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D 000	Initial Comments The Adult Care Licensure Section and the Henderson County Department of Social Services conducted an annual survey and complaint investigation on December 15-16, 2015 with an exit conference via telephone on December 17, 2015. The complaint investigation was initiated by the Henderson County Department of Social Services on November 19, 2015.	D 000		
D 206	10A NCAC 13F .0604 (2--b) Personal Care And Other Staffing 10A NCAC 13F .0604 Personal Care And Other Staff The following describes the nature of the aide's duties, including allowances and limitations: (B) Any housekeeping performed by an aide between the hours of 7 a.m. and 9 p.m. shall be limited to occasional, non-routine tasks, such as wiping up a water spill to prevent an accident, attending to an individual resident's soiling of his bed, or helping a resident make his bed. Routine bed-making is a permissible aide duty. This Rule is not met as evidenced by: Based on interview, and record review, the facility failed to assure any housekeeping performed by an aide between the hours of 7am and 9pm was limited to occasional, non-routine tasks related to laundry and food services duties on first and second shift Saturday and Sunday and on second shift week-days. The findings are: Confidential interviews with 5 Personal Care Aides (PCAs) during the survey revealed:	D 206		

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-Two PCAs and two Medication Aides (MAs) are usually scheduled to work first and second shift.
-The laundry staff works Monday through Friday on first shift.
-First and second shift PCA's did laundry on the weekends.
-Second shift staff did laundry daily.
-Resident laundry included all linens, towels, and clothes for residents on the day they are assisted with showers and included tablecloths for the evening meal.
-Extra laundry may be necessary when residents soiled clothes and bed linens.
-After the PCAs assisted a resident with a shower and dressing, they made the resident's beds with clean sheets, took all the resident's dirty clothes, linens, and towels from the resident rooms, washed, folded, and returned all clean laundry to resident rooms.
-Each PCAs was assigned 4 to 5 showers per shift on first and second shift daily which includes week-ends, but the number of showers may increase if the previous shift did not complete all the assigned resident showers.
-On days when the PCA is teamed with a PCA who has physician ordered "light duties," there was only one PCA to assist with showers.
-There were at least 17 residents of the census of 56 who required some assistance with toileting and dressing.
-There were at least a total of 12 residents who required extensive assistance with getting undressed and redressed for bed, toileting assistance, and transfer assistance into bed in the evenings.
-Other personal care aide duties included answering resident requested by call bell or otherwise and assisting residents to bed in the evenings.
-The staff had to open the coded doors for

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residents and visitors after management left the facility on first shift week days and all day on the weekends.
-Food service duties included taking the residents food to the tables, taking the dirty dishes and utensils to the kitchen, and laundering the table clothes on second shift.
-There were not sufficient PCAs to attend to the resident's needs
-The personal care aides on second shift and weekends usually did not take a meal break. They clocked out and continued to work during the meal break.
-Resident showers go "undone" (frequency not known) on second shift because they could not all be done with all the other duties required.
-The residents' nail care and dental care "suffer" because the PCAs cannot get it done.
-A lot of staff have quit on second shift and it's very hard to find staff to hire for PCA duties.

Confidential interview with a Medication Aide revealed:
-"Showers are being missed just on the days we are really short."
-There were shifts when some of the second shift staff arrived to their shifts two hours late, which put stress on the other floor staff working the shift.
-"It really stresses me out because the residents are not getting proper treatment, because we don't have anybody [to work the shift]."
-The facility constantly hired new staff, but the new staff would quit either during their training or shortly thereafter.
-"I'm tired of always being short staffed on second shift."
-"We spend 1 to 1 and a half hours helping in the dining room during supper everyday."
-"We help pass out plates, fill coffee and water for

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residents, pickup plates, cleanup the dining room, and wash the tablecloths after supper."

Review of the second shift shower schedule revealed the following:
-Monday: 9 showers
-Tuesday: 10 showers
-Wednesday: 8 showers
-Thursday: 10 showers
-Friday: 9 showers
-Saturday: 8 showers
-Sunday: 9 showers

Confidential interviews with 11 residents during the survey revealed:
-Two stated there was not enough staff on duty. The facility was short-handed and overworked.
-One stated the facility is always short of staff on Saturday and Sunday.
-One stated "9/10th's" of the time there is only one aide taking care of the "entire house."
-One stated it takes 5 minutes to an hour for the call bells to be answered.
-One stated staff come in the room and say "I'll be right back," and then come back an hour later.
-One stated her roommate had not had a shower in 7 days. (Roommate could not remember.)
-Three of 6 residents stated staff answered call lights timely.
-"I can't remember the last time staff came in to help with my shower." The resident was scheduled to receive showers on Tuesdays and Saturday's on second shift.

