

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>HAL001025</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>11/10/2016</b>
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NAME OF PROVIDER OR SUPPLIER  <b>SPRINGVIEW - CROUSE BUILDING</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>613 W WHITSETT STREET GRAHAM, NC 27253</b>
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D 000	Initial Comments  The Adult Care Licensure Section completed an annual survey on November 9, 2016 with an exit conference via telephone November 10, 2016.	D 000		
D 315	<p>10A NCAC 13F .0905(a)(b) Activities Program</p> <p>10A NCAC 13F .0905 Activities Program (a) Each adult care home shall develop a program of activities designed to promote the residents' active involvement with each other, their families, and the community. (b) The program shall be designed to promote active involvement by all residents but is not to require any individual to participate in any activity against his will. If there is a question about a resident's ability to participate in an activity, the resident's physician shall be consulted to obtain a statement regarding the resident's capabilities.</p> <p>This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to assure residents were offered activities daily.</p> <p>The findings are:</p> <p>Observation on 11/9/16 from 10:15 a.m. to 3:30 p.m. revealed no activities were done or offered.</p> <p>Review of the November 2016 activity calendar revealed from 11/6/16-11/12/16, over 14 hours of activities were to be offered.</p> <p>Review of the activity calendar dated 11/9/16 revealed: -From 8:00 a.m. -8:35 a.m., prayer was to be offered. -From 9:30 a.m.-10:00 a.m., daily chronicles were to be offered.</p>	D 315		

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

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D 315	<p>Continued From page 1</p> <ul style="list-style-type: none"> <li>-From 10:00 a.m.-10:30 a.m., exercise was to be offered.</li> <li>-From 10:30 a.m.-11:00 a.m., devotions were to be offered.</li> <li>-From 2:30 p.m.-3:30 p.m., popcorn social was to be offered.</li> <li>-From 4:00 p.m.-5:00 p.m., current events were to be offered.</li> <li>-From 6:30 p.m.-7:30 p.m., movie/snack was to be offered.</li> </ul> <p>Observation on 11/9/16 at 3:30 p.m. revealed the residents were participating in a popcorn social.</p> <p>Telephone interview with the Activity Coordinator on 11/10/16 at 11:50 a.m. revealed:</p> <ul style="list-style-type: none"> <li>-She had been working at the facility as the Activity Coordinator since August 2015.</li> <li>-She had been temporarily working as the Resident Care Coordinator (RCC) at the facility for one month.</li> <li>-She covered other facilities and she helped the facility with activities 2-3 times weekly.</li> <li>-The residents at the facility were offered ice cream socials, popcorn socials, bingo, painting and crafts.</li> <li>-The residents last went on an outing on 9/16/16.</li> <li>-Only some of the residents wanted to go on the outing.</li> <li>-On 11/9/16, the residents had done the popcorn social and current events at the same time. She told staff to help out with activities.</li> <li>-Staff were supposed to do activities with the residents when she was not at the facility.</li> <li>-Many times staff were busy doing other things for residents at the facility.</li> </ul> <p>Confidential interview with a staff member revealed:</p> <ul style="list-style-type: none"> <li>-Activities were not offered daily, because staff</li> </ul>	D 315		

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D 315	<p>Continued From page 2</p> <p>were busy tending to resident needs.</p> <p>-Activities were not offered to the residents on 11/8/16 or 11/9/16, because staff were too busy tending to the resident needs.</p> <p>-The residents had complained a couple of days ago wanting more activities. Staff had not told management.</p> <p>Confidential interview with a resident revealed:</p> <p>-Activities were not offered at the facility.</p> <p>-The resident would like to see Bingo offered at the facility.</p> <p>Confidential interview with a second resident revealed:</p> <p>-They did not do activities at the facility.</p> <p>-The resident would like to play games for activities.</p> <p>Confidential interview with a family member revealed:</p> <p>-The facility did not offer activities to the residents.</p> <p>-Staff does not have time to do activities with residents.</p> <p>-The staff are always busy doing other things for residents.</p> <p>-The residents does not leave the facility and go on outings for activities.</p> <p>Telephone interview with the Administrator on 11/10/16 at 2:35 p.m. revealed:</p> <p>-Her expectations was for activities to be offered daily at the facility.</p> <p>-The residents had not complained of not doing activities.</p> <p>-The Supervisor's were responsible for assuring the scheduled was followed.</p>	D 315		

