

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

PRINTED: 07/31/2020
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345119	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 07/16/2020
NAME OF PROVIDER OR SUPPLIER NORTHCHASE NURSING AND REHABILITATION CENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 3015 ENTERPRISE DRIVE WILMINGTON, NC 28405	
(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 000	INITIAL COMMENTS An unannounced complaint survey was completed at this facility from 07/14/20 through 07/16/20. One out of 16 allegations was substantiated with deficiency, 5 out of 16 allegations were substantiated without deficiency, and 10 out of 16 allegations were unsubstantiated for Event ID#T5RS11.	F 000		
F 677 SS=D	ADL Care Provided for Dependent Residents CFR(s): 483.24(a)(2) §483.24(a)(2) 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; This REQUIREMENT is not met as evidenced by: Based on observation, staff interview, and record review the facility failed to cut and file long and jagged fingernails for 1 of 6 sampled residents (Resident #5) who required at least extensive assistance from staff with their hygiene. Findings included: Record review revealed Resident #5 was admitted to the facility on 09/08/11. The resident's documented diagnoses included diabetes, Alzheimer's dementia, anxiety disorder, depression, unspecified psychosis, and chronic pain syndrome. Record review revealed 03/23/20 was the last time Resident #5 experienced a skin tear. A skin tear was identified on the back of the resident's left hand on 03/23/20, and the skin tear was documented as healed on 04/14/20. Resident #5's care plan problem for assistance	F 677	F677 ADL Care Provided for Dependent Residents CFR(s): 483.24(a)(2) On 7/14/20, resident # 5 was provided nail care by the Assistant Director of Nursing (ADON). On 7/14/20, 100% audit of nail care for all residents to include resident #5 was completed by the Director of Nursing (DON), Assistant Director of Nursing (ADON), Quality Assurance Nurse (QA), Minimum Data Set Nurses (MDS), Treatment Nurses, and the Clinical Coordinators to ensure all residents were provided nail care per resident preference. The Director of Nursing (DON), Assistant Director of Nursing (ADON), Quality Assurance Nurse (QA), Minimum Data Set Nurses (MDS), Treatment Nurses, and the Clinical	7/27/20

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

TITLE

(X6) DATE

Electronically Signed

07/29/2020

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 677	<p>Continued From page 1</p> <p>with activities of daily living (ADLs) was last revised on 03/25/20, and documented, "Requires assistance with Activities of Daily Living/Personal Care; decline in functional ability d/t (due to) cognitive impairment and impaired mobility secondary to Alzheimer's, mental illness, and pain due to cervicgia and arthritis." Interventions to this problem included "Personal hygiene/grooming: Provide one person extensive physical assistance, i.e., comb hair, shave, and perform oral hygiene (edentulous, no dentures)."</p> <p>The resident's 06/18/20 annual minimum data set (MDS) documented his cognition was severely impaired, he required extensive assistance from a staff member with hygiene, and he exhibited no behaviors including rejection of care.</p> <p>Review of the facility's grievance log revealed on 07/02/20 a grievance was filed on behalf of Resident #5 by his family. It was documented the family had concerns that the resident's hair was long and dirty and his fingernail were long. The facility documented in its investigation that the resident's hair was long, his nails were clean, and his nails were not yet long enough to clip. The grievance was documented as resolved on 07/06/20 when staff were in-serviced about nails, hair, and hygiene.</p> <p>During an observation with Nursing Assistant (NA) #2 on 07/14/20 at 1:43 PM Resident #5 was in bed, and his fingernails extended beyond the end of his fingertips by as much as 1/8 of an inch on several fingers. Several of his fingernails on both hands were rough and jagged. NA #2 commented the resident's fingernails needed to be cut, and they were jagged. She reported she was unsure when the resident last had his</p>	F 677	<p>Coordinators provided nail care for all identified concerns during the audit.</p> <p>100% Resident Preference Questionnaire was initiated by the Social Worker on 7/14/2020 with all alert and oriented residents and all non-alert and oriented resident representatives in regards to resident preference nail care to include: (1) Do you have a preference on nail care/length? The care plan/care guide will be updated for all identified resident preferences by the hall nurse and Minimum Data Set Nurse during the review. Questionnaires completed on 7/14/2020.</p> <p>100% in-service was initiated by the Facility Consultant on 7/14/2020 with all nurses and nursing assistants in regards to Resident Preferences to include (1) right to make choices about aspects of life (2) notification of change or new resident preference (3) Care plan (4) honoring resident preferences. In-services was completed on 7/27/2020.</p> <p>100% in-service was initiated by the Director of Nursing (DON) on 7/14/2020 with all nurses and nursing assistants in regards to: Resident Preferences to include (1) Nail Care Preference to include cutting and filing nails (2) CNA responsibility (3) Nurse Responsibility (4) Documentation of refusals (5) Documentation in clinical record (6) notification of RR for refusals of care. In-services completed by 7/27/2020. All newly hired nurses and nursing assistants</p>		