Confidential interview with 3 resident family member/guardians during the survey revealed they had no concerns with residents' personal care.

Confidential interview with a 4th resident family

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D 206	Continued From page 4 member/guardian during the survey revealed the staff were sometimes "short" on the week-ends and if there were any "issues, it was on week-ends." (This family member/guardian chose to not discuss any of the issues.) Telephone interveiw with the Administrator on 12/17/15 at 2:00pm revealed: -The laundry staff had been working 5 days per week, six hours per day and left the facility at 1:00pm. -One laundry staff working 30 hours per week could not do all the laundry for 56 residents. -The facility has three commercial washers and three commercial dryers. -As of today, 12/17/15, the staff were informed they were not supposed to do laundry from 7:00am to 9:00pm. Interview with the Resident Care Coordinator on 12/16/15 at 3:20pm revealed: -She had been informed by the previous Administrator that direct care staff were not supposed to do housekeeping and food service duties from 7:00am to 9:00pm. -The facility currently had one laundry staff which worked 30 hours per week and she knew all the laundry could not be completed in that time.	D 206		
D912	G.S. 131D-21(2) Declaration of Residents' Rights G.S. 131D-21 Declaration of Residents' Rights Every resident shall have the following rights: 2. To receive care and services which are adequate, appropriate, and in compliance with relevant federal and state laws and rules and regulations.	D912		

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D912	Continued From page 5 This Rule is not met as evidenced by: Based on observations, interviews, and record reviews, the facility failed to ensure residents received care and services which were adequate, appropriate, and in compliance with relevant federal and state laws and rules and regulations regarding medication aide training and competency. The findings are: Based on observation, interview and record review, the facility failed to assure 3 of 5 sampled Staff (Staff A, C, and E), who were hired after 10/1/13 as Medication Aides (MA) had successfully completed the 15 hour medication administration training and 1 of 5 sampled Staff (Staff B) completed the Medication Clinical Skills Validation prior to administering medications. [Refer to Tag 935, G.S. 131D-4.5B(b) Adult Care Home Medication Aides Training and Competency (Type B Violation).]	D912		
D935	G.S.§ 131D-4.5B(b) ACH Medication Aides; Training and Competency G.S. § 131D-4.5B (b) Adult Care Home Medication Aides; Training and Competency Evaluation Requirements. (b) Beginning October 1, 2013, an adult care home is prohibited from allowing staff to perform any unsupervised medication aide duties unless that individual has previously worked as a medication aide during the previous 24 months in an adult care home or successfully completed all of the following:	D935		

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D935	Continued From page 6 (1) A five-hour training program developed by the Department that includes training and instruction in all of the following: a. The key principles of medication administration. b. The federal Centers for Disease Control and Prevention guidelines on infection control and, if applicable, safe injection practices and procedures for monitoring or testing in which bleeding occurs or the potential for bleeding exists. (2) A clinical skills evaluation consistent with 10A NCAC 13F .0503 and 10A NCAC 13G .0503. (3) Within 60 days from the date of hire, the individual must have completed the following: a. An additional 10-hour training program developed by the Department that includes training and instruction in all of the following: 1. The key principles of medication administration. 2. The federal Centers of Disease Control and Prevention guidelines on infection control and, if applicable, safe injection practices and procedures for monitoring or testing in which bleeding occurs or the potential for bleeding exists. b. An examination developed and administered by the Division of Health Service Regulation in accordance with subsection (c) of this section. This Rule is not met as evidenced by: TYPE B VIOLATION Based on observation, interview and record review, the facility failed to assure 3 of 5 sampled Staff (Staff A, C, and E), who were hired after 10/1/13 as Medication Aides (MA) had	D935		

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successfully completed the 15 hour medication administration training and 1 of 5 sampled Staff (Staff B) completed the Medication Clinical Skills Validation prior to administering medications.

The findings are:

A. Review of Staff A's personnel and training record revealed:
-She was hired 9/14/15 as a Medication Aide (MA).
-Staff A had successfully passed the Medication Aide Test on 9/28/00.
-Staff A had successfully completed the Medication Clinical Skills checklist on 9/16/15.
-There was no documentation a Medication Aide Employment Verification was completed.
-There was no documentation Staff A completed a 5, 10, or 15 hour medication administration training.

