

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL094005	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 05/21/2015
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NAME OF PROVIDER OR SUPPLIER CYPRESS MANOR	STREET ADDRESS, CITY, STATE, ZIP CODE 503 WEST BUNCOMBE STREET ROPER, NC 27970
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D 000	Initial Comments The Adult Care Licensure Section conducted an annual survey on 5/20/15 - 5/21/15.	D 000		
D 113	<p>10A NCAC 13F .0311(d) Other Requirements</p> <p>10A NCAC 13F .0311 Other Requirements (d) The hot water system shall be of such size to provide an adequate supply of hot water to the kitchen, bathrooms, laundry, housekeeping closets and soil utility room. The hot water temperature at all fixtures used by residents shall be maintained at a minimum of 100 degrees F (38 degrees C) and shall not exceed 116 degrees F (46.7 degrees C). This rule applies to new and existing facilities.</p> <p>This Rule is not met as evidenced by: Based on observation, interview and record review, the facility failed to assure hot water temperatures were maintained between a minimum of 100 degrees Fahrenheit (F.) to a maximum of 116 degrees F. for 3 of 5 fixtures (sinks) located in the resident shared bathrooms, 2 of 4 fixtures (sinks) located in private resident bathrooms and 5 of 5 fixtures (2 sinks, 3 tubs) located in community bathrooms . The findings are:</p> <p>Observation of the sink's hot water temperature in the shared bathroom between rooms 202 and 204 on 5/20/15 at 9:29 a.m. revealed the temperature was 120 degrees F.</p> <p>Observation of the sink's hot water temperature in the shared bathroom between rooms 201 and 203 on 5/20/15 at 9:35 a.m. revealed the temperature was 120 degrees F.</p>	D 113		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

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D 113	<p>Continued From page 1</p> <p>Observation of the private bathroom in room 205 on 5/20/15 at 9:43 p.m. revealed sink's hot water temperature was 122 degrees F.</p> <p>Observation of the hot water temperatures in community bathroom A, beside room 206, on 5/20/15 at 9:45 a.m. revealed the hot water temperatures in the sink and the bath tub was 120 degrees F.</p> <p>Observation of the tub's hot water temperature in community bathroom B, which was across the hall from community bathroom A, on 5/20/15 at 9:51 a.m. revealed the temperature was 122 degrees F.</p> <p>Interview with a resident on 5/20/15 at 10:51 a.m., a second resident on 5/21/15 at 11:45 a.m. and a third resident on 5/21/15 at 9:30 a.m. revealed: -The residents had never had a problem with the water temperature. -If the water temperature had gotten too hot, the residents mixed the hot water with cold water.</p> <p>Observation of the hot water temperatures with the facility Manager's thermometer and the surveyor's thermometer on 5/20/15 from 2:21 p.m. to 2:31 p.m. revealed: -The sink's hot water temperature in the shared bathroom between rooms 202 and 204 was 100/98 degrees F. - The sink's hot water temperature in the shared bathroom between rooms 201 and 203 was 98/98 degrees F. -The sink's hot water temperature in room 206 was 100/98 degrees F. -The tub's hot water temperature in community bathroom B was 100/98 degrees F. -The sink and tub's hot water temperature in</p>	D 113		

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D 113	<p>Continued From page 2</p> <p>community bathroom A was 100/98 degrees F.</p> <p>Observation of one Community Bathroom, on the 100 Hall during the facility tour on 5/20/15 revealed the following hot water temperatures:</p> <ul style="list-style-type: none"> - At 9:45 a.m. revealed Community Bathroom C sink and tub hot water temperatures were 120 degrees F. each. <p>Observation on 5/20/15 at 9:50 a.m. of one shared resident bathroom revealed the sink hot water temperature in shared bathroom between resident rooms 108 and 110 was 120 degrees F.</p> <p>Interview on 5/20/15 at 10:45 a.m. with the Manager revealed:</p> <ul style="list-style-type: none"> - The facility had a new element installed in the hot water heater unit about two weeks ago. - They have been trying to adjusting it for the last two weeks but was still unresolved. - The range of the temperature checks in the last couple of weeks were as low as 112 degrees F and as high as 120 degrees F. - She was not keeping a log of her hot water checks. - The Manager had called the plumber one time to adjustment the temperature but could not recall when the plumber had been called nor when he came to the facility. - There had not been any injuries due to the hot water. - She would try to get the plumber to come out to adjust the hot water. - She would post caution signs about the hot water signs and tell residents and staff about the hot water problem. <p>Recheck of hot water temperatures on 5/20/15</p>	D 113		

