

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL098027	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 10/21/2016
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NAME OF PROVIDER OR SUPPLIER WILSON ASSISTED LIVING	STREET ADDRESS, CITY, STATE, ZIP CODE 3501 SENIOR VILLAGE LANE WILSON, NC 27896
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{D 000}	Initial Comments The Adult Care Licensure Section conducted a follow-up survey on October 21, 2016.	{D 000}		
{D 161}	<p>10A NCAC 13F .0504(a) Competency Validation For LHPS Tasks</p> <p>10A NCAC 13F .0504 Competency Validation For Licensed Health Professional Support Task (a) An adult care home shall assure that non-licensed personnel and licensed personnel not practicing in their licensed capacity as governed by their practice act and occupational licensing laws are competency validated by return demonstration for any personal care task specified in Subparagraph (a)(1) through (28) of Rule .0903 of this Subchapter prior to staff performing the task and that their ongoing competency is assured through facility staff oversight and supervision.</p> <p>This Rule is not met as evidenced by: Based on interviews and record reviews, the facility failed to have 6 of 6 non-licensed personnel (Staff A, B, C, D, E, F) competency validated prior to the staff performing the task for the preparation of thickened liquids.</p> <p>The findings are:</p> <p>1. Review of Staff A's personnel record revealed: -She was hired as a nurse aide on 10/15/07. -No documentation Staff A had been competency validated by a licensed health professional on the preparation of thickened liquids.</p> <p>Interview with Staff A on 10/19/16 at 11:10 a.m. revealed the only training she had when preparing thickened liquids was through the</p>	{D 161}		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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{D 161}	<p>Continued From page 1</p> <p>Dietary staff or the medication aides 6 months ago.</p> <p>Interview with the Administrator on 10/21/16 at 3:30 p.m. revealed Staff A had not been competency validated by a licensed health professional on the preparation of thickened liquids.</p> <p>Refer to interview with the Administrator on 10/21/16 at 3:30 p.m.</p> <p>2. Review of Staff B's personnel record revealed: -She was hired as a Resident Care Coordinator (RCC) on 3/10/16. -No documentation Staff B had been competency validated by a licensed health professional on the preparation of thickened liquids.</p> <p>Interview with Staff B on 10/21/16 at 5:40 p.m. revealed: -She had not had any training on preparing thickened liquids while working at the facility. -Her last training was four years ago while she was in school.</p> <p>Interview with the Administrator on 10/21/16 at 3:30 p.m. revealed Staff B had not been competency validated by a licensed health professional on the preparation of thickened liquids.</p> <p>Refer to interview with the Administrator on 10/21/16 at 3:30 p.m.</p> <p>3. Review of Staff C's personnel record revealed: -She was hired as a medication aide on 5/18/16. -No documentation Staff C had been competency validated by a licensed health professional on the preparation of thickened liquids.</p>	{D 161}		

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{D 161}	<p>Continued From page 2</p> <p>Interview with the Administrator on 10/21/16 at 3:30 p.m. revealed Staff C had not been competency validated by a licensed health professional on the preparation of thickened liquids.</p> <p>Staff C was unavailable for interview on 10/21/16.</p> <p>Refer to interview with the Administrator on 10/21/16 at 3:30 p.m.</p> <p>4. Review of Staff D's personnel record revealed: -She was hired as a nurse aide on 2/09/16. -No documentation Staff D had been competency validated by a licensed health professional on the preparation of thickened liquids.</p> <p>Staff D was unavailable for interview on 10/21/16.</p> <p>Interview with the Administrator on 10/21/16 at 3:30 p.m. revealed Staff D had not been competency validated by a licensed health professional on the preparation of thickened liquids.</p> <p>Refer to interview with the Administrator on 10/21/16 at 3:30 p.m.</p> <p>5. Review of Staff E's personnel record revealed: -She was hired as a medication aide on 4/18/14. -No documentation Staff E had been competency validated by a licensed health professional on the preparation of thickened liquids.</p> <p>Interview with Staff E on 10/20/16 at 6:03 p.m. revealed she had not received training on preparing thickened liquids at the facility. -She followed the physician's orders when preparing thickened liquids.</p>	{D 161}		