Observation of Staff A, MA, during the noon medication pass on 12/15/15 from 11:15am to 11:40am revealed the MA correctly administered eyedrops, oral medications, and an insulin injection.

Telephone interview with Staff A, MA, on 12/16/15 at 3:57pm revealed:
-She currently worked as a MA in the facility on first shift.
-She had 10 to 12 years experience working as an MA.
-She had worked as an MA at another facility for 4 years prior to coming to work at the current facility.

Interview with the Business Office Manager on 12/16/15 at 11:15am revealed:
-Staff A was hired on 9/14/15 as a MA.

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D935	Continued From page 8 -According to Staff A's employment application, Staff A had worked at another facility as a MA prior to coming to work in their facility. -A Medication Aide Employment Verification was not completed for Staff A when she was hired. -The Resident Care Coordinator (RCC) would know if Staff A had received the 15 hour medication training, because the RCC worked with the Nurse Consultant to schedule required medication training. Refer to interview with the facility Nurse Consultant on 12/16/15 at 11:52am. Refer to interview with the Business Office Manager on 12/16/15 at 12:15pm. Refer to interview with the Resident Care Coordinator on 12/16/15 at 12:45pm. Refer to interview with the Administrator on 12/16/15 at 5:00pm. B. Review of Staff B's personnel and training record revealed: -She was rehired on 8/25/15 as a MA. -Staff B had a documented previous hire date of 4/25/12. -Staff B had successfully passed the Medication Aide Test on 8/22/07. -Staff B had successfully completed the Medication Clinical Skills checklist on 4/25/12. -There was no documentation Staff B had completed a Medication Clinical Skills checklist after being rehired on 8/25/15. -Staff B had a Medication Aide Employment Verification which was completed on 10/18/13. -There was no documentation Staff B had completed a 5, 10, or 15 hour medication administration training.	D935		

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D935	Continued From page 9 Interview with the Business Office Manager on 12/16/15 at 11:15am revealed: -She was unable to find a Medication Clinical Skills Validation completed after the rehire date of 8/25/15 for Staff B in the personnel record. -"You will have to ask the RCC about the Medication Clinical Skills Validation," because the RCC coordinates the needed training with the Nurse Consultant. Interview with the facility Nurse Consultant on 12/16/15 at 11:50am revealed: -"I know I did a Medication Clinical Skills checklist on [Staff B's name]" when Staff B was rehired on 8/25/15. -She was not sure of the exact date she had completed the checklist with Staff B. -"I don't keep copies, but I always give [the Business Office Manager's name and Resident Care Coordinator's name] the paperwork." Interview with Staff B, MA, on 12/16/15 at 4:32pm revealed: -"The Registered Nurse did a checkoff med list with me in August when I came back" to work here. -The RN had her demonstrate how to perform a fingerstick blood sugar testing and demonstrate how to draw up insulin. -The RN also gave a "prepouring lecture" to advise Staff B not to prepour medications. -The RN had Staff B look at actual prescriptions and facility procedures to get those prescriptions to the facility pharmacy. -The RN instructed Staff B on the importance and how to clarify medication orders with physicians. -The RN "really tries to explain how to catch a mistake." -The RN also did go over diabetic care with Staff	D935		

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B including the symptoms of hypo and hyperglycemia and reaction times of various insulins.
-Staff B had been a Medication Aide at a local assisted living facility from late 2010 to June 2011.

Refer to interview with the facility Nurse Consultant on 12/16/15 at 11:52am.

Refer to interview with the Business Office Manager on 12/16/15 at 12:15pm.

Refer to interview with the Resident Care Coordinator on 12/16/15 at 12:45pm.

Refer to interview with the Administrator on 12/16/15 at 5:00pm.

C. Review of Staff C's personnel and training record revealed:
-She was hired on 6/11/14 as a Personal Care Aide and then was promoted to MA on 12/2/15.
-Staff C had successfully passed the Medication Aide Test on 6/5/12.
-Staff C had successfully completed the Medication Clinical Skills checklist on 6/18/14.
-There was no documentation a Medication Aide Employment Verification was completed.
-There was no documentation Staff A completed a 5, 10, or 15 hour medication administration training.

Interview with the Business Office Manager on 12/16/15 at 11:15am revealed:
-According to Staff C's employment application, Staff C had worked at another facility as a MA prior to coming to work in their facility.
-A Medication Aide Employment Verification was not completed for Staff C when she was hired.

