with nathing cannot wash back and bootom do it for her. Nail care- she is a diabetic- send to podiatrist to have them clipped. Make sure feet claen and wahsed. Send to podiatrist to get clipped. First day worked withher in a couple of weeks. They do need to be clipped. Let nurse know and do a referral for podiatrist. Was here Sunday and Nurse informed she needed to go to podiatrist. Ms. Cynthia- 3-11 and Juanita on first shift. Nursev told on both shifts. Ms. Cynthia a wrote her name down to see	F 328			

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F 328	<p>Continued From page 14 podiatrist.</p> <p>12/29/2015 2:50:27 PM Observed toenails on both feet. toe nail on left foot curled toward right over toe, 1/2 of an inch long. Toe nail on right foot. Might be a quarter inch long. Ms. Nobles stated her feet did not hurt.</p> <p>Nurse's note: 12/28/15 Res. on shower list today. Res. refuses to take a shower. Res. toe nails long. Podiatry appt. scheduled. Podiatry closed until 1/4/16. Family visiting. Colleen</p> <p>12/29/15 12:15 PM- Res. refuses to showr. SN Did encourage res. to soak res. feet. SN washed feet, pat dry, applied cream, clean under toenails with orangewood stick file to toenails to moderate length. Cont. to attempt to get into podiatrist. Podiatrist closed until 2nd week on Jan. 2016.</p> <p>12/18/15 Monthly Nursing Summary-</p> <p>Nails: Fingers; cut prn by staff. Under toes: nothing was checked</p> <p>12/18/15 3:27 PM Nurse: Donna Allsbrook, RN, Called evryone and no one colud see her until the 9th. Do assessments once a week to look at them.</p> <p>Skin Assessment: 10/21/15 Needs podiatry appt.- Res. refuses bath and nail care. Nails checked long and thick.</p> <p>Skin Assessment: 12/17/15- Podiatry appt. pending.</p> <p>Skin Assessment: 12/28/15- Podiatry appt. pending</p>	F 328			

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F 328	<p>Continued From page 15</p> <p>12/28/15 MD note in chart- Referral to Podiatrist.</p> <p>12/29/15 4:30 PM Ms. Maultsby, Ms. Noble's daughter stated she wanted to make an appt. with a podiatrist in Greenville on January 4th, 2016 and she wantedd to know if the facility would transport Ms. Nobles. She stated she did not want to make the appt. until she determined if facility would transport Ms. Nobles.</p> <p>12/29/2015 4:42:54 PM Talked to Administrator and she stated they would transport Ms. Nobles to the podiatry appt. scheduled by her daughter, but she might want the daughter to come to facility to see if she could talk to Ms. Nobles if she refused to go on the appt. She stated staff would transport res to podiatry appt. in Greenville on 1/4/16 at 3:00 PM.</p> <p>12/29/2015 4:49:47 PM Informed Ms. Maultsby, that fac. will transport Ms. Nobles to appt. on 1/4/16.</p> <p>12/30/2015 9:22:01 AM Colleen Rivenbark, LPN, Tx. nurse, Refused to let her cut them, Cant remember if tee to get podiatrist or not. Refuses b/c of dis . will not help bathe or anything. Can't verify if referred to podiatrist. Not aware of appt. SW will usally let Transpot know about appts. On Monday spoke to ms Magnolia washed and soaked her feet anbpt thrity minute and trimmed toe nails not too close at approp lenght. Depends on mood. Has appt. Informed upcoming appt. Would not let her touch fingernails. Trimmed them down. moisten. Trimmed enough to put on bedroom slippers. Licensed cosmetologist also.</p> <p>12/30/2015 3:57:33 PM Lalita Kennon,</p>	F 328			

