

North Pointe of Garner Assisted Living
License #: HAL-092-186
Follow-up Survey completed May 07, 2015

Cited Violation 10A NCAC 13F .0305 (e) Physical Environment

Interventions

- The facility assures that requirements for privacy partitions in common bathrooms are met as evidenced by privacy curtains being installed 06/26/2015

Monitoring System

- Administrator/designee will perform random audits of the community to insure physical environment rules are met
- weekly / per telephone 7/6/15 DOC
05/15/2015 & on-going

Cited Violation 10A NCAC 13F .0306 (a)(1) Housekeeping and Furnishings

Intervention

- Repairs are in process and will continue to be made to walls, ceilings and floors and floor coverings with an anticipated completion date of needed repairs/remodeling by – 09/01/2015
- Staff received additional training regarding maintenance repair logs and their use – 05/15/2015

Monitoring System

- Admin/designee will perform weekly walk-thru using walk thru form to monitor ceiling, floors and floor coverings to insure they are kept in good repair- 05/15/2015 & on-going
- Staff will continue to use repair log and maintenance director will monitor logs on a daily basis – 05/15/2014 & on-going
- Any staff not complying with policies will be handled on an individual basis to include additional training, disciplinary action or termination-05/15/2015 & on-going

Cited Violation 10A NCAC 13F .0306 (a)(5) Housekeeping and Furnishings

Intervention

- The facility assures that common bathrooms are being maintained free of obstructions and hazards with an anticipated completion date of needed repairs by - 07/11/2015
- Training with all departments on reporting of needed repairs or housekeeping needs - 05/15/2015 & on-going

Monitoring System

- Admin/designee will perform weekly walk-thru using walk thru form to monitor ceiling, floors and floor coverings to insure they are kept in good repair- 05/15/2015 & on-going
- Staff will continue to use repair log and maintenance director will monitor logs on a daily basis – 05/15/2014 & on-going
- Any staff not complying with policies will be handled on an individual basis to include additional training, disciplinary action or termination-05/15/2015 & on-going

Cited Violation 10A NCAC 13F .1004(g) Medication Administration

Intervention

- The facility will insure that medications are administered to residents within one hour before or one hour after the prescribed or scheduled time unless precluded by emergency situations. 06/01/2015 & on-going
- Time(s) of medication administration have been changed on the medication administration record in order to allow staff appropriate time to administer medications to all residents. 06/01/2015 & on-going

Monitoring System

- Administrator/RCC designee will monitor med passes daily x2 weeks, then weekly x2 months and randomly thereafter to insure that all medications have been administered within the appropriate time frames 06/01/2015 & on-going
- Regional Director/Designee will randomly monitor med passes to insure staff are administering medications as scheduled 06/01/2015 & on-going
- Any staff members found not following policy and procedures will receive additional training/ disciplined up to and including termination. 06/01/2015 & on-going

Cited Violation G.S. 131D-21(1) Declaration of Residents' Rights

Intervention

- Residents are treated with respect, consideration, dignity, and full recognition of his or her individuality and right to privacy. 05/15/2015 & on-going

Monitoring System

- Administrator/designee will perform random audits of the community to insure resident rights are not being violated 05/15/2015 & on-going

Administrator Signature: _____ Date: __/__/__

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL092186	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED R 05/07/2015
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NAME OF PROVIDER OR SUPPLIER
NORTH POINTE ASSISTED LIVING OF GARNE

