

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL076027	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 12/21/2016
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NAME OF PROVIDER OR SUPPLIER NORTH POINTE	STREET ADDRESS, CITY, STATE, ZIP CODE 1195 PINEVIEW ROAD RANDLEMAN, NC 27317
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D 000	Initial Comments	D 000		
D 014	<p>10A NCAC 13F .0206 Capacity</p> <p>10A NCAC 13F .0206 Capacity</p> <p>(a) The licensed capacity of adult care homes licensed pursuant to this Subchapter is seven or more residents.</p> <p>(b) The total number of residents shall not exceed the number shown on the license.</p> <p>(c) A facility shall be licensed for no more beds than the number for which the required physical space and other required facilities in the building are available.</p> <p>(d) The bed capacity and services shall be in compliance with G.S. 131E, Article 9, regarding the certificate of need.</p> <p>This Rule is not met as evidenced by: Based on observations, interviews, and record reviews, the facility provided medications administration and assistance with activities of daily living for 13 residents assigned to 13 Independent Living beds which exceeded the licensed capacity of 67 residents by 5 residents (Residents #7, 8, 9,10 and 12.)</p> <p>The findings are:</p> <p>Review of the facility's 2016 license revealed the facility had 67 beds designated for the Assisted Living Unit (ALU).</p> <p>Observation and interview with the Executive Director (ED) during the entrance tour on 12/20/16 from 9:30 am to 11:30 am revealed:</p>	D 014		

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

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D 014	<p>Continued From page 1</p> <ul style="list-style-type: none"> -The current census for the ALU was 59 residents not counting one resident in a rehabilitation center, and one resident who was discharged to a hospice house. There were 6 vacant beds in the ALU. -The facility had 4 Halls (A, B, C, and D). -The rooms on the 4 halls were a mixture of single resident rooms and rooms with 2 residents residing in the rooms. <p>Review of the Resident Roster and room number list revealed:</p> <ul style="list-style-type: none"> -The ALU had 61 residents listed with one resident identified as being in a rehabilitation center and one resident was discharged to a hospice house. There were 6 vacant beds in the ALU. -Residents in Rooms 1, 2, 3, 4, 5, 6, and 7 on the C Hall, and 31, 32, 33, 34, 35 and 37 on B Hall had their names grayed out on the roster and were identified by the Executive Director as Independent Living residents. <p>Interview on 12/21/16 at 12:58 pm with a first shift Medication Aide (MA) revealed:</p> <ul style="list-style-type: none"> -Medications for the 13 residents of the Independent Living beds (Residents in Rooms 1, 2, 3, 4, 5, 6, and 7 on the C Hall, and 31, 32, 33, 34, 35 and 37 on B Hall) were kept on the medication carts, along with the medications for residents in the ALU. -MA staff administered medication to the residents in the Independent Living beds along with the other residents in the ALU. <p>Interview on 12/21/16 at 3:00 pm with a second shift Personal Care Aide (PCA) revealed:</p> <ul style="list-style-type: none"> -She had worked at the facility for 3 months. -She provided care to all the residents in the facility, including those designated as 	D 014		

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D 014	<p>Continued From page 2</p> <p>independent living rooms.</p> <ul style="list-style-type: none"> -Some residents required more care than others. Some required help with baths, errands, help with stockings, and transfers in and out of their wheelchairs. -Vital signs and weights were also obtained as ordered by their physician. -There was enough staff to care for all the residents in the facility. -Residents' needs for staff assistance were documented in the PCA's log book. <p>Review of the PCA's log book and Assignment book on 12/21/16 revealed:</p> <ul style="list-style-type: none"> -No independent living residents were listed on the assigned tasks which included showers. -The PCA's "wet check" log named 3 of the Independent Living residents (Residents #7 and #8 of our sampled residents) and included log sheets for each. <p>Interview on 12/21/16 at 3:10 pm with a second shift MA revealed:</p> <ul style="list-style-type: none"> -She did not know which residents were considered Independent Living residents. -All residents received their medications by the MAs on each shift. -She was not aware of the tasks performed by the PCAs for the residents. -The PCAs had a personal care services book that had each shifts assigned tasks for each resident. <p>Interview on 12/21/16 at 3:35 pm with another second shift MA revealed:</p> <ul style="list-style-type: none"> -All residents of the facility had medications on the medications carts. -The MA passed medications for the residents in Rooms 1, 2, 3, 4, 5, 6, and 7 on the C Hall, and 31, 32, 33, 34, 35 and 37 on B Hall, along with 	D 014		

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D 014	<p>Continued From page 3</p> <p>the other residents' medications during the various medication passes.</p> <p>Interviews on 12/21/16 at 2:40 pm and 12/21/16 at 4:15 pm with the ED revealed:</p> <ul style="list-style-type: none"> -She had been working at the facility as the Executive Director since October 2016. -She had worked at a facility that had Independent Living residents before coming to the facility and was familiar with the rules and regulations for Independent Living rooms. -The Resident Roster and room number list included all the residents that were currently residing in the building. -The facility had 13 rooms that had been designated and approved for Independent Living and those residents had been grayed out on the list and were not counted on the census for the license. -She was aware that with the ALU census of 59, and the Independent Living census of 13, that the actual census was 72, which was above the licensed number of beds by 5 on 12/20/16 and 12/21/16. -The facility provided limited services for the Independent Living residents which included: housekeeping services, laundry services for clothes and bed linens, meals, and assistance with medications. -All the residents in the Independent Living were admitted before she came to the facility. -She could not distinguish what made the Independent living residents different from the ALU residents. "Residents in the ALU can be anything from being independent to requiring total care" from staff. -"It depends on the resident's needs as to what was done for them." -The facility's owner was in the process of transferring excess beds at another facility to 	D 014		