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F 328	<p>Continued From page 16</p> <p>SW-Usually Nurses make appt. might go behind them to see when person has had an appt. Did assessment in Dec. Will refuse personal care. Needed services. But she refused. She took her to Dr. Ucata when she was transporting. Daughter and her discussed going tgo Greenville location. Daughter has agreed to come out to go into building to actually have it done. Try to fill in some. Not sure about it. Should have prob. made arrangement for it to be done. Sometimes will sometimes not allow staff to do anything. Will spray perfume to think you have had personal care.</p> <p>Appt. book kept in back area. Normally will check prgress section to see last time person went out and she wil call back there to have res. posted to be referred.</p> <p>12/30/2015 4:24:33 PM Observation: left toenail curved to right over toe (curved to right). Right toenail thick 1/2 inch.</p> <p>MDS Coordinator</p> <p>Care Plan, CAAS, Assessment sheets.</p> <p>12/31/2015 9:57:54 AM Sharon Sholar, LPN Daughter came and got her and that when she saw toenails as ling as they were. Treatment nurse cuts them and aides cut one that not diabetic. Usually Aides would tell if oenali too long but she did not know about it.</p> <p>12/31/2015 12:21:01 PM Barbara Johnson, DON, Notified on Monday about toenails. Daughter came to her office. Done on as needed basis. If resident needs supposed to do it. Have</p>	F 328			

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F 328	Continued From page 17 not looked at toe nails because res refuses Expect nails to be clipped as other residents. Treatment nurse can clip nails or nurse on cart prefer tx nurse. If unable to do referr to podiatrist. 12/31/2015 12:50:33 PM Admin. - Expectation- Made a referral- Tell what happned - why did not go. Whether refusal and let family know about MD appt. If try and resident kept refusing so family know there is a prob and they try to address but she is not letting you. 12/31/2015 2:11:53 PM Donna Allbrook, RN, Supposed to make a referral. Do not know why it did not get done. Barbara Malpass makes all the appt. Notofied about toenails being long on Monday. Nurses usually cut toenails. Make podiatry appt. for feet. She will cut nails at any tme. Expectation: Make sure resident have a podiatry appt. if toenails are long.	F 328			
F 371 SS=E	483.35(i) FOOD PROCURE, STORE/PREPARE/SERVE - SANITARY The facility must - (1) Procure food from sources approved or considered satisfactory by Federal, State or local authorities; and (2) Store, prepare, distribute and serve food under sanitary conditions This REQUIREMENT is not met as evidenced by: Based on observations and staff interviews the facility failed to maintain kitchen equipment clean	F 371			

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F 371	<p>Continued From page 18</p> <p>and in a sanitary condition to prevent food borne illness by failing to clean four of four sheet pans, clean one of one steam tables and failed to clean the convection oven.</p> <p>The finding included: A review of the undated Healthcare Services PM Cook, under Assignment, reads; " Clean DR (dining room) Steam table, Degrease Conventional Oven. "</p> <p>1. During the initial kitchen tour with the dietary manager on 12/28/15 at 9:27 AM the convection oven was observed. Four sheet pans stacked on top of the convection oven were observed with black food residual 1/8th inch thick baked onto the outer edges of the pans.</p> <p>A second observation on 12/30/15 at 8:47 AM two sheet pans stacked on top of the convection oven were observed with black food residual 1/8th inch thick baked onto the outer edges of the pans. A third observation on 12/20/15 at 10:05 AM four sheet pans stacked on top of the convection oven were observed with black food residual 1/8th inch thick baked onto the outer edges of the pans.</p> <p>2. During a kitchen observation on 12/29/15 at 4:04 PM the 4 foot underside of the steam table shelf was observed covered with dark dried food particles. The four foot wooden steam table shelf attached to the steam table had a 1/2 inch gap that was observed with dried food particles on the inner edges of the shelf.</p> <p>A second observation on 12/30/15 at 8:47 AM the 4 foot underside of the steam table shelf was observed covered with dark dried food particles. The four foot wooden table top shelf attached to the steam table had a 1/2 inch gap that was observed with dried food particles on the inner edges of the shelf. During a third observation on 12/31/15 at 10:12 AM the steam table was</p>	F 371			