STREET ADDRESS, CITY, STATE, ZIP CODE
**1437 AVERSBORO ROAD
GARNER, NC 27529**

(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) COMPLETE DATE
(D 000)	Initial Comments The Adult Care Licensure Section conducted a follow-up survey on May 5-7, 2015.	(D 000)		
D 050	10A NCAC 13F .0305(e) Physical Environment 10A NCAC 13F .0305-Physical Environment (e) The requirements for bathrooms and toilet rooms are: (1) Minimum bathroom and toilet facilities shall include a toilet and a hand lavatory for each 5 residents and a tub or shower for each 10 residents or portion thereof; (2) Entrance to the bathroom shall not be through a kitchen, another person's bedroom, or another bathroom; (3) Toilets and baths for staff and visitors shall be in accordance with the North Carolina State Building Code, Plumbing Code; (4) Bathrooms and toilets accessible to the physically handicapped shall be provided as required by Volume I-C, North Carolina State Building Code, Accessibility Code; (5) The bathrooms and toilet rooms shall be designed to provide privacy. Bathrooms and toilet rooms with two or more water closets (commodes) shall have privacy partitions or curtains for each water closet. Each tub or shower shall have privacy partitions or curtains; (6) Hand grips shall be installed at all commodes, tubs and showers used by or accessible to residents; (7) Each home shall have at least one bathroom opening off the corridor with: (A) a door of three feet minimum width; (B) a three feet by three feet roll-in shower designed to allow the staff to assist a resident in taking a shower without the staff getting wet; (C) a bathtub accessible on at least two sides; (D) a lavatory; and	D 050	See Attached	

Division of Health Service Regulation

LABORATORY DIRECTOR OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

Kester Wheeler

TITLE

Administrative

(X6) DATE

06/05/15

STATE FORM

0000

DLMM13

If continuation sheet 1 of 19

Approved 7/6/15

Doe

per telephone

Division of Health Service Regulation

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D 050	<p>Continued From page 1</p> <p>(E) a toilet.</p> <p>(8) If the tub and shower are in separate rooms, each room shall have a lavatory and a toilet;</p> <p>(9) Bathrooms and toilet rooms shall be located as conveniently as possible to the residents' bedrooms;</p> <p>(10) Resident toilet rooms and bathrooms shall not be utilized for storage or purposes other than those indicated in Item (4) of this Rule;</p> <p>(11) Toilets and baths shall be well lighted and mechanically ventilated at two cubic feet per minute. The mechanical ventilation requirement does not apply to facilities licensed before April 1, 1984, with natural ventilation;</p> <p>(12) Non-skid surfacing or strips shall be installed in showers and bath areas; and</p> <p>(13) The floors of the bathrooms and toilet rooms shall have water-resistant covering.</p> <p>This Rule is not met as evidenced by: Based on observation and interview, the facility failed to assure 4 of the 4 common resident bathrooms on West hall had privacy partitions or curtains for each toilet, tub or shower resulting in residents being exposed to others when bathroom doors were opened. The findings are:</p> <p>Observation of the women's restroom beside Room 112 on the West hall during initial tour of the facility on 05/05/15 at 10:54 a.m. revealed:</p> <ul style="list-style-type: none"> - Bathroom had two toilets and a sink. - There was a partition wall between the sink and the toilet. - There was no partition wall or curtain between the two toilets. - There was no locking mechanism on the door. - There was no sign on the door to indicate if the restroom was occupied or unoccupied. <p>Observation of the women's bathroom across</p>	D 050		

Division of Health Service Regulation

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D 050	<p>Continued From page 2</p> <p>from Room 113 on the West hall during initial tour of the facility on 05/05/15 at 10:59 a.m. revealed:</p> <ul style="list-style-type: none"> - Bathroom had one toilet, a sink, a shower, and a tub. - There was no partition walls or curtains around the toilet, shower, or tub. - There was no locking mechanism on the door. - There was no sign on the door to indicate if the bathroom was occupied or unoccupied. <p>Observation of the women's restroom beside Room 98 on the West hall during initial tour of the facility on 05/05/15 at 11:05 a.m. revealed:</p> <ul style="list-style-type: none"> - Bathroom had two toilets and a sink. - There was a partition wall between the sink and the toilet. - There was no partition wall or curtain between the two toilets. - There was no locking mechanism on the door. - There was no sign on the door to indicate if the restroom was occupied or unoccupied. <p>Observation of the women's bathroom beside Room 101 on the West hall during initial tour of the facility on 05/05/15 at 11:35 a.m. revealed:</p> <ul style="list-style-type: none"> - Bathroom had one toilet, a sink, a shower, and a tub. - There was no partition walls or curtains around the toilet, shower, or tub. - There was no locking mechanism on the door. - There was one sign on the door with a push pin that could be used to indicate if the shower was in use. <p>Confidential interview with a resident revealed:</p> <ul style="list-style-type: none"> - The bathrooms on West hall were remodeled recently. - They do not have privacy curtains. - They cannot lock the door for privacy. - Other residents have walked in on the resident 	D 050		

