

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

PRINTED: 06/11/2024
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345142	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED R-C 05/30/2024
NAME OF PROVIDER OR SUPPLIER UNIVERSITY PLACE NURSING AND REHABILITATION CENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 9200 GLENWATER DRIVE CHARLOTTE, NC 28262		
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F 000	INITIAL COMMENTS An onsite revisit was conducted on 05/29/24 through 05/30/24. Tags F561, F641, F644, F657, F658, F679, F686, F689, F725, F726, F760, F761, F812, and F880 were corrected as of 05/30/24. A repeat tag was cited and a new tag was also cited as a result of the complaint investigation survey that was conducted at the time as the revisit. The facility is still out of compliance. Event ID: 5DHV12.	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 record review, observations, and Resident Representative (RR) and staff interviews the facility failed to provide nail care for 2 of 3 dependent residents reviewed for activities of daily living (ADL) (Resident #4 and Resident #5). The findings included: 1. Resident #4 was admitted to the facility on 12/11/2014 with diagnoses which included hemiplegia, and muscle weakness. Resident #4 did not have a diagnosis of diabetes. A review of the shower schedule for Resident #4 revealed he was scheduled to receive showers on Mondays and Fridays. The last documented nail care was on 3/8/2024	{F 677}			

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 677}	<p>Continued From page 1 and was documented in a nursing progress note.</p> <p>A quarterly Minimum Data Set (MDS) dated 4/2/2024 revealed Resident #4 was severely cognitively impaired with impairment on both sides of the upper and lower extremities. Resident #4 was documented as maximum assist for personal hygiene.</p> <p>A review of the care plan dated 4/4/2024 revealed Resident #4 required staff support to achieve the highest practical level of function for activities of daily living with interventions which included Resident #4 required maximal assistance for personal hygiene.</p> <p>A review of a shower sheet dated 5/28/2024 revealed Resident #4 received a shower that was scheduled to be performed by NA #4. The space for intervention documentation was blank. There was no documentation regarding fingernails being cut or cleaned.</p> <p>An interview was conducted on 5/30/2024 at 9:42 am with NA #4. NA #4 reported she had given Resident #4 a shower on 5/28/2024. NA #4 stated she washed his hair and body but did not cut/clean his fingernails. NA #4 reported she performed nail care when she noticed nails were long and/or dirty but had not noticed Resident #4's nails.</p> <p>A telephone interview was conducted on 5/29/2024 at 9:52 am with Resident #4's RR. The RR stated Resident #4 always had long and dirty fingernails when she would come and visit weekly. She reported she had mentioned her concerns in March of 2024 to nursing staff, including the previous Director of Nursing, at the</p>	{F 677}			

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{F 677}	<p>Continued From page 2 facility, but it continued to be an issue.</p> <p>An observation was conducted on 5/29/2024 at 9:57 am. Resident #4 was observed to have contractures of both the left and right hands and had quarter-inch long fingernails, on all ten fingernails on both the right and left hands, with a brown substance underneath. There were 4 of Resident #4's fingernails on the right side that touched his right palm and 4 fingernails on the left side that touched his left palm. There was no redness or open areas observed.</p> <p>An interview was conducted on 5/29/2024 at 2:43 pm with NA #3. NA #3 was assigned to care for Resident #4 on 5/29/2024. NA #3 reported he had not noticed Resident #4 had long, dirty fingernails. NA #3 stated the shower team usually performed nail care and that he had not cut and cleaned nails at the facility. NA #3 was asked to observe Resident #4's fingernails. NA #3 verbalized Resident #4's fingernails were long and dirty.</p> <p>An interview was conducted on 5/29/2024 at 2:25 pm with Nurse Aide (NA) #1. NA #1 reported she was on the shower team and was assigned to give showers to residents in the building on their assigned shower days. She reported she had not trimmed or cleaned any residents' fingernails because she was not comfortable cutting nails. NA #1 stated if she noticed a resident's fingernails were long while she was giving them a shower, she would write it down on the shower sheet and tell the hall nurse.</p> <p>An interview was conducted on 5/29/2024 at 2:38 pm with NA #2. NA #2 reported she was on the shower team and was assigned to give showers</p>	{F 677}			

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{F 677}	<p>Continued From page 3</p> <p>to residents according to their shower schedule. NA #2 stated she was not responsible for cutting fingernails or toenails and was unsure of who was. NA #2 reported if she noticed a resident had long nails she would report it to the Nurse.</p> <p>An interview was conducted on 5/29/2024 at 3:11 pm with the Staff Development Coordinator (SDC). The SDC reported nursing staff, both NAs and Nurses, were trained about nail care during orientation. The SDC stated both NAs and Nurses were responsible for cutting and cleaning fingernails unless the resident had a diagnosis of diabetes. The SDC stated all staff were trained to cut and clean dirty nails. The SDC reported nail care was to be performed whenever a resident had long or dirty nails regardless if it was the resident's shower day or not. The SDC was not aware if anyone audited nail care in the facility.</p> <p>An interview was conducted on 5/30/2024 at 8:30 am with the Unit Manager. The Unit Manager stated staff had been educated in March of 2024 regarding nail care, including cutting and cleaning. The Unit Manager stated NAs and Nurses could cut and clean nails unless the resident had a diagnosis of diabetes. She reported for residents with a diagnosis of diabetes a podiatry consultation would need to be placed. The Unit Manager was unsure if anyone monitored nail care for the residents.</p> <p>An interview was conducted on 5/30/2024 at 11:43 am with the Director of Nursing (DON). The DON reported nail care should be performed daily and as needed. The DON stated NAs usually cut and cleaned resident's fingernails. The DON reported she was not aware Resident #4 had long, dirty fingernails and reported they</p>	{F 677}			