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F 677	<p>Continued From page 2</p> <p>fingernails cut. She remarked that NAs could cut fingernails unless the resident was diabetic, and then the NAs informed the nurses that they needed to cut them. NA #2 commented Resident #5 could not cut his own fingernails, and was cooperative when care was provided.</p> <p>During an interview with Resident #5 on 07/14/20 at 1:54 PM he stated he would like to have his fingernails cut.</p> <p>During an interview with Nurse #2 on 7/14/20 at 2:02 PM she stated resident fingernails were cut as needed. She explained direct care staff were supposed to check resident fingernails when they were providing providing baths, showers, care, and administering medications. She commented NAs were able to cut resident fingernails, but they could let nurses know if they did not feel comfortable doing so. According to Nurse #2, Resident #5 was pleasant and cooperative, depending on staff for his personal hygiene. She commented jagged fingernails increased the risk that residents could experience skin tears.</p> <p>During an interview with the facility's Assistant Director of Nursing (ADON) on 07/15/20 at 10:25 AM she stated Resident #5's family expressed a grievance on 07/02/20 based on a window visit they had with the resident. She reported the concern was that the resident's hair was long and dirty and his fingernails were long. She commented when she went to visit the resident she found his nails were clean and not long enough to clip. According to the ADON, she spoke to the direct care staff who were assigned to care for the resident on the day and shift of the window visit. She stated she told this staff to keep an eye on the resident's fingernails and</p>	F 677	<p>will be in-serviced during orientation by the Staff Facilitator in regards to Resident Preferences and Resident Nail Care.</p> <p>10% observation of ADL resident care to include nail care for all residents to include resident # 5 will be completed by the Assistant Director of Nursing (ADON), Clinical Coordinator, and Quality Assurance Nurse weekly x 8 weeks then monthly x 1 month utilizing the ADL Audit Tool. This audit is to ensue residents were provided nail care per resident preference to include nail length. Any areas of identified concern will be addressed by the Assistant Director of Nursing (ADON), Clinical Coordinator, and Quality Assurance to include providing nail care and/or additional staff training. The Director of Nursing will review and initial the ADL Audit Tools weekly x 8 weeks then monthly x 1 month to ensure all areas of concern have been addressed.</p> <p>The Administrator will present the findings of the ADL Audit Tools to the Executive Quality Assurance (QA) committee monthly for 3 months. The Executive QA Committee will meet monthly for 3 months and review the ADL Audit Tools to determine trends and/or issues that may need further interventions put into place and to determine the need for further frequency of monitoring.</p>		

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F 677	<p>Continued From page 3</p> <p>make sure they did not grow long. She explained Resident #5 became a "target resident" meaning the staff were to devote special attention to making sure the resident's hygiene was acceptable. The ADON reported Resident #5 was cooperative with having his fingernails cut after surveyor intervention on 07/14/20. She commented the resident's fingernails needed cutting and filing on 07/14/20, and the resident did not resist while having his fingernails worked on.</p> <p>During a follow-up interview with NA #2 on 07/15/20 at 1:21 PM she stated Resident #5 did not reject care. She explained because of his dementia it was best to approach the resident slowly, and tell him what kind of care needed to be provided.</p>	F 677			