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D935	Continued From page 11 -The Resident Care Coordinator (RCC) would know if Staff C had received the 15 hour medication training, because the RCC worked with the Nurse Consultant to schedule required medication training. Attempted telephone interview with Staff C, on 12/16/15 at 3:59pm was unsuccessful by exit. Refer to interview with the facility Nurse Consultant on 12/16/15 at 11:52am. Refer to interview with the Business Office Manager on 12/16/15 at 12:15pm. Refer to interview with the Resident Care Coordinator on 12/16/15 at 12:45pm. Refer to interview with the Administrator on 12/16/15 at 5:00pm. D. Review of Staff E's personnel and training record revealed: -She was hired 10/5/15 as a Medication Aide (MA). -Staff E had successfully passed the Medication Aide Test on 11/24/15. -Staff E had successfully completed the Medication Clinical Skills checklist on 10/21/15. -There was no documentation Staff E had completed a 5, 10, or 15 hour medication administration training before beginning to administer medications. Review of five sampled residents November 2015 Medication Administration Records revealed: -Staff E administered an ointment and two different oral medications to 2 of 5 sampled residents (Resident #1 and #4) on the following	D935		

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D935	Continued From page 12 dates: 11/6/15, 11/7/15, 11/13/15, 11/14/15, 11/20/15, 11/21/15, and 11/28/15. Interview with Staff E, MA, on 12/16/15 at 8:09am revealed: -She primarily worked on third shift as a Medication Aide and Personal Care Aide. -There were 15 medications that were routinely administered to residents at the 6am medication pass by the third shift medication aides. -She was trained with another Medication Aide on the medication cart "for 3 or 4 weeks" before being allowed to administer medications on her own. Interview with the Business Office Manager on 12/16/15 at 11:15am revealed: -The Resident Care Coordinator (RCC) would know if Staff E had received the 15 hour medication training, because the RCC worked with the Nurse Consultant to schedule required medication training. Refer to interview with the facility Nurse Consultant on 12/16/15 at 11:52am. Refer to interview with the Business Office Manager on 12/16/15 at 12:15pm. Refer to interview with the Resident Care Coordinator on 12/16/15 at 12:45pm. Refer to interview with the Administrator on 12/16/15 at 5:00pm. Interview with the facility Nurse Consultant on 12/16/15 at 11:52am revealed: -"I don't teach the 15 hour medication course." -"I think they do the 15 hour medication class	D935		

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D935	Continued From page 13 online or something." Interview with the Business Office Manager on 12/16/15 at 12:15pm revealed: -The Administrator, the Resident Care Coordinator, and herself were responsible for the various tasks to ensure MAs had the required qualifications and received the required training before beginning to administer medications in the facility. -She was unaware new hires after 10/1/13 were required to have either Medication Aide Employment Verification form in the personnel file or documenation of having completed the 5,10, 15 hour medication administration training prior to administering medications in the facility, or completion of 15 hour medication training within 60 days of date of hire. -She had never seen an Medication Aide Employment Verification Form and was unaware of the requirement to perform one. Interview with the Resident Care Coordinator on 12/16/15 at 12:45pm revealed: -"This is the first I've heard of any employment verification for Medication Aides." -"If it's my responsibility, I didn't know it." -The prior Administrator was "supposed to set up new hire Med Aides in the computer to do the 5, 10, or 15 hour medication training course." Interview with the Administrator on 12/16/15 at 5:00pm revealed: -She had just become the new Administrator for the facility on 11/9/15. -The prior Administrator had left one week prior to 11/9/15. -She had already had her staff begin to audit all of the MA's personnel records that afternoon to ensure qualifications and training were complete.	D935		

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL045115	A. BUILDING: _____ B. WING _____	C 12/17/2015

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
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D935	Continued From page 14 -She had already spoken with a Registered Nurse that afternoon to schedule the required 15 hour medication training class for Staff A, C, and E that would be needed if she was unable to obtain Employment Verfications from their previous employers. -The facility Nurse Consultant was performing a Medication Administration Clinical Skills Validation with Staff B "at 5:00 o'clock today." _____ A plan of protection was received from the facility on 12/16/15 and included the following: -Peer support providing immediate employee file audits on all employee files to assure Medication Aide employment verification has been obtained or the state required 5, 10, 15 hour medication training has been provided when appropriate. -A Medication Clinical Skills Validation performed by a Registered Nurse will be completed on all new hire Medication Aides before the Medication Aides are allowed to administer medications. CORRECTION DATE FOR THE TYPE B VIOLATION SHALL NOT EXCEED JANUARY 31, 2016.	D935		