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D 113	<p>Continued From page 3</p> <p>revealed:</p> <ul style="list-style-type: none"> - At 2:20 p.m. of the Community Bathroom C sink and tub were 98 degrees F. - At 2:24 p.m. the sink between resident rooms 108 and 110 was 98 degrees F. - No bathrooms rechecked for hot water had hot water warning signs posted. <p>Interview on 5/21/15 at 9 a.m. with the Manager revealed:</p> <ul style="list-style-type: none"> - The plumber came out 40 minutes after the surveyor informed her of the high hot water levels on 5/20/15. - She did not get a chance to put up the hot water warning signs yesterday as suggested. - She rechecked the levels after the adjustment and they were at 100 degrees F. - This morning, hot water levels were at 110 degrees F. - She had calibrated her thermometer yesterday and it was accurate but was two degrees higher than the surveyors' thermometers. 	D 113		
D 137	<p>10A NCAC 13F .0407(a)(5) Other Staff Qualifications</p> <p>10A NCAC 13F .0407 Other Staff Qualifications (a) Each staff person at an adult care home shall:</p> <p>(5) have no substantiated findings listed on the North Carolina Health Care Personnel Registry according to G.S. 131E-256;</p> <p>This Rule is not met as evidenced by: Based on interview, observation and record review, the facility failed to assure 1 of 5 facility staff sampled had no substantiated findings listed on the North Carolina Health Care Personnel</p>	D 137		

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D 137	Continued From page 4 Registry (HCPR) according to G.S. 131E-256 . (Staff A). The findings are: Review of the personnel record for Staff A revealed: - Staff A was hired on 7/29/09 and was listed as a medication aide and nursing assistant. - There was no documentation of a HCPR check having been obtained before hire. Interview on 5/21/15 at 11:30 a.m. with the facility Manager revealed: - The previous manager was no longer at the facility since the beginning of this year. - Since they started going through the personnel files, many of the staff qualifications were missing. - Management had not been able to access the previous manager's files on her computer or in her office. - She had not yet obtained a HCPR for Staff A. On 5/21/15 at 11:30 a.m. (last day of the survey) the Manager provided a HCPR check for Staff A dated 5/21/15.	D 137		
D 139	10A NCAC 13F .0407(a)(7) Other Staff Qualifications 10A NCAC 13F .0407 Other Staff Qualifications (a) Each staff person at an adult care home shall: (7) have a criminal background check in accordance with G.S. 114-19.10 and 131D-40; This Rule is not met as evidenced by: Based on interview and record review, the facility failed to assure two of five sampled staff had a statewide criminal background check in accordance with G.S. 114-19.10 and 131D-40.	D 139		

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D 139	<p>Continued From page 5</p> <p>(Staff A and D). The findings are:</p> <p>1. Review of the personnel record for Staff A revealed:</p> <ul style="list-style-type: none"> - Staff A was hired on 7/29/09 and was listed as a medication aide and nursing assistant in the record. - There was no documentation of a statewide criminal history background check having been obtained. <p>Interview on 5/21/15 at 11:30 a.m. with the facility Manager revealed:</p> <ul style="list-style-type: none"> - Staff A had been a nursing assistant and medication aide in this facility for a long time. - The previous Manager was no longer at the facility since the beginning of this year, 2015. - Since the Administrator and the new Manager started going through the personnel files at the beginning of this year, many of the staff qualifications were missing. - Management had not been able to access the previous Manager's files on her computer or in her office. - She had not yet obtained a criminal history background check for Staff A. <p>2. Review of the personnel record for Staff D revealed:</p> <ul style="list-style-type: none"> - Staff D was hired on 10/17/09 and was listed as hired as a nursing assistant. - There was no documentation of a statewide criminal history background check having been obtained. <p>Interview on 5/21/15 at 11:30 a.m. with the facility Manager revealed:</p> <ul style="list-style-type: none"> - Staff D had been a nursing assistant in this facility. - The previous Manager was no longer at the 	D 139		

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D 139	Continued From page 6 facility since the beginning of this year, 2015. - Since the Administrator and the new Manager started going through the personnel files at the beginning of this year, many of the staff qualifications were missing. - Management had not been able to access the previous Manager's files on her computer or in her office. - She had not yet obtained a criminal history background check for Staff D.	D 139		
D 282	10A NCAC 13F .0904(a)(1) Nutrition and Food Service 10A NCAC 13F .0904 Nutrition and Food Service (a) Food Procurement and Safety in Adult Care Homes: (1) The kitchen, dining and food storage areas shall be clean, orderly and protected from contamination. This Rule is not met as evidenced by: Based on observation and interview, the facility failed to assure the reach in-cooler, reach-in freezer, dry storage shelves, ice machine, can opener, stove hood, floors and walls were cleaned in the kitchen. The findings are: Observation of the kitchen floor on 5/20/15 at 8:50 a.m. revealed the floor had various food particles in all areas including around the food preparation station, stove, freezer, refrigerator, entry/exit doors, food-storage shelves and under sink areas. Observation of the reach-in cooler and reach-in freezer located in the kitchen on 5/20/15 at 0915	D 282		