Division of Health Service Regulation

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D 050	<p>Continued From page 3</p> <p>while the resident was using the bathroom.</p> <ul style="list-style-type: none"> - The resident did not like it when someone walked into the bathroom while the resident was using it. - The resident wanted privacy curtains in the bathrooms. <p>Confidential interview with a second resident revealed:</p> <ul style="list-style-type: none"> - They do not have privacy curtains in the bathrooms. - The bathroom doors do not lock. - Staff puts something against the door when they help the resident with a shower to make sure no one walks in. <p>Confidential interview with a third resident revealed:</p> <ul style="list-style-type: none"> - The bathrooms do not have privacy curtains since they were remodeled. - No one had walked in while the resident was using the bathroom but, "they need curtains". <p>Confidential interview with a fourth resident revealed:</p> <ul style="list-style-type: none"> - The resident did not use the bathrooms on West half but walked up and down the West hall every day. - The resident had seen other residents using the bathroom when doors were opened by other residents on West hall. - The resident reported it was embarrassing. <p>Confidential interview with a visitor at the facility revealed:</p> <ul style="list-style-type: none"> - Visitor reported seeing residents using the bathroom when doors were opened by other when the visitor was walking down the hallway. - This happened often when the visitor came to the facility since the bathrooms had been 	D 050		

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D 050	<p>Continued From page 4</p> <p>remodeled a few weeks ago.</p> <ul style="list-style-type: none"> - Visitor reported, "It's embarrassing". <p>Interview with the Administrator on 05/05/15 at 11:10 a.m. revealed:</p> <ul style="list-style-type: none"> - They had recently remodeled the bathrooms on West hall. - She reported privacy curtains had been ordered but she did not know when they were due to come in. - She would check and find out when the curtains would be received. - She was unable to indicate a system to assure residents' privacy. <p>Interview with the Resident Care Coordinator (RCC) on 05/06/15 at 11:50 a.m. revealed:</p> <ul style="list-style-type: none"> - RCC reported the dividers for the bathrooms had been ordered. - She would check with the head maintenance staff person about the dividers. - They have "shower in use" signs. - Staff used the signs but residents may not remember to flip the signs when the bathroom is in use. <p>Observation of the women's restroom beside Room 98 on the West hall on 05/06/15 at 12:15 p.m. revealed:</p> <ul style="list-style-type: none"> - A female resident in a wheelchair opened the door without knocking on the door. - There was no sign on the door to indicate if the bathroom was in use. - Another female resident was sitting on one of the toilets with her pants down around her ankles and her walker sitting in front of her. - The resident's legs were uncovered and exposed. - The female resident opening the door kept rolling in the bathroom while holding the door 	D 050		

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D 050	<p>Continued From page 5</p> <p>open for at least 1 minute.</p> <ul style="list-style-type: none"> - There was at least 4 female residents in the hallway waiting for lunch who could see inside the bathroom when the door was opened. <p>Interview with the Administrator on 05/06/15 at 12:30 p.m. revealed:</p> <ul style="list-style-type: none"> - Material for the dividers had been ordered. - The head maintenance person told her the materials should arrive any day. - They have signs on the bathroom doors to show when in use. - She was unaware only 1 of 4 bathrooms on the West hall had a sign on the door to show when in use. - There was no other plan in place in the meanwhile to assure the privacy of residents when using the bathrooms. <p>Further interview with the Administrator on 05/06/15 at 3:05 p.m. revealed:</p> <ul style="list-style-type: none"> - She checked with the corporate office about the dividers for the bathrooms but staff in the accounts receivable department were unavailable. - She was having computer problems and she was unable to access any information. - She was unsure when the dividers were ordered or when they would be in the facility. <p>Interview with a personal care aide on 05/07/15 at 8:45 a.m. revealed:</p> <ul style="list-style-type: none"> - The bathrooms on West hall were recently remodeled and reopened about two weeks ago for residents to use. - The bathrooms on South hall are currently being remodeled. - The residents on South hall are also using the bathrooms on West hall currently to take showers. 	D 050		

