

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL029010	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 12/15/2014
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NAME OF PROVIDER OR SUPPLIER GRAYSON CREEK OF WELCOME	STREET ADDRESS, CITY, STATE, ZIP CODE 6781 OLD US HWY 52 LEXINGTON, NC 27295
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D 000	Initial Comments The Adult Care Licensure Section and the Davidson County Department of Social Services conducted an annual and follow-up survey on December 11, 2014 and December 12, 2014 with an exit conference via telephone on December 15, 2014.	D 000		
D 014	<p>10A NCAC 13F .0206 Capacity</p> <p>10A NCAC 13F .0206 Capacity</p> <p>(a) The licensed capacity of adult care homes licensed pursuant to this Subchapter is seven or more residents.</p> <p>(b) The total number of residents shall not exceed the number shown on the license.</p> <p>(c) A facility shall be licensed for no more beds than the number for which the required physical space and other required facilities in the building are available.</p> <p>(d) The bed capacity and services shall be in compliance with G.S. 131E, Article 9, regarding the certificate of need.</p> <p>This Rule is not met as evidenced by: TYPE A2 VIOLATION</p> <p>Based on observation, interview, and record review, the facility exceeded the licensed capacity of 55 residents (16 beds of the 55 designated for a special care unit and 39 beds designated for assisted living) and the facility was unaware of the number of residents residing in the facility.</p> <p>The findings are:</p> <p>Review of the facility's 2014 license revealed the facility was licensed for a total of 55 beds with 16</p>	D 014		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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Division of Health Service Regulation

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D 014	<p>Continued From page 1</p> <p>of the 55 beds designated for special care units beds. The facility would have 39 beds for assisted living residents.</p> <p>The facility entrance conference on 12/11/14 at 9:00 am with the Administrator-in-Charge/Executive Director (ED) and Business Office Manager (BOM) revealed the following:</p> <ul style="list-style-type: none"> - The BOM stated the facility census was 55 residents. - The BOM provided a list of 57 residents in the facility. - The census list provided by the BOM included the name of a resident who had passed away on 12/9/14 (The census had an "E" with a circle around it on in the 12/9/14 column.) - The ED stated the facility did not include 4 residents receiving hospice care from an outside hospice agency in the daily census and one resident on the roster was in the hospital (but would not be coming back). - The ED stated the resident in the hospital but would not be coming back (going to be upgraded to skilled care). <p>Review of the resident roster provided by the facility at entrance on 12/11/14 at 9:00 am revealed:</p> <ul style="list-style-type: none"> - The special care unit had 14 residents listed on the roster with one marked as having passed away on 12/9/14 and one was listed as in the hospital. - Forty-three residents were listed on the roster for the assisted living section. <p>Observation during the initial tour of the facility on 12/11/14 between 9:00 am and 12:00 noon revealed:</p> <ul style="list-style-type: none"> - The special care unit had 13 residents, including 	D 014		

Division of Health Service Regulation

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D 014	<p>Continued From page 2</p> <p>the resident returned back from the hospital, and 3 empty beds.</p> <ul style="list-style-type: none"> - The assisted living section, had 47 residents living in the facility. (Four residents observed in the assisted living section were not listed on the roster.) <p>Based on review of the license and observations on 12/11/14, the facility exceeded the capacity for the assisted living section by 8 residents.</p> <p>Interviews on 12/11/14 at 11:30 am and at 2:45 pm with the ED revealed:</p> <ul style="list-style-type: none"> - The ED was responsible for everyday operation of the facility. - The ED was responsible for marketing the facility, and admitting residents to the facility. - She stated she did not count the 4 residents listed by hospice as "complete care" in the census because hospice provided care for the residents and the facility did not receive payment for care. - She had not included the hospice residents receiving hospice "complete" care from an outside agency in the census for quite some time and was not sure of a specific date when the census in the assisted living section started being over 39 residents. - She included the 3 empty beds from the Special Care Unit in the census available for the facility, and admitted extra residents to the assisted living section to make up the difference. - Facility staff attended to the hospice residents' needs including assistance with bathing, dressing, toileting, assistance during meal times, and medication administration at the facility, however the facility did not receive reimbursement for the care. <p>Continued interview with the ED revealed:</p>	D 014		