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{D 161}	<p>Continued From page 3</p> <p>-She had not received training on preparing thickened liquids at the facility.</p> <p>-She had only received training 4 to 5 years ago when she was in school.</p> <p>Interview with the Administrator on 10/21/16 at 3:30 p.m. revealed Staff E had not been competency validated by a licensed health professional on the preparation of thickened liquids.</p> <p>Refer to interview with the Administrator on 10/21/16 at 3:30 p.m.</p> <p>6. Review of Staff F's personnel record revealed: -She was hired as a medication aide on 7/01/02. -No documentation Staff F had been competency validated by a licensed health professional on the preparation of thickened liquids.</p> <p>Staff F was unavailable for interview on 10/21/16.</p> <p>Interview with the Administrator on 10/21/16 at 3:30 p.m. revealed Staff F had not been competency validated by a licensed health professional on the preparation of thickened liquids.</p> <p>Refer to interview with the Administrator on 10/21/16 at 3:30 p.m.</p> <hr/> <p>Interview with the Administrator on 10/21/16 at 3:30 p.m. revealed: -No staff had been competency validated by a licensed health professional on the preparation of thickened liquids. -She did not know staff needed to be competency validated by a licensed health professional on the preparation of thickened liquids.</p>	{D 161}		

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{D 161}	<p>Continued From page 4</p> <p>-On 10/21/16, all medication aides that were scheduled to work on 10/21-10/24/16 were trained by the Resident Care Coordinator (RCC) on the preparation of thickened liquids.</p> <p>-On 10/24/16, all medication aides would be trained by the nurse consultant on the preparation of thickened liquids.</p> <p>D 310 10A NCAC 13F .0904(e)(4) Nutrition and Food Service</p> <p>10A NCAC 13F .0904 Nutrition and Food Service (e) Therapeutic Diets in Adult Care Homes: (4) All therapeutic diets, including nutritional supplements and thickened liquids, shall be served as ordered by the resident's physician.</p> <p>This Rule is not met as evidenced by: TYPE B VIOLATION</p> <p>Based on observations, interviews and record review, the facility failed to assure 1 of 3 sampled Residents (#1), who had orders for thickened liquids, received honey thickened liquids as ordered by the primary care physician.</p> <p>The findings are:</p> <p>Review of Resident #1's current FL-2 dated 4/29/16 revealed:</p> <p>-The resident's diagnoses included Type 2 Diabetes Mellitus, high blood pressure, membranoprolif nephrosis and hepatitis C.</p> <p>-The resident's diet order revealed to take one can of a renal supplement [named] daily and thickened to honey consistency.</p>	{D 161}		

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D 310	<p>Continued From page 5</p> <p>Review of Resident #1's Resident Register revealed the resident was admitted to the facility on 8/25/14.</p> <p>Review of Resident #1's Licensed Health Professional Support task dated 9/12/16 revealed "per chart" the resident was receiving honey thickened liquids.</p> <p>Review of Resident #1's physician orders revealed: -There was a physician's order dated 4/29/16 for the resident to receive shakes [named] daily prepared to honey thickened consistency. -There was a physician's order dated 4/29/16 to give 8 ounces (oz) of liquid three times daily with meals. The order did not say if thickener needed to be added to the liquids or not. -There was subsequent order dated 7/1/16 and a current order dated 8/29/16 for the resident to receive the renal supplement twice daily to honey thickened consistency. -There was an order dated 7/29/16 and 8/3/16, which included the resident was to be on a 1.2 liter fluid restriction.</p> <p>Interview with Resident #1's primary care physician's assistant on 10/21/16 at 9:11 a.m. revealed: -Resident #1 had an order dated 6/3/16 for honey thickened liquids. -There was another order dated 6/21/16 to add 1 packet of thickener to 4 oz of liquid and stir for 15 seconds. The order did not indicate the consistency.</p> <p>Review of the dietary list (not dated) revealed Resident #1 was to receive honey thickened liquids.</p>	D 310		

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D 310	<p>Continued From page 6</p> <p>Interview with the Dietary Supervisor on 10/19/16 at 10:44 a.m. revealed:</p> <ul style="list-style-type: none"> -Resident #1 was on honey thickened supplements and was on fluid restrictions. -The facility used the pre-measured thickener when preparing thickened liquids. -Currently the resident was in the dining room eating, because the resident was getting ready to go to dialysis. <p>Review of the manufacturer's instructions for preparing pre-measured honey thickened liquids revealed:</p> <ul style="list-style-type: none"> -Add one packet to 4 oz fluid. -Stir for 15 seconds and allow to sit one to four minutes. <p>Observation of Resident #1 on 10/19/16 at 10:53 a.m. revealed:</p> <ul style="list-style-type: none"> -The resident was drinking an unknown amount (estimated 6-7 oz) of nectar thickened tea. -The resident coughed three times after drinking thickened liquids. -The resident had a dry cough. <p>Interview with the Nurse Aide (NA), who prepared Resident #1's nectar thickened liquids on 10/19/16 at 10:53 a.m. revealed:</p> <ul style="list-style-type: none"> -The resident was on honey consistency liquids. -She added 1 packet of thickener to the tea and stirred the liquids until dissolved. -Honey consistency liquids was supposed to be the way she prepared the resident's tea. <p>Further interview with the NA on 10/19/16 at 11:10 a.m. revealed:</p> <ul style="list-style-type: none"> -Resident #1 was to receive honey thickened consistency liquids for all of his liquids. -Resident #1 was poured 3 ½ oz of tea during his lunch meal. 	D 310		