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F 371	Continued From page 19 observed to be in the same condition. 3 .During the initial kitchen tour with the dietary manager on 12/28/15 at 9:27 AM the convection oven was observed. The front right lower shelf inside the convection oven was observed with black greasy buildup of charred food residual 2 inches wide and deep. A second observation on 12/31/15 at 10:12 AM the convection oven was observed. The front right lower shelf inside the convection oven was observed with black greasy buildup of charred food residual 2 inches wide and deep. In an interview with the Dietary Manager on 12/31/15 at 10:08 AM he revealed that first thing in the morning he does a walk thru of the kitchen, then verbally tells his staff what needs cleaning. He stated that he had worked on cleaning the sheet pans and that he would add that onto the cleaning schedule. The Dietary Manager stated that the convection oven was cleaned weekly but it had not been cleaned this week. He stated that he had a cleaning schedule but had not been using it lately and he did not keep a record of what had been cleaned.	F 371			
F 431 SS=D	483.60(b), (d), (e) DRUG RECORDS, LABEL/STORE DRUGS & BIOLOGICALS The facility must employ or obtain the services of a licensed pharmacist who establishes a system of records of receipt and disposition of all controlled drugs in sufficient detail to enable an accurate reconciliation; and determines that drug records are in order and that an account of all controlled drugs is maintained and periodically reconciled. Drugs and biologicals used in the facility must be labeled in accordance with currently accepted	F 431			

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F 431	<p>Continued From page 20</p> <p>professional principles, and include the appropriate accessory and cautionary instructions, and the expiration date when applicable.</p> <p>In accordance with State and Federal laws, the facility must store all drugs and biologicals in locked compartments under proper temperature controls, and permit only authorized personnel to have access to the keys.</p> <p>The facility must provide separately locked, permanently affixed compartments for storage of controlled drugs listed in Schedule II of the Comprehensive Drug Abuse Prevention and Control Act of 1976 and other drugs subject to abuse, except when the facility uses single unit package drug distribution systems in which the quantity stored is minimal and a missing dose can be readily detected.</p> <p>This REQUIREMENT is not met as evidenced by: Based on observation, record review and staff interviews, the facility failed to remove expired insulin from 2 of 4 medication carts. The findings include: The 2006 American Society of Consultant Pharmacists and MED-PASS, Inc. Appendix 29: Medications with Shortened Expiration Dates stated vials of Novolog Insulin should be discarded 28 days after being punctured. 1a. On 12/31/15 at 9:45AM, an observation of the medication cart for residents in rooms 55-76 was made with Med (Medication) Tech (Technician) #1. There were 2 bottles of Novolog Insulin with the names of 2 separate residents and both were</p>	F 431			

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F 431	Continued From page 21 dated as being opened on 11/23/15. The Med Tech stated that both residents were still in the facility and both residents had current orders for Novolog Insulin. The Med Tech stated the nurses gave the insulin and were supposed to check the expiration dates prior to giving the insulin. The Director of Nursing (DON) stated in an interview on 12/13/15 at 12:46PM the nurses give the insulin and should look at the date and if past the 28 days after opened should remove the Insulin from the medication cart and get a new vial of insulin. 1b. On 12/31/15 at 10:15AM, an observation of the medication cart for residents in rooms 1 through 17 was made with Nurse #1. There was one bottle of Novolog Insulin dated as opened on 11/3/15. Nurse #1 stated the resident whose name was on the bottle was still in the facility and had a current order for Novolog Insulin. A second bottle of Novolog Insulin was observed on the cart with another resident ' s name and was dated as opened on 11/17/15. Nurse #1 stated the resident was still in the facility and had a current order for Novolog Insulin. The Director of Nursing (DON) stated in an interview on 12/13/15 at 12:46PM the nurses give the insulin and should look at the date and if past the 28 days after opened should remove the Insulin from the medication cart and get a new vial of insulin.	F 431			
F 469 SS=D	483.70(h)(4) MAINTAINS EFFECTIVE PEST CONTROL PROGRAM The facility must maintain an effective pest control program so that the facility is free of pests and rodents.	F 469			

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F 469	Continued From page 22 This REQUIREMENT is not met as evidenced by: he facility failed to maintain a pest free dining experience for 1 of 2 dining rooms with flies. The facility failed to maintain a pest free dining experience for 1 of 2 dining rooms with flies. tater tots, fish sticks, slaw, tea, water, bread- 12/28/2015 12:55:03 PM flies landing on food 7 res. at table. 12/28/2015 1:10:23 PM 1 staff feeding res. sitting in geri chair 12/28/2015 1:10:35 PM 1 staff feeding two res. 1 fam. member feeding, 1 res. in room has not been fed. 12/29/2015 8:39:36 AM food arrived 8:30 am - 8:39am- three residents not fed, other residents eating . two staff feeding two residents. 9 residents in dining room. three residents trays still on cart. Two residents at main table and one resident in a geri chair. 843 am resident 1 margaret being fed. male res at table and resident in geri chair not being fed. Resident in geri chair- staff placed tray on table beside resident. 8:46 am- resident now being fed. staff feeding res. while she is in geri chair. Not dining	F 469			

