

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL007014	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 01/21/2016
NAME OF PROVIDER OR SUPPLIER CLARA MANOR		STREET ADDRESS, CITY, STATE, ZIP CODE 1218 PAMLICO STREET WASHINGTON, NC 27889		
(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 an annual survey on 1/21/2016.	D 000		
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: Observation and interviews revealed that the facility failed to maintain the ceilings in resident room #7 in good repair. The findings are: Observation of the ceiling in room #7 on 1/20/16 at 9:00am revealed: -There was a 5-foot by 3-foot area of brown stains in the far left corner of the ceiling. -There was a 3-foot by 1-foot area of brown stains on the ceiling near the entry door. Confidential interview with a Resident revealed: -The stains in Room #7 were from water damage when the roof leaked. -Room #7 was unoccupied until yesterday due to the occasional leaking. -The ceiling had not leaked in the last year. -No repairs had been performed in that room prior to the new resident. -The facility had placed a new resident in a room that needed repair. Interview with the Administrator and Supervisor in	D 074		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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D 074	Continued From page 1 Room #7 on 1/20/16 at 12:05pm with revealed: -Room #7 was unoccupied until yesterday (1/19/16). -The Administrator and Supervisor were unaware of the ceiling stains in Room #7 until now. -The Administrator told the Supervisor to contact maintenance and have the ceiling repaired and painted. -The Administrator would check all the other rooms for any evidence of staining. Observation of all other resident rooms on 1/20/16 revealed no signs of needing repairs or maintenance.	D 074		
D 113	10A NCAC 13F .0311(d) Other Requirements 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. This Rule is not met as evidenced by: Observation of the facility's hot water system and interviews with the residents and staff revealed the facility was unable to maintain a minimum of 100 degrees Fahrenheit hot water to the one staff bathroom, six resident bathrooms, four resident-room showers, and the laundry room sink.	D 113		

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D 113	<p>Continued From page 2</p> <p>The findings are:</p> <p>Observation of the bathroom sinks and showers at the facility after allowing each faucet to run for a minimum of 10 minutes on 1/21/16 at 8:30 a.m. revealed:.</p> <ul style="list-style-type: none"> -Room 15's bathroom sinks revealed a water temperatures of 95 degrees Fahrenheit. -Room 18's bathroom sink revealed a water temperature of 92 degrees Fahrenheit. -The bathroom sink used by the kitchen staff had a water temperature of 94 degrees Fahrenheit. -The bathroom sink and shower in Room 12 both had a temperature of 96 degrees Fahrenheit. -The sink in the laundry room had a temperature of 89 degrees Fahrenheit. <p>A second observation of the bathroom sinks and showers at the facility after allowing each faucet to run for a minimum of 10 minutes on 1/21/16 at 12:00 p.m. revealed:.</p> <ul style="list-style-type: none"> -Room 15's bathroom sinks revealed a water temperatures of 94 degrees Fahrenheit. -Room 18's bathroom sink revealed a water temperature of 94 degrees Fahrenheit. -The bathroom sink used by the kitchen staff had a water temperature of 89 degrees Fahrenheit. -The bathroom sink and shower in Room 12 both had a temperature of 95 degrees Fahrenheit. -The sink in the laundry room had a temperature of 89 degrees Fahrenheit. <p>Confidential interviews with 8 residents revealed:</p> <ul style="list-style-type: none"> -The water had been cold for approximately one month. -Each resident had told the Administrator of the cold water issue. -The bathroom shower at the front of the facility was the only warm shower. -The Administrator had told each resident that the 	D 113		

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D 113	Continued From page 3 water temperature would be addressed after each complaint. -Each resident ceased to complain after their initial complaint because they were told each time that it was being worked on. -The water temperatures remained the same regardless of the time of day. Interview with the Maintenance Director on 1/21/16 at 11:00 a.m. revealed: -The heating elements needed to be replaced. -He had increased the temperature setting after being informed of the cold temperatures by the residents on 1/18/16. -After adjusting the water heater on 1/18/16 he was able to obtain a 116 degree Fahrenheit water temperature. -He had not received any complaints after adjusting the water heater setting on 1/18/16. -He did not keep a log book of water temperature checks at the facility. Interview with the Administrator on 1/21/16 at 11:45 a.m. revealed: -She speculated that the water heater needed new elements. -She would correct the cold water situation immediately. -She had already notified the maintenance man to analyze the problem. -The residents had not complained about the water temperature. -They did not maintain a water temperature log book. -There was no policy in effect to check water temperatures.	D 113		
D 282	10A NCAC 13F .0904(a)(1) Nutrition and Food Service	D 282		

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D 282	<p>Continued From page 4</p> <p>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.</p> <p>This Rule is not met as evidenced by: Observation of the kitchen on 1/21/16 at 10:30 a.m. revealed there were dried food particles in multiple areas including around the reach-in freezer and ice machine, an ice machine in need of maintenance and cleaning, rusted refrigerator shelving and a freezer with a dirty exterior.</p> <p>The findings are:</p> <p>Observation of the ice machine located in the kitchen at on 1/21/16 at 10:30 a.m. revealed: -The ice machine had frosting-like substance on the inside lid. -The ice machine had multiple greasy hand prints on the exterior. -The air intake vent had a sticky film covered with dust. -The air filter was clogged with brown dust. -The air filter was the incorrect size which partially covered the intake vent.</p> <p>Observation of the reach-in cooler located in the kitchen on 1/21/16 at 10:35 a.m. revealed: -The bottom of the cooler had multi-colored pools of frozen liquid. -There was a sealed package of chicken thighs with liquid drippings on the outer packaging from the meat stored directly above. -The ventilation intake grate at the base of the cooler was covered in dried white liquid spatter. -The edges of the cooler shelves had several</p>	D 282		

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D 282	<p>Continued From page 5</p> <p>areas of rust beginning to form. -The cooler handle was sticky with dried white spatter around the handle edges. -There were crumbs at the bottom of the handle insert.</p> <p>Interview with a dietary aide on 1/21/16 at 10:40 a.m. revealed: -There was no cleaning schedule for the cooler or ice machine. -The walk-in cooler racks needed to be replaced. -The dietary aide did not inform the Administrator of the need for the ice machine repair. -The dietary aide would clean the refrigerator by the end of the day.</p> <p>Interview with the maintenance man on 1/21/16 at 11:40 a.m. revealed: -He was unaware the ice machine needed repair. -No policy existed for the deep cleaning of kitchen areas. -He was going to clean the reach-in cooler by the end of day. -Dietary staff should report to him when things needed to be repaired in the kitchen.</p> <p>Interview with the Administrator on 1/21/16 at 10:45 a.m. revealed: -The kitchen should be cleaned regularly after each meal including floors and walls. -She was going to address the kitchen cleanliness issues. -She was going to create a cleaning schedule for the kitchen. -She was going to alert the maintenance man to repair the ice machine. -She was unaware that the reach-in cooler needed to be cleaned.</p>	D 282		