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D 310	<p>Continued From page 7</p> <ul style="list-style-type: none"> -She had been preparing Resident #1's liquids to the consistency of honey for the past 3 months. -The only training she had when preparing thickened liquids was through the Dietary staff or the MA 6 months ago. <p>Observation on 10/19/16 at 11:00 a.m. revealed:</p> <ul style="list-style-type: none"> -An empty packet of honey consistency thickener was on Resident #1's table. -The Resident Care Coordinator (RCC) observed Resident #1's thickened tea, while it was at his table. <p>Interview with RCC on 10/19/16 at 11:00 a.m. revealed the NA had prepared 4 oz honey thickened tea for Resident #1.</p> <p>Observation during Resident #1's breakfast meal on 10/20/16 at 7:47 a.m. revealed:</p> <ul style="list-style-type: none"> -The NA prepared the thickened supplement during the breakfast meal. -The NA poured 1 can (8 oz) of a supplement in a cup and added 1 packet of nectar thickened consistency powder. <p>Interview with the NA on 10/20/16 at 7:47 a.m. revealed:</p> <ul style="list-style-type: none"> -She added one packet of pre-measured honey thickener to 8 oz of Resident #1's supplement. -The empty packet she used was on the table. <p>Observation on 10/20/16 at 7:48 a.m. revealed:</p> <ul style="list-style-type: none"> -The label on the empty pre-measured thickener packet was for nectar consistency. -The NA kept stirring the thickened supplements and stated "I don't know why it won't thicken." -She asked the Dietary Supervisor for another packet of thickener to add to the supplement. -The Dietary Supervisor gave her a honey consistency pre-measured thickener packet and 	D 310		

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D 310	<p>Continued From page 8</p> <p>told her she used the wrong pre-measured packet of thickener when she first fixed the thickened liquids.</p> <ul style="list-style-type: none"> -The NA added all of the honey pre-measured thickener to Resident #1's supplement. -The supplement was prepared honey thickened consistency and served to Resident #1. <p>Interview with the NA on 10/20/16 at 8:05 a.m. revealed:</p> <ul style="list-style-type: none"> -Resident #1 had been coughing for the past 4 years since the resident had been on thickened liquids. -Resident #1's primary care physician was aware of the resident coughing while drinking liquids. <p>Observation on 10/20/16 at 8:27 a.m. revealed Resident #1 had drank all of the honey thickened supplement and did not cough while drinking the supplement.</p> <p>Interview with Resident #1's Guardian on 10/20/16 at 4:03 p.m. revealed:</p> <ul style="list-style-type: none"> -The resident received honey thickened liquids, because he had a problem with swallowing. -The resident had been on thickened liquids for at least one year. -Sometimes the resident coughed when he drank the liquids, because he drank the liquids too fast. -The resident had been coughing for the past two years. -The Guardian was not aware of any problems with the consistency of the thickened liquids. -The primary care physician had been aware of the resident coughing while drinking liquids and there was no change in his care. <p>Observation during the dinner meal on 10/20/16 at 5:35 p.m. revealed:</p> <ul style="list-style-type: none"> -Resident #1 was served 8 oz of a honey 	D 310		