Division of Health Service Regulation

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D 014	<p>Continued From page 3</p> <ul style="list-style-type: none"> - She stated she thought the total census for the building could be 55. - She was not aware she should not use empty beds in the special care unit as part of the assisted living census. - The BOM was responsible for maintaining an accurate census and providing the list to the ED for monitoring admissions. - She was aware the BOM did not include the 4 hospice residents in the census. - The facility did not complete the census count daily. - The facility had a waiting list for residents seeking admission, and one was admitted when another resident moved or passed away. - She was not aware the resident roster was not accurate. - In the event of an emergency evacuation, like with the fire department, the census provided would be 55. - The ED stated there were extra beds in the facility because the facility had an open house and never removed them; they were planning to increase bed capacity in the future. <p>Interview on 12/11/14 at 12:30 pm with the BOM revealed:</p> <ul style="list-style-type: none"> - She was responsible for maintaining the census and reporting census numbers on all reports. - She provided the list of residents to the ED. - She was not certain when the list of residents in the facility became inaccurate. - Staff did not verify the census daily but were aware of the presence of all residents in the building. - The ED was aware she did not include the 4 hospice "complete care" residents in the census. - She was not aware the census was not accurate until the survey team identified residents not listed on the roster. 	D 014		

Division of Health Service Regulation

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D 014	<p>Continued From page 4</p> <p>- When asked what the facility would use for identifying residents in the event of an emergency evacuation, she stated 55 would be provided as census.</p> <p>The BOM provided an adjusted resident roster on 12/11/14 at 12:30 pm for 60 residents living in the facility after the survey team identified 60 residents living in the facility, 13 residents in the special care unit (including the resident back from the hospital) and 47 in the assisted living section, including 4 hospice residents.</p> <p>The survey team confirmed the facility census of 60 on 12/11/14 at 12:30 pm using the corrected roster.</p> <p>Interview on 12/11/14 at 4:30 pm with the Special Care Unit Coordinator (SCUC) revealed:</p> <ul style="list-style-type: none"> - She was not aware the empty beds in the Unit were being included in the census for the assisted living side of the building. - The ED and BOM were responsible for admitting residents to the facility. - The Unit did not have more residents than the capacity number of 16 listed in the census. <p>Confidential interviews with 2 staff (personal care aide and medication aide) revealed staff provided care to all residents, including hospice residents, when hospice staff was not in the building.</p> <p>Interview on 12/11/14 at 10:00 am with two hospice aides revealed:</p> <ul style="list-style-type: none"> -They are in the facility two times a week to provide personal care for hospice residents. -The facility staff are responsible for care for the hospice residents when the hospice aides were not in the building. 	D 014		

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D 014	Continued From page 5 Interview on 12/11/14 at 11:50 am with a representative of one of the hospice providers revealed hospice was not in the building 24 hours a day. Review of the facility's time cards and staff schedule compared to the reported daily census for the previous 2 weeks on 12/12/14 revealed the facility staffed to appropriate levels for 41 to 50 residents in the assisted living side of the facility. Interview on 12/12/14 at 3:30 pm with the ED revealed: - The BOM assisted her with staffing. - The facility staffed to meet the total census of the building. - The facility routinely staffed to the 41 to 50 residents requirements for the assisted living section for at least the last 2 months. - The facility had extra staff in both sections of the building during the day shift on weekdays. The facility provided a Plan of Protection on 12/11/14 including the following: - Facility to immediately and safely discharge 5 residents to meet license capacity of 55. Three additional residents will be appropriately transferred to the Special Care Unit. - The Director of the facility will monitor daily census to ensure the facility is in compliance with licensed capacity. CORRECTION DATE FOR THE TYPE A2 VIOLATION SHALL NOT EXCEED JANUARY 14, 2014.	D 014		
D 176	10A NCAC 13F .0601 Management Of Facilities	D 176		