Division of Health Service Regulation

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D 050	<p>Continued From page 6</p> <ul style="list-style-type: none"> - They do not have curtains in the bathrooms on West hall and the doors do not lock. - If a resident was in the bathroom, "anyone could walk in". - She stated, "They need curtains." - Staff would try to watch for other residents coming in the bathrooms and redirect them. - Other residents sometimes opened the bathroom door while staff was bathing residents. <p>Observation of the women's bathroom beside Room 101 on the West hall on 05/07/15 at 9:00 a.m. revealed:</p> <ul style="list-style-type: none"> - A female resident opened the bathroom door without knocking. - The female resident then stated, "excuse me", and backed out of the bathroom. - A staff person was walking down the hall and asked the resident to use another bathroom. <p>Interview with a second personal care aide on 05/07/15 at 9:03 a.m. revealed:</p> <ul style="list-style-type: none"> - Mostly female residents use the bathrooms on the West hall. - Male residents walk up and down the West hall all the time. - There was a sign on one of the bathroom doors that can be used to show it is occupied but some residents don't read it. - Other residents walk in while staff are giving residents showers. - Staff directs residents to other bathrooms if they walk in on other residents. - PCA stated, "We need curtains." <p>Interview with the Regional Director of Operations on 05/07/15 at 4:35 p.m. revealed:</p> <ul style="list-style-type: none"> - There was a miscommunication and the facility owner thought the privacy curtains and tracks had already been ordered. 	D 050		

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D 050	Continued From page 7 - They did not realize the curtains had not been ordered until it was brought to their attention by surveyors. - They just ordered the curtains today on 05/07/15. - She was unsure of the delivery date of the curtains.	D 050		
(D 074)	10A NCAC 13F .0306(a)(1) Housekeeping And Furnishings 10A NCAC 13F .0306 Housekeeping And Furnishings (a) Adult care homes shall: (1) have walls, ceilings, and floors or floor coverings kept clean and in good repair; This Rule is not met as evidenced by: Based on observation, the facility failed to assure walls, ceilings and floors were kept in good repair for 7 of 8 common bathrooms (4 on the East Hall and 3 on the West Hall). The findings are: Observation of the men's common bathroom on the East Hall across from room #315 on 5/5/15 at 10:00 a.m. revealed: -The bottom third of both sides of the entrance door wood finish had worn off which exposed unprotected wood with rough edges. -inside the bathtub was yellow and brown stains. Observation of 1 of 4 men's common bathrooms across from room #303 on the East Hall on 5/5/15 at 11:00 a.m. revealed the caulk around the double sinks was cracking.	(D 074)	See Attached	

Division of Health Service Regulation

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{D 074}	<p>Continued From page 8</p> <p>Observation of 1 of 4 men's common bathrooms across from room #301 on the East Hall on 5/5/15 at 11:30 a.m. revealed the caulk around the double sinks was cracking.</p> <p>Observation of the men's common bathrooms on the East Hall on 5/5/15 from 10:00 a.m. to 11:30 a.m. revealed 4 of 4 common bathrooms' counter tops had tape over exposed rough edges.</p> <p>Interview with the head maintenance staff person on 5/5/15 at 3:30 p.m. revealed: -He was aware of the needed repairs on the men's common bathroom on the East Hall. -The East Hall's common bathrooms would be renovated as soon as renovations on the West and South Hall were completed. -He had a notebook in a rack outside the maintenance's door for staff to write in needed repairs at the facility. -He checked the notebook daily. -If a major repair was required, he would meet with the administrator or corporate maintenance to get authorization, prior to the repair. -If a minor repair was required, he made the needed repair. -He kept a record of the repairs. - He initial and dated the repairs in the maintenance's notebook.</p> <p>Interview with the Administrator on 5/5/15 at 3:45 p.m. revealed: -She was aware of the needed repairs on the men's common bathrooms on the East Hall. -The East Hall's common bathrooms would be renovated as soon as renovations on the West and South Hall were completed. -She meet with the head maintenance staff person weekly to discuss needed repairs at the facility.</p>	{D 074}		