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D935	Continued From page 3	D935		
D935	<p>G.S. § 131D-4.5B(b) ACH Medication Aides; Training and Competency</p> <p>G.S. § 131D-4.5B (b) Adult Care Home Medication Aides; Training and Competency Evaluation Requirements.</p> <p>(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:</p> <p>(1) A five-hour training program developed by the Department that includes training and instruction in all of the following:</p> <ul style="list-style-type: none"> <li>a. The key principles of medication administration.</li> <li>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.</li> </ul> <p>(2) A clinical skills evaluation consistent with 10A NCAC 13F .0503 and 10A NCAC 13G .0503.</p> <p>(3) Within 60 days from the date of hire, the individual must have completed the following:</p> <ul style="list-style-type: none"> <li>a. An additional 10-hour training program developed by the Department that includes training and instruction in all of the following: <ul style="list-style-type: none"> <li>1. The key principles of medication administration.</li> <li>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</li> </ul> </li> </ul>	D935		

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D935	<p>Continued From page 4</p> <p>exists.</p> <p>b. An examination developed and administered by the Division of Health Service Regulation in accordance with subsection (c) of this section.</p> <p>This Rule is not met as evidenced by: Based on observations, interviews and record review, the facility failed to assure 1 of 3 Staff (C), who was hired after 10/1/13 and administered medications, had taken the written medication examination within 60 days of completing the clinical skills evaluation.</p> <p>The findings are:</p> <p>Review of Staff C's, Supervisor/Caregiver, personnel file revealed: -Staff C was hired to work at the facility as a Supervisor/Caregiver on 7/27/16. -Staff C completed the Medication Clinical Skills Checklist on 8/1/16 and 10/19/16. -Staff C completed the 5 hour medication training on 9/3/16 and the 10 hour training on 9/7/16. -There was no documentation of the successful completion of the written examination.</p> <p>Interview with the Senior Manager on 11/9/16 at 2:14 p.m. revealed: -He kept-up with staff qualifications and training. -He set up the written examination for staff and made sure they passed the written examination. -If staff had not passed the written examination, they do not pass out medications to the residents. -Staff C had been passing medications at the facility since 8/1/16. -Staff C was scheduled to take the written medication aide examination, within 60 days of passing the clinical skills evaluation, but she did not take the test due to personal reasons.</p>	D935		

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D935	<p>Continued From page 5</p> <p>-He was not aware if staff had not taken and passed the written examination within 60 days, staff could not administer the medications and staff could not administer medications until they had passed the examination.</p> <p>-He thought since Staff C had retaken the clinical skills checklist on 10/19/16, she had another 60 to take and pass the written examination.</p> <p>Interview with the Resident Care Coordinator (RCC) on 11/9/16 at 2:27 p.m. revealed:</p> <p>-She had been the RCC at the facility for one month.</p> <p>-The Senior Manager kept-up with staff qualifications.</p> <p>-Staff C worked third shift as a medication aide.</p> <p>-Staff C had administered medications to residents within the past month.</p> <p>Review of a sampled resident's November 2016 Medication Administration Record (MAR) revealed Staff C had documented as administered Triamcinolone Cream (used to help treat discomfort of skin conditions), Symbicort inhaler (used to help treat asthma and Chronic Obstructive Pulmonary Disease), Seroquel (used to help treat depression), Colace (used to help treat constipation), Remeron (used to help treat depression), Hydrocodone-Acetaminophen (used to help treat pain), Haldol (used to help treat schizophrenia) and Losartan-Hydrochlorothiazide (used to help treat high blood pressure).</p> <p>Telephone interview with the Administrator on 11/10/16 at 2:35 p.m. revealed:</p> <p>-The Senior Manager kept-up with staff qualifications and training.</p> <p>-Her expectation were for staff to take the clinical skills checklist and pass the written examination within 60 days.</p>	D935		

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D935	<p>Continued From page 6</p> <p>-The Senior Manager had a misunderstanding of the time frame staff had to pass the written examination.</p> <p>-Staff C will be taken off the mediation cart until she has passed the written examination.</p> <p>Staff C was not available for interview.</p>	D935		