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F 469	<p>Continued From page 23</p> <p>table. 8:47 am male res. at table being fed. Now 4 staff in dining room.</p> <p>12/29/15 8:20 AM- Residents sitting at table waiting for breakfast. One resident sleep with her head on table.</p> <p>12/30/2015 8:44:35 AM 12 residents in dining room. one resident being fed by staff person. resident sitting in geri chair.</p> <p>12/30/2015 8:50:39 AM Breakfast trays placed on table for other residents. Three flies observed on table, one on res. table cover, one on res. plate cover, Flies observed on res. trays, on top of resident apple juice, on resident tray, on res. tray, on res. tray, while being fed by staff. 12/30/2015 8:58:58 AM landing on res arm in geri chair. two flies on table. fly on female res. plate. one fly on table.</p> <p>12/30/2015 8:59:14 AM one res. sitting in w/c not being fed. other res eating.</p> <p>12/30/2015 8:59:54 AM Res. at end of table swatting away flies.</p> <p>12/30/2015 9:02:18 AM Another res brought into dining room- while other res. eating and not being fed. 4 males and 7 females</p> <p>12/30/2015 9:04:49 AM fly on me. fly on table.</p> <p>12/30/2015 9:06:27 AM res sitting in geri chair next to drink machine now being fed. two flies flying around, landing on table.</p> <p>12/30/2015 9:07:51 AM one res. still not fed</p>	F 469			

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F 469	<p>Continued From page 24</p> <p>sitting in geri chair in dining room. fly on table and on plate tops 12/30/2015 9:09:16 AM fly on table.</p> <p>12/30/2015 9:10:36 AM three flies, one on table, one on plate cover,</p> <p>12/30/2015 9:11:26 AM two flies on table. six res at table, two eating.</p> <p>12/30/2015 9:12:58 AM fly on table, fly on res arm of res geri chair sitting in recliner</p> <p>12/30/2015 9:15:03 AM fly on res finger</p> <p>12/31/2015 8:49:06 AM 10 residents 3 staff feeding three res. - resident sitting next to tv has not received tray to be fed, one staff at table. one staff feeding res. next to chri tree. one staff</p> <p>12/31/2015 8:51:22 AM Male res. at end of table near first door not fed yet</p> <p>12/31/2015 8:54:11 AM Staff member swatted fly from res. tray. At front end of table.</p> <p>12/31/2015 8:55:34 AM Fly landing on res, lorraines food. two flies landing on coffee cups.</p> <p>12/31/2015 8:56:37 AM fly landing on napkin. res. at end of table.</p> <p>12/31/2015 8:59:04 AM fly landing on tray top.</p> <p>12/31/2015 9:00:45 AM Fly landing on res. coffee cup.</p> <p>12/31/2015 9:01:16 AM staff swatting fly away.</p>	F 469			

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F 469	Continued From page 25 1. walter wilson 12/31/2015 9:05:21 AM 2. john eagle 3 lena montgomery 4 lorraine taylor 5. virginia dombroski 6. mary johnson 7. shirley jordan 8. Ann nunn- 12/31/2015 9:04:21 AM fed . Fourth staff member came in to finish feeding monica . 9. dwight moore 10 monica simmons 12/31/2015 9:07:19 AM fly on lorraine taylor's food 12/31/2015 9:07:51 AM fly on lorraine taylor tray 12/31/2015 9:08:54 AM Staff member swatting fly away while feeding monica. 12/31/2015 9:10:00 AM fly landed on ann nunn's forehead. staff swatted away. 12/31/2015 9:12:32 AM fly landing on plate top in front of monicas tray. 12/31/2015 9:19:31 AM Frances Edmonds, NA, 15 yrs. - Revealed the fly problem is real bad. Yes, real bad and raches, Report it, not better. Comany comes in about a month and spray. have seen worst. Res. have complained. Deal with best they can. Need more help. Mentioned need five people back there. Do the best they can think four is enough. Every day. Was off today helping out. 12/31/2015 9:25:15 AM Deborah Bell, NA, 4	F 469			