Division of Health Service Regulation

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{D 074}	<p>Continued From page 9</p> <p>-The head maintenance staff person kept a record of the needed repairs or repairs made at the facility.</p> <p>Observation of the women's restroom beside Room 112 on the West hall during initial tour of the facility on 05/05/15 at 10:54 a.m. revealed:</p> <ul style="list-style-type: none"> - Area on the ceiling above the first toilet that was about 4 feet long and 1.5 feet wide. - This area of the ceiling had missing paint and cracks in the ceiling. <p>Interview with the Administrator on 05/06/15 at 3:05 p.m. revealed:</p> <ul style="list-style-type: none"> - She was aware the ceiling in the bathroom on West hall still needed to be painted. - She was unsure when the area on the ceiling would be painted. <p>Observation of the women's bathroom across from Room 113 on the West hall during initial tour of the facility on 05/05/15 at 10:59 a.m. revealed the bottom third of door had chipped wood, scratch marks, and black scuff marks on both sides of the door.</p> <p>Observation of the women's restroom beside Room 98 on the West hall during initial tour of the facility on 05/05/15 at 11:05 a.m. revealed the bottom third of door had chipped wood, scratch marks, and black scuff marks on both sides of the door.</p> <p>Interview with the Administrator on 05/07/15 at 5:15 p.m. revealed:</p> <ul style="list-style-type: none"> - She was aware 2 of the 4 bathroom doors on the West hall did not have the black rubber strips to protect them from damage by wheelchairs. - She thought black rubber protective strips were going to be put on the other 2 bathroom doors. 	{D 074}		

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(D 074)	Continued From page 10 - She did not know when the rubber strips would be put on the doors.	(D 074)		
(D 078)	10A NCAC 13F .0306(a)(5) Housekeeping And Furnishings 10A NCAC 13F .0306 Housekeeping And Furnishings (a) Adult care homes shall: (5) be maintained in an uncluttered, clean and orderly manner, free of all obstructions and hazards; This Rule shall apply to new and existing facilities. This Rule is not met as evidenced by: Based on observation and interview, the facility failed to assure that 1 of 4 common bathrooms on the East Hall were maintained free of all obstructions and hazards. The findings are: Observation of the men's common bathroom on the East Hall across from room #315 on 5/5/15 at 10:00 a.m. revealed: -An old metal heat registry attached to the wall under the window had exposed rough edges. -The sink countertop was loose from the wall and cracked. Interview with the head maintenance staff person on 5/5/15 at 3:30 p.m. revealed: -He was aware of the needed repairs on the men's common bathroom on the East Hall. -The East Hall's common bathrooms would be renovated as soon as renovations on the West	(D 078)	See Attached	

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL092186	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED R 05/07/2015
NAME OF PROVIDER OR SUPPLIER NORTH POINTE ASSISTED LIVING OF GARNE		STREET ADDRESS, CITY, STATE, ZIP CODE 1437 AVERSBORO ROAD GARNER, NC 27529		
(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) COMPLETE DATE
(D 078)	Continued From page 11 and South Hall were completed. -He had a note book in a rack outside the maintenance's door for staff to write in needed repairs at the facility. -He checked the notebook daily. -If a major repair was required, he would meet with the administrator or corporate maintenance to get authorization, prior to the repair. -If a minor repair was required, he made the needed repair. -He kept a record of the repairs. - He initial and dated the repairs in the maintenance's notebook. Interview with the Administrator on 5/5/15 at 3:45 p.m. revealed: -She was aware of the needed repairs on the men's common bathrooms on the East Hall. -The East Hall's common bathrooms would be renovated as soon as renovations on the West and South Hall were completed. -She meet with the head maintenance staff person weekly to discuss needed repairs at the facility. -The head maintenance staff person kept a record of the needed repairs or repairs made at the facility.	(D 078)		
D 364	10A NCAC 13F .1004(g) Medication Administration 10A NCAC 13F .1004 Medication Administration (g) The facility shall ensure that medications are administered to residents within one hour before or one hour after the prescribed or scheduled time unless precluded by emergency situations. This Rule is not met as evidenced by: Based on observation, interview, and record	D 364	See Attached	