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{F 677}	<p>Continued From page 4</p> <p>should have been cleaned and cut. The DON was unaware if anyone monitored nail care for the residents.</p> <p>An interview was conducted on 5/30/2024 at 11:51 am with the Administrator. The Administrator stated nail care should be performed daily by the hall NAs or as needed. The Administrator stated a lot of staff were not comfortable with cutting fingernails. The Administrator stated if an NA was not comfortable with cutting nails, they should let a Nurse know so someone would perform the task. The Administrator was not aware Resident #4 had long, dirty fingernails.</p> <p>2. Resident #5 was admitted to the facility on 5/13/2024 with diagnoses which included vascular dementia. Resident #5 did not have a diagnosis of diabetes.</p> <p>An admission Minimum Data Set (MDS) dated 5/20/2024 revealed Resident #5 was severely cognitively impaired and required substantial/maximum assistance for personal hygiene.</p> <p>A review of the shower schedule for Resident #4 revealed he was scheduled to receive showers on Tuesdays and Fridays.</p> <p>There was no documentation of nail care in the Electronic Medical Record or shower sheets.</p> <p>A review of the shower sheet dated 5/24/2024 revealed Resident #5 received a shower by NA #1. The space for intervention documentation was blank. There was no documentation of Resident #5's fingernails being cut or cleaned.</p>	{F 677}			

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{F 677}	Continued From page 5 A review of a care plan dated 5/27/2024 revealed Resident #5 required staff support to achieve highest practical level of function for activities of daily living with interventions which included Resident #5 required substantial/maximum assistance for personal hygiene. An observation was conducted on 5/29/2024 at 10:13 am. Resident #5 was observed to have quarter-inch long fingernails with brown substance underneath all 5 fingernails on the left hand and 4 fingernails on the right hand. Resident #5's right thumb fingernail was approximately a half-inch long, jagged, and had a brown substance underneath. An interview was conducted on 5/29/2024 at 2:25 pm with Nurse Aide (NA) #1. NA #1 reported she was on the shower team and was assigned to give showers to residents in the building on their assigned shower days. NA #1 reported she had given Resident #5 a shower on 5/28/2024 and she had not noticed that her fingernails were long and dirty. She reported she had not trimmed or cleaned any residents fingernails because she was not comfortable cutting nails. NA #1 reported she would clean resident's fingernails during a shower if she had noticed they were dirty. NA #1 stated if she noticed a resident's fingernails were long while she was giving them a shower, she would write it down on the shower sheet and tell the hall nurse. An interview was conducted on 5/29/2024 at 3:11 pm with the Staff Development Coordinator (SDC). The SDC reported nursing staff, both NAs and Nurses, were trained about nail care during orientation. The SDC stated both NAs and	{F 677}			

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{F 677}	<p>Continued From page 6</p> <p>Nurses were responsible for cutting and cleaning fingernails unless the resident had a diagnosis of diabetes. The SDC stated all staff were trained to cut and clean dirty nails. The SDC reported nail care was to be performed whenever a resident had long or dirty nails regardless if it was the resident's shower day or not. The SDC was not aware if anyone audited nail care in the facility.</p> <p>An interview was conducted on 5/30/2024 at 8:30 am with the Unit Manager. The Unit Manager stated staff had been educated in March of 2024 regarding nail care, including cutting and cleaning. The Unit Manager stated NAs and Nurses could cut and clean nails unless the resident had a diagnosis of diabetes. She reported for residents with a diagnosis of diabetes a podiatry consultation would need to be placed. The Unit Manager was unsure if anyone monitored nail care for the residents.</p> <p>An interview was conducted on 5/30/2024 at 11:43 am with the Director of Nursing (DON). The DON reported nail care should be performed daily and as needed. The DON stated NAs usually cut and cleaned resident's fingernails. The DON reported she was not aware Resident #5 had long, dirty fingernails and reported they should have been cleaned and cut. The DON was unaware if anyone monitored nail care for the residents.</p> <p>An interview was conducted on 5/30/2024 at 11:51 am with the Administrator. The Administrator stated nail care should be performed daily by the hall NAs or as needed. The Administrator stated a lot of staff were not comfortable with cutting fingernails. The Administrator stated if an NA was not comfortable</p>	{F 677}			

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{F 677}	Continued From page 7 with cutting nails, they should let a Nurse know so someone would perform the task. The Administrator was not aware Resident #5 had long, dirty fingernails.	{F 677}		