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F 469	<p>Continued From page 26</p> <p>months- Kind of a problem. Every day. Kill, report housekeepers. No improvement. Dont have enough staff to feed each res. Smetimes feed two at a time so they will not be waiting so long. Happens everyday. Have not reported to anyone. Just do it. More help in dining room.</p> <p>12/31/2015 9:31:16 AM Kerry Bizzell, NA, 3yrs., Yes , when hot outside it is bad. Some in ding room. Have fly swatters, Admin, a while back. Sometime sres complain.</p> <p>4 na-, 1 to kitchen, 2 The ones that feed themeselves first. Most are up. 1 dining room serve in there, one from up front. 1 has to feed on the hall, and tghat only leave with two. unless have extra person. Have to do the best you can. Had five aides at one time. but cut down to four aides. They want another person to monitor the halls, but that's hard to do.</p> <p>12/31/2015 9:52:00 AM Sharon Sholar, LPN, Have seen some flies. Maintenance usualy comes in. Do not know if been reported. Would usally call maintenance. Not all the time, but doors opened i up weather. Not with her personal res. complints. Usually get res. that are able to feed themselves first and then get residents that are totally fed. May be a few minutes in between. Thinks there needs to be more aides.</p> <p>12/31/2015 12:27:40 PM Barbar Johnson, DON- No one has reported. Know she has flies. Turn on fan. Do not know if they can hang fly strips. Expectation: Want flies gone, but will talk to someone. Expect staff to keep flies away and get fly swatters at this point. Report it to</p>	F 469			

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F 469	<p>Continued From page 27 maintenance.</p> <p>12/31/2015 12:31:40 PM Barbara Johnson, DON, - One goes to big dining room and one remains back there. Some residents for reason other than staff delayed in being fed, dont want to eat now. Expectation: Have enough staff to feed all residents. Someone would have to wait someone would have to wait until someone is available to go. She did not know it was a problem.</p> <p>12/31/2015 12:54:46 PM Admin, Ingrid- There have been flies with last couple of days. Maintenance guy said light would zap them. Expectation: Might get more of lights to get more to prevent flies from coming in. Let staff know if there are problems. Staff will leave her a note or write it on clipboard.</p> <p>12/31/2015 12:57:41 PM Admin. Ingrid- Expectation; Was not aware of it. If know about it would find someone else to help with feeding. No one had told her about it.</p> <p>12/31/2015 1:43:50 PM Colin Ferne, Maint Directo- No one reported anything about flies in dining room. Have a sweet potatoe flies down the road. Everybody is complaining about it. Pest control came today. Comes once a month. Sometimes comes in twice. He is limited in terms of what he can do. Fly tary located up and down hallway. purple fluorescent light with glue boards. One in dining room two in kitchen. ONE on rehab hall and one on abc hall. Outside in hallway from cocomut dining room. Orkin placed them at best locations. Process: Have clipboard on door riser room door. If have prob. write</p>	F 469			

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F 469	<p>Continued From page 28 location, room number, etc. He keeps the records.</p> <p>12/31/2015 2:17:31 PM Donna Allsbrook, RN,- Was not aware about flies. They do get in and they try to get them. Staff should call maintenance if they see pests.</p> <p>12/31/2015 2:19:39 PM Donna Allsbrook, RN- Was not aware of concern about residents waiting to be fed. She said normally they would tell them. Expectation: Get enough staff in dining room so residents will not have to wait.</p> <p>(C) Pest Control (Resident Observation)</p> <p>WILLIAMS, MELVIS (14)</p> <p>1) Were any of the following observed? (Mark all that apply) = 1 (B: Walls, floors, ceilings, drapes, or furniture are not clean or are in disrepair) = 8 (I: Evidence of insects or rodents in bedrooms or bathrooms)</p> <p>Surveyor: 20711 RelevantFindings: (12/29/2015 08:25:44 AM) Observed one roach in the corner by the door in the bathroom. Door to bathroom has 2 holes in the door.</p>	F 469			