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL092186	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED R 05/07/2015
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NAME OF PROVIDER OR SUPPLIER: NORTH POINTE ASSISTED LIVING OF GARNE
STREET ADDRESS, CITY, STATE, ZIP CODE: 1437 AVERSBORO ROAD, GARNER, NC 27529

(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) COMPLETE DATE
D 364	<p>Continued From page 12</p> <p>review, the facility failed to assure medications were administered within one hour after the prescribed or scheduled time for residents residing on 2 of 4 halls (East 1, East 2) of the facility. The findings are:</p> <p>Review of the facility's resident roster/census form on 05/05/15 revealed:</p> <ul style="list-style-type: none"> - 47 residents resided on the East 1 and East 2 Halls of the facility. - One of the 47 residents was on leave of absence. <p>Review of the May 2015 medication administration records revealed all 47 residents residing on the East Hall had morning medications scheduled for 8:00 a.m.</p> <p>1. Observation and interview with the medication aide on East Hall on 05/06/15 at 9:05 a.m. revealed:</p> <ul style="list-style-type: none"> - The medication aide was administering medications to residents on the East 1 Hall of the facility at 9:05 a.m. - She was the only medication aide for East 1 and East 2 Halls. - There was usually only one medication aide assigned to both sides of East Hall. - The medications for both East 1 and East 2 Halls were scheduled to be administered at 8:00 a.m. - She usually started the 8:00 a.m. medication pass around 6:45 a.m. and she usually finished between 9:45 a.m. - 10:00 a.m. - Management was aware how long it took to administer medications on the East Halls but staff was just told to try to go faster. - At 9:05 a.m., she still had 5 or 6 residents left on East 1 and East 2 Halls to administer 8:00 a.m. medications. 	D 364		

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL092186	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED R 05/07/2015
NAME OF PROVIDER OR SUPPLIER NORTH POINTE ASSISTED LIVING OF GARNE		STREET ADDRESS, CITY, STATE, ZIP CODE 1437 AVERSBORO ROAD GARNER, NC 27529		
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D 364	<p>Continued From page 13</p> <ul style="list-style-type: none"> - There had been no emergencies that morning that interrupted her medication pass. <p>Observation and interview with the medication aide on East Hall on 05/06/15 at 9:40 a.m. revealed:</p> <ul style="list-style-type: none"> - She was finishing the last resident on East 1 cart. - She had 2 residents left on East 2 cart to administer 8:00 a.m. medications. <p>Observation on 05/06/15 revealed the medication aide finished administering the 8:00 a.m. medications for the East Hall at 9:50 a.m.</p> <p>Refer to interviews with the Resident Care Coordinator on 05/07/15 and a confidential staff interview.</p> <p>2. Observation and interview with the medication aide on East Hall on 05/07/15 at 9:35 a.m. revealed:</p> <ul style="list-style-type: none"> - She was still administering 8:00 a.m. medications for East 1 and East 2 Halls. - She had 1 resident left on East 1 Hall, Resident #11. - She had 4 residents left on East 2 Hall, Residents #7, #8, #9, and #10. - There had been no emergencies that morning that interrupted her medication pass. <p>Observation of the 8:00 a.m. medication pass on 05/07/15 revealed:</p> <ul style="list-style-type: none"> - Medication aide administered 8:00 a.m. medications to Residents #8, #9, and #10 from 9:35 a.m. - 9:55 a.m. - She pushed cart to Resident #7's room at 9:55 a.m. but resident was taking a bath. - Medication aide stated she would give the medications after the resident finished bathing. 	D 364		