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D 310	<p>Continued From page 9</p> <p>thickened supplement.</p> <p>-The Medication Aide (MA) added 1 packet of pre-measured honey thickener to 5 to 6 oz of tea and stirred the liquids until dissolved.</p> <p>-The resident was served nectar tea.</p> <p>Interview with the MA E on 10/20/16 at 5:35 p.m. revealed:</p> <p>-She prepared Resident #1's thickened liquids for breakfast on 10/20/16.</p> <p>-She added 1 packet of pre-measured honey thickener to 3 oz of tea for honey consistency.</p> <p>Interview with the RCC on 10/20/16 at 5:40 p.m. revealed:</p> <p>-Resident #1's tea for his dinner meal was prepared honey consistency.</p> <p>-Four ounces of liquid was in the cup.</p> <p>-Dietary staff had a measuring cup.</p> <p>Observation on 10/20/16 at 5:40 p.m. revealed:</p> <p>-The RCC poured Resident #1's nectar tea in the measuring cup.</p> <p>-The nectar tea measured at 5 oz.</p> <p>-She was asked to pour 4 oz of tea in a measuring cup and to get one pre-measured packet of honey thickener.</p> <p>Observation on 10/20/16 at 5:42 p.m. revealed:</p> <p>-The RCC added 1 packet of pre-measured packet of honey thickener to 4 oz of tea and stirred until dissolved.</p> <p>-The tea was prepared honey consistency.</p> <p>Interview with the RCC on 10/20/16 at 5:42 p.m. revealed:</p> <p>-She saw the difference between the nectar consistency thickened tea and the honey thickened consistency tea, which had been prepared for Resident #1.</p>	D 310		

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D 310	<p>Continued From page 10</p> <p>-Dietary staff poured the liquids and the aides (MAs, NAs) added the thickener to the liquids.</p> <p>Observation on 10/20/16 at 5:46 p.m. revealed: -The resident drank the nectar consistency tea, while staff was preparing the honey consistency tea. -The Administrator removed Resident #1's honey thickened tea from the table. -The resident did not cough or choke while drinking the honey thickened supplement and nectar thickened tea.</p> <p>Interview with the Administrator on 10/20/16 at 5:46 p.m. revealed the honey thickened supplement had been removed from the table, because the resident had drank the nectar tea and had met the fluid restriction requirements for the meal.</p> <p>Interview with the MA on 10/20/16 at 6:03 p.m. revealed: -Resident #1 was on honey thickened liquids. -Dietary staff poured the liquids and the MAs or NAs added the thickener to the liquids. -Dietary staff was supposed to measure Resident #1's liquids, before the thickener was added. -Honey thickened consistency was not supposed to be watery and not real thick. -Every once in a while, the resident coughed while drinking thickened liquids. -Resident #1's primary care physician was aware of the resident coughing while drinking thickened liquids. No change had been made in the resident's care. -If she had prepared the thickened liquids and it was not thick enough, she would request for another packet of thickener from dietary. -She followed the physician's orders when preparing thickened liquids.</p>	D 310		

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D 310	<p>Continued From page 11</p> <p>-She had not received training on preparing thickened liquids at the facility. -She had only received training 4 to 5 years ago when she was in school.</p> <p>Interview with Resident #1's primary care physician's assistant on 10/21/16 at 9:11 a.m. revealed: -She did not see an indication of why the resident was on thickened liquids or if the physician was aware of the resident coughing while drinking thickened liquids. -The primary care physician could give more information. -The resident's primary care physician and nurse was not available for interview. -She did not know the physician's expectation.</p> <p>Observation during the lunch meal on 10/21/16 at 10:50 a.m. revealed: -Resident #1 was served 4 oz honey thickened tea in a cup and was eating his lunch before going to dialysis. -The resident did not cough or drink while drinking the tea.</p> <p>Interview with Resident #1 during the lunch meal on 10/21/16 at 10:50 a.m. revealed: -The resident liked thickened liquids. -Sometimes he coughed while drinking thickened liquids.</p> <p>Observation of Resident #1 on 10/21/16 at 11:15 a.m. revealed the resident drank all of the honey thickened tea.</p> <p>Interview with a Dietary Aide on 10/21/16 at 4:51 p.m. revealed: -The MAs passed out fluid to residents who were on fluid restrictions.</p>	D 310		

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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 310	<p>Continued From page 12</p> <p>-It had been that way since she had been working at the facility (at least one year).</p> <p>-She had not had training on preparing thickened liquids.</p> <p>Interview with the Dietary Supervisor on 10/21/16 at 4:27 p.m. revealed:</p> <p>-For residents who was on thickened liquids, dietary staff poured the liquids in a 4 oz cup.</p> <p>-The MAs or NAs poured the thickener into the liquids.</p> <p>-Resident #1 started thickened liquids 6 months ago.</p> <p>-Dietary staff had not used a measuring cup to measure the liquids for residents on thickened liquids.</p> <p>-Dietary staff had never prepared thickened liquids.</p> <p>Interview with Resident #1's Speech Therapist on 10/21/16 at 4:35 p.m. revealed:</p> <p>-She worked with a local company as the Speech Therapist at the facility, as needed.</p> <p>-Resident #1 was discharged from Speech Therapy (ST) on 5/3/16.</p> <p>-The resident had a diagnosis of dysphagia.</p> <p>-She did not know how long the resident has had dysphagia.</p> <p>-Her recommendation was for Resident #1 to receive honey thickened liquids.</p> <p>-The resident could not handle nectar consistency liquids, because he was having clinical signs of aspirations.</p> <p>-Since the resident had been discharged from ST, she was not aware the resident had been coughing while drinking liquids.</p> <p>-If thickened liquids was not prepared to the correct consistency, a resident could develop aspiration pneumonia.</p>	D 310		