Division of Health Service Regulation

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D 176	<p>Continued From page 6</p> <p>10A NCAC 13F .0601Management Of Facilites</p> <p>(a) An adult care home administrator shall be responsible for the total operation of an adult care home and shall also be responsible to the Division of Facility Services and the county department of social services for meeting and maintaining the rules of this Subchapter. The co-administrator, when there is one, shall share equal responsibility with the administrator for the operation of the home and for meeting and maintaining the rules of this Subchapter. The term administrator also refers to co-administrator where it is used in this Subchapter.</p> <p>This Rule is not met as evidenced by: TYPE A2 VIOLATION</p> <p>Based on observation, interview and record review, the Administrator-in Charge/Executive Director (ED) was not aware of the census of the facility and failed to assure the licensed capacity of 55 residents was not exceeded.</p> <p>The findings are:</p> <p>(Refer to Tag D0014, 10A NCAC 13F .0206 Capacity). Based on observation, interview, and record review, the facility exceeded the licensed capacity of 55 residents (16 beds of the 55 designated for a special care unit and 39 beds designated for assisted living) and the facility was unaware of the number of residents residing in the facility.</p> <p>Interviews on 12/11/14 at 11:30 am and at 2:45 pm with the Administrator-in-Charge/Executive Director (ED) revealed:</p>	D 176		

Division of Health Service Regulation

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D 176	<p>Continued From page 7</p> <ul style="list-style-type: none"> - The ED was responsible for everyday operation of the facility. - The ED was responsible for marketing the facility, and admitting residents to the facility. - She stated she did not count the 4 residents listed by hospice as "complete care" in the census because hospice provided care for the residents and the facility did not receive payment for care. - She had not included the hospice residents receiving hospice "complete" care from an outside agency in the census for quite some time but was not sure of a specific date when the census in the assisted living section started being over 39 residents. - She included the 3 empty beds from the Special Care Unit in the census available for the facility, and admitted extra residents to the assisted living section to make up the difference. - She thought the total census for the building could be 55 and she was unaware she should not use empty beds in the special care unit as part of the assisted living section. - The Business Office Manager (BOM) was responsible for maintaining an accurate census and providing the list to the ED for monitoring admissions. - She was aware the BOM did not include the 4 hospice residents in the census. - The facility did not complete the census count daily. - The facility had a waiting list for residents seeking admission, and one was admitted when another resident moved or passed away. - She was not aware the resident roster list was not accurate. - In the event of an emergency evacuation, like with the fire department, the census provided would be 55. - The ED stated there were extra beds in the 	D 176		

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D 176	<p>Continued From page 8</p> <p>facility because the facility had an open house and never removed them; they were planning to increase bed capacity in the future.</p> <hr/> <p>The facility provided a Plan of Protection on 12/11/14 including the following:</p> <ul style="list-style-type: none"> - Facility to immediately and safely discharge 5 residents to meet license capacity of 55. Three additional residents will be appropriately transferred to the Special Care Unit. - The Director of the facility will monitor daily census to ensure the facility is in compliance with licensed capacity. <p>CORRECTION DATE FOR THE TYPE A2 VIOLATION SHALL NOT EXCEED JANUARY 14, 2014.</p>	D 176		
D912	<p>G.S. 131D-21(2) Declaration of Residents' Rights</p> <p>G.S. 131D-21 Declaration of Residents' Rights Every resident shall have the following rights:</p> <p>2. To receive care and services which are adequate, appropriate, and in compliance with relevant federal and state laws and rules and regulations.</p> <p>This Rule is not met as evidenced by: Based on observations, record reviews, and interviews, the facility failed to assure residents received care and services which were adequate, appropriate, and in compliance with relevant federal and state laws and rules and regulations in the areas of facility capacity and facility management.</p> <p>The findings are:</p>	D912		

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D912	<p>Continued From page 9</p> <p>A. Based on observation, interview, and record review, the facility exceeded the licensed capacity of 55 residents (16 beds of the 55 designated for a special care unit and 39 beds designated for assisted living) and the facility was unaware of the number of residents residing in the facility. [Refer to Tag D0014, 10A NCAC 13F .0206 Capacity (Type A2 Violation)].</p> <p>B. Based on observation, interview and record review, the Administrator-in-Charge/Executive Director (ED) was not aware of the census of the facility and failed to assure the licensed capacity of 55 residents was not exceeded. [Refer to Tag D0176, 10A NCAC 13F .0601(a) Management of Facilities.(Type A2 Violation)].</p>	D912		