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL092186	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED R 05/07/2015
NAME OF PROVIDER OR SUPPLIER NORTH POINTE ASSISTED LIVING OF GARNE		STREET ADDRESS, CITY, STATE, ZIP CODE 1437 AVERSBORO ROAD GARNER, NC 27529		
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D 364	<p>Continued From page 14</p> <ul style="list-style-type: none"> - Medication aide then stood at medication cart and flipped through the medication administration records (MARs). - At 10:07 a.m., she pushed East 2 cart and parked it beside East 1 cart. - She changed the trash bag on East 2 cart and flipped through the MARs and opened drawers to the medication cart. - At 10:10 a.m., she sanitized her hands and pushed the medication cart to Resident #11's room. - At 10:18 a.m., she punched Resident #11's medications in a cup and took them in the room to administer them to the resident. - She came out of the room at 10:19 a.m. - At 10:20 a.m., Resident #7 came down the hall to the other medication cart. - The medication aide was in the hall and observed Resident #7 go to the other medication cart. - The medication aide came to the cart at 10:24 a.m. and started administering Resident #7's 8:00 a.m. medications at 10:26 a.m. and gave the last medication, an eye drop, at 10:32 a.m. <p>Interview with the medication aide on East Hall on 05/07/15 at 10:32 a.m. revealed they had never sent other medication aides who had finished their medication passes to help on East Hall to her knowledge.</p> <p>Review of the May 2015 medication administration records (MARs) revealed:</p> <ul style="list-style-type: none"> - Residents #7, #8, #9, #10, and #11 had morning medications scheduled for 8:00 a.m. - They each had medications ordered more than once a day, some with multiple administration times. [For medications with multiple administrations, consistent time intervals are necessary to prevent side effects and adverse 	D 364		

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL092186	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED R 05/07/2015
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NAME OF PROVIDER OR SUPPLIER NORTH POINTE ASSISTED LIVING OF GARNE	STREET ADDRESS, CITY, STATE, ZIP CODE 1437 AVERSBORO ROAD GARNER, NC 27529
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(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) COMPLETE DATE
D 364	<p>Continued From page 15</p> <p>reactions.]</p> <ul style="list-style-type: none"> - Medications ordered more than once a day for these 5 residents included: - Tegretol, Keppra, and Gabapentin (for seizures and /or mood disorders) - Hydralazine, Propranolol, and Metoprolol (for heart and/or blood pressure) - Metformin (lowers blood sugar) - Doxycycline (for infection) - Xifaxan (for liver disease) - Methadone (for pain) - Combivent (for breathing problems) - Cogentin (treats side effects of antipsychotics) - Flexeril (muscle relaxant) - Naproxen (for pain and inflammation) - Senna Plus (laxative / stool softener) - Lactulose (laxative) - Restasis eye drops (for chronic dry eye) - Ferrous Sulfate (iron supplement) - Multivitamin (supplement) <p>Interview with Resident #7 on 05/07/15 at 2:50 p.m. revealed:</p> <ul style="list-style-type: none"> - His morning medications were sometimes late. - He had received his morning medications as late as 11:30 a.m. - When medication aide came to his room to give medications at 10:00 a.m. this morning, he was taking a bath. <p>Interview with Resident #8 on 05/07/15 at 11:05 a.m. revealed:</p> <ul style="list-style-type: none"> - He sometimes got his morning medications around 7:30 a.m. before he ate and sometimes he got them later after he ate. - He got his medications after breakfast this morning. <p>Interview with Resident #9 on 05/07/15 at 11:09 a.m. revealed:</p>	D 364		