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D 282	<p>Continued From page 7</p> <p>a.m. revealed:</p> <ul style="list-style-type: none"> -The outside of the reach-in cooler and the reach-in freezer had two door handles with white dried powder inside each handle. -The wire shelves in the cooler had exposed rust on each shelf edge. -The floor of the freezer was dirty with white dried crumbs. -The bottom of the inside of the freezer had a frozen blood puddle underneath a bag of chicken. -The cooler floor and freezer floor were sticky. -The kitchen floors had multi-colored crumbs around the food preparation station, stove, entry/exit doors, food storage closet, freezer, cooler and under sink areas. <p>Observation of the ice machine located in the kitchen on 5/20/15 at 9:45 a.m. revealed:</p> <ul style="list-style-type: none"> -The vents on the cover of the ice machine were sticky and dusty. -Inside the ice machine was a white plastic shelf with a black mold-like substance along the edge. -None of the ice was touching the shelf. <p>Observation of the can opener attached to a prep table on 5/20/15 at 10:00 a.m. revealed tar-like scum around the can opener blade and the can opener holder.</p> <p>Observation of the wall behind the left side of the dishwasher sink on 5/20/15 at 10:10 a.m. revealed a 2-foot section of rotted drywall with peeling paint.</p> <p>Observation of the kitchen metal range and metal range hood vents on 5/20/15 at 10:15 a.m. revealed:</p> <ul style="list-style-type: none"> -A thick greasy coating which covered the range hood vents over the stove. -The range hood had a thick greasy surface 	D 282		

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D 282	<p>Continued From page 8</p> <p>substance covering the entire hood. -A maintenance sticker on the range hood displayed March 2014 as the date of the last cleaning service performed.</p> <p>Observation of three kitchen shelving units and three prep tables on 5/20/15 at 10:35 a.m. revealed that all of the legs were rusty at the bases.</p> <p>Observation of the storage closet for the cleaning supplies on 5/20/15 at 10:40 a.m. revealed a broken door hinge on the right door causing the entire door to detach when opened.</p> <p>Interview with the cook on 5/20/15 at 11:00 a.m. revealed: -The freezer is supposed to be cleaned before each weekly food delivery. -Kitchen staff mop floors and walls after each meal. -Surface areas are to be wiped down every shift. -The cooler racks need to be replaced.</p> <p>Interview with the maintenance man on 5/20/15 at 2:00 p.m. revealed: -He was aware of the rotted drywall in the kitchen. -He was aware there was a replacement drywall section in another room awaiting installation. -The cleaning supply closet doors in the kitchen needed to be replaced. -He had been working back at the facility for one month. -Dietary staff should report to him when things needed to be repaired in the kitchen.</p> <p>Observation of the kitchen floors on 5/20/15 at 3:30 p.m. revealed the floor had multi-colored crumbs around the food preparation station, stove, entry/exit doors, food storage closet,</p>	D 282		

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D 282	<p>Continued From page 9</p> <p>freezer, cooler and under sink areas.</p> <p>Interview with facility manager on 5/20/15 at 4:30 p.m. revealed:</p> <ul style="list-style-type: none"> -She would order a new can opener. -The shelves in the refrigerator need replacement and she would order new shelves. -Dietary staff are supposed to clean the floors and walls after each meal. -She would get a new kitchen cleaning supply cabinet. -There is a replacement section of drywall in the storage area awaiting installation. -Facility currently has only one maintenance man. -She was aware of the range hood and range vent cleaning service sticker and the company who cleans the hood and vents had not been contacted since the facility changed ownership. -The health inspector had visited the facility 3 weeks ago and made reference to the drywall repair needed behind the kitchen sink. -The health inspector ' s findings also reported a need for cleaning of the kitchen range hood related to grease accumulation. -She stated she had not monitored the cleaning schedule of the kitchen. <p>Observation of the kitchen on 5/21/15 at 9:30 a.m. revealed:</p> <ul style="list-style-type: none"> -The freezer and cooler handles were cleaned. -The ice machine vents were still sticky. -The floors had food particles in all areas including around the food preparation station, stove, entry/exit doors, storage closet and under sink areas. <p>Observation of a storage room on 5/21/15 at 9:30 a.m. revealed a section of replacement drywall for installation in the kitchen.</p>	D 282		