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL098027	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 10/21/2016
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NAME OF PROVIDER OR SUPPLIER WILSON ASSISTED LIVING	STREET ADDRESS, CITY, STATE, ZIP CODE 3501 SENIOR VILLAGE LANE WILSON, NC 27896
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D 310	<p>Continued From page 13</p> <p>Interview with a Supervisor on 10/21/16 at 5:27 p.m. revealed:</p> <ul style="list-style-type: none"> -Resident #1 was to receive honey thickened liquids. -She had never known Resident #1 to cough or choke while drinking thickened liquids. -She observed staff make the thickened liquids daily. -She had not observed any problems with the consistency of thickened liquids. -She had been trained on the preparation of thickened liquids before she started working at the facility. -She had inservices on thickened liquids since she had been at the facility. -The last training she received on the preparation of thickened liquids was on 10/21/16, by the RCC. <p>Interview with the RCC on 10/21/16 at 5:40 p.m. revealed:</p> <ul style="list-style-type: none"> -She had been working at the facility as the RCC since February 2016. -She thought dietary staff was measuring the liquids correctly for Resident #1. -She had not had any training on preparing thickened liquids while working at the facility. -Her last training was four years ago while she was in school. -She monitored the preparation and consistency for thickened liquids weekly and there was no problems with the consistency of the liquids. -Resident #1 had always had a dry cough off and on after drinking thickened liquids. -Resident #1's primary care physician was aware of the resident coughing. -As of today (10/21/16), the MAs was the only staff who will prepare the thickened liquids. <p>Interview with the Administrator on 10/21/16 at 6:10 p.m. revealed:</p>	D 310		

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL098027	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 10/21/2016
NAME OF PROVIDER OR SUPPLIER WILSON ASSISTED LIVING		STREET ADDRESS, CITY, STATE, ZIP CODE 3501 SENIOR VILLAGE LANE WILSON, NC 27896		
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D 310	<p>Continued From page 14</p> <ul style="list-style-type: none"> -Resident #1 was to receive honey thickened liquids. -Her expectation was for staff to prepare thickened liquids to the correct consistency as ordered by the resident's physician. -She monitored staff prepare thickened liquids daily. -She had never noticed a problem with the preparation of thickened liquids. -Before yesterday (10/20/16), dietary staff poured the liquids and the MAs and NAs added the thickener and prepared the thickened liquids. -Currently, only the MAs pour and prepare the thickened liquids. <p>Resident #1's primary care physician or nurse was not available for interview.</p> <p>_____</p> <p>The facility submitted a Plan of Protection dated 10/21/16, as follows:</p> <ul style="list-style-type: none"> -Immediately, the facility contacted all Medication Aides (MA), who worked from 10/21-10/24/16, and the Resident Care Coordinator (RCC) trained the MAs on preparing thickened liquids. -The training was completed on 10/21/16. -The nurse consultant will train the MAs who worked the weekend on 10/24/16. -The new MAs will be trained by the nurse consultant, when hired. -The RCC will monitor the MAs on the preparation of thickened liquids weekly. <p>CORRECTION DATE FOR THE TYPE B VIOLATION SHALL NOT EXCEED JANUARY 3, 2017</p>	D 310		
{D912}	G.S. 131D-21(2) Declaration of Residents' Rights	{D912}		

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{D912}	<p>Continued From page 15</p> <p>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.</p> <p>This Rule is not met as evidenced by: Based on observations, interviews and record review, the facility failed to ensure residents received care and services which are adequate, appropriate and in compliance with relevant federal and state laws and rules and regulations related to nutrition and food services.</p> <p>The findings are:</p> <p>Based on observations, interviews and record review, the facility failed to assure 1 of 3 sampled Residents (#1), who had orders for thickened liquids, received honey thickened liquids as ordered by the primary care physician. [Refer to Tag D 310, 10A NCAC 13F .0904(e)(4) Nutrition and Food Services. (Type B Violation)]</p>	{D912}		