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL092186	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED R 05/07/2015
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NAME OF PROVIDER OR SUPPLIER NORTH POINTE ASSISTED LIVING OF GARNE	STREET ADDRESS, CITY, STATE, ZIP CODE 1437 AVERSBORO ROAD GARNER, NC 27529
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D 364	<p>Continued From page 16</p> <ul style="list-style-type: none"> - He usually got his morning medications around 10:00 a.m. but sometimes he got them earlier. - There was usually one medication aide for the East Hall. <p>Interview with Resident #10 on 05/07/15 at 11:12 a.m. revealed:</p> <ul style="list-style-type: none"> - It can take "a while" to get the 8:00 a.m. medications. - He usually got his morning medications after he ate breakfast. - He was usually in pain while waiting to receive his morning medications. <p>Interview with Resident #11 on 05/07/15 at 11:09 a.m. revealed:</p> <ul style="list-style-type: none"> - He usually got his morning medications about the same time as he received them today. - He would rather get the medications earlier. - Resident stated the facility needed more medication aides. <p>Refer to interviews with the Resident Care Coordinator on 05/07/15 and a confidential staff interview.</p> <hr/> <p>Confidential interview with a staff person revealed:</p> <ul style="list-style-type: none"> - Only one medication aide was assigned to administer morning medications for the entire East Hall. - Medication aides did not usually finish the 8:00 a.m. medications on East Hall until around 10:00 a.m. - Resident Care Coordinator and Administrator were aware the medications on East Hall were late in the mornings. - The staff person was not aware of any medications aides being asked to help on East 	D 364		

Division of Health Service Regulation

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NAME OF PROVIDER OR SUPPLIER NORTH POINTE ASSISTED LIVING OF GARNE	STREET ADDRESS, CITY, STATE, ZIP CODE 1437 AVERSBORO ROAD GARNER, NC 27529
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D 364	<p>Continued From page 17</p> <p>hall once they had finished the medication pass on the other halls in the facility.</p> <ul style="list-style-type: none"> - It usually took the medication aides on South and West Halls until around 9:00 a.m. to finish administering their morning medications. <p>Interview with the Resident Care Coordinator (RCC) on 05/07/15 at 3:12 p.m. revealed:</p> <ul style="list-style-type: none"> - They usually have 3 medications aides on first shift. - One medication aide for South Hall, one for West Hall, and one for both East Halls. - She was aware there were 47 residents on both East Halls, 21 on South Hall, and 33 on West Hall. - She was unaware staff on East Hall were not meeting the one hour time frame to administer medications. - Staff had not reported they could not meet the required time frame. - If staff had notified them, they could have staff on South or West Hall to pitch in and help on East Hall. - She had not noticed staff were still on the East Hall giving medications beyond the required time frame because staff were always in the halls. - She would look at staggering the scheduled medications times for East Hall. 	D 364		
D911	<p>G.S. 131D-21(1) Declaration of Residents' Rights</p> <p>G.S. 131D-21 Declaration of Resident's Rights Every resident shall have the following rights: 1. To be treated with respect, consideration, dignity, and full recognition of his or her individuality and right to privacy.</p>	D911		

Division of Health Service Regulation

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NAME OF PROVIDER OR SUPPLIER: NORTH POINTE ASSISTED LIVING OF GARNE
STREET ADDRESS, CITY, STATE, ZIP CODE: 1437 AVERSBORO ROAD, GARNER, NC 27529

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D911	<p>Continued From page 18</p> <p>This Rule is not met as evidenced by: Based on observation and interview, the facility failed to assure residents were treated with respect, consideration, dignity, and right to privacy as related to 4 of 4 common bathrooms on the West hall of the facility not having partitions or privacy curtains for toilets, tubs, and showers resulting in bathroom doors being opened while residents were using the bathroom and/or taking showers, exposing the residents to others coming in the bathrooms or going by in the hallways. The findings are:</p> <p>Based on observation and interview, the facility failed to assure 4 of the 4 common resident bathrooms on West hall had privacy partitions or curtains for each toilet, tub or shower resulting in residents being exposed to others when bathroom doors were opened. [Refer to Tag D050, 10A NCAC 13F .0305(e)(5) Physical Environment (Standard Deficiency).]</p>	D911		