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D 014	<p>Continued From page 4</p> <p>here. "I have a letter of intent (a plan of action for independent beds) from the owner, but do not know if it has been made official in Raleigh."</p> <p>Review of the "Plan of Action for Independent Beds" dated 12/01/16 revealed: -"Independent beds shall be converted to licensed beds." -"Company will complete change of license for (named facility) an addition of 13 licensed beds shall be transferred to (this facility) through Department of Health and Human Resources." -"Facility shall assure adequate staff to meet the needs of the residents." -"Owners shall handle the transition."</p> <p>Based on a census of 59 ALU residents, an AL license for 67 residents (8 ALU beds available), and 13 Independent Living residents receiving assistance with medications and Average Daily Living (ADL) task, the facility was over capacity by 5 residents on 12/20/16 and 12/21/16.</p> <p>Examples of residents listed by the facility as Independent Living residents but who received medications and assistance with ADL tasks from staff were as follows:</p> <p>A. Review of Resident #7's current FL-2 dated 06/17/16 revealed: -Diagnoses included cellulitis right leg, atrial fibrillation and hypertension. -Oxygen continuously at 2 liters per minute was ordered on the FL-2.</p> <p>Review of Resident #7's record revealed: -The resident's admission date was 01/20/16. -Assisted living was the recommended level of care on the current FL-2, with intermittently disoriented documented.</p>	D 014		

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D 014	<p>Continued From page 5</p> <p>-There was a Care Plan dated 02/10/16 with activities of daily living (ADL) needs listed as limited assistance with eating; extensive assistance for toileting, ambulation, bathing, dressing, grooming/personal care, and transferring.</p> <p>-There was a Licensed Health Professional Support (LHPS) dated 11/21/16 that listed task of oxygen administration and monitoring, and ambulation using assistive devices.</p> <p>Review of Resident #7's current FL-2 dated 06/17/16, medication orders, and electronic Medication Administration Record (eMAR) for December 2016 revealed medications and treatments listed on the eMAR included: amlodipine 5 mg (used to treat heart and blood pressure) once daily, citalopram 20 mg (used to treat anxiety/depression) once daily, ferrous sulfate 325 mg (used to treat iron deficiency) twice daily, florasens 3 capsules (used to treat stomach and intestine flora) once daily, furosemide 40 mg (used to treat fluid retention) twice daily, Icaps (a vitamin supplement) once daily, levothyroxine 50 mcg (thyroid supplement) once daily, Miralax powder (used to treat constipation) 17 grams twice daily, Pradaxa 150 mg (used to treat atrial fibrillation) once daily, Rythmol 150 mg (used to treat irregular heartbeat) three times a day, and senna 8.6 mg (used to treat constipation) 2 tablets daily.</p> <p>-Staff had initialed medication administration from 12/01/16 to 12/21/16 for the above medications.</p> <p>Observation on 12/21/16 at 3:20 pm of the solid dose oral medications on hand for administration in the medication cart drawer for Resident #7 revealed 12 partial bingo cards (marked with handwritten times of administration) and 2 bottles of medications.</p>	D 014		

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D 014	<p>Continued From page 6</p> <p>Review of the Personal Care Aide's (PCA) log book and assignment book on 12/21/16 revealed Resident #7 was listed in the "wet check" logbook that included an "toileting/repositioning schedule" log sheet which had staff documentation of hourly checks and care.</p> <p>Interview on 12/21/16 at 3:00 pm with a Personal Care Aide (PCA) revealed: -Resident #7 was in a wheelchair and required assistance with transfers in and out of the wheelchair as she "cannot get in or out by herself". -Resident #7 required assistance with baths and incontinence care.</p> <p>Interview on 12/21/16 at 3:15 pm with another PCA revealed: -Resident #7 used her call light when she required assistance. -She required assistance with transfers in and out of her wheelchair, and "fixing her hair".</p> <p>Interview on 12/21/16 at 3:35 pm with Resident #7 revealed: -She had lived at the facility for more than one year. -Medications were administered to her by the facility staff. -The staff assisted her with her baths, assisted her to and from the bathroom, and assisted her in and out of her wheelchair as she is "weak and cannot walk too well". -The staff assisted her with her oxygen when she asked for assistance.</p> <p>Refer to interview on 12/21/16 at 3:15 pm with a first shift PCA.</p>	D 014		

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D 014	<p>Continued From page 7</p> <p>Refer to telephone interview on 12/21/16 at 4:25 pm with the facility's contracted physician's Nurse Practitioner.</p> <p>B. Review of Resident #9's current FL-2 dated 06/17/16 revealed: -Diagnoses included chronic kidney disease, hypertension, atrial fibrillation, dementia, diabetes mellitus, chronic obstructive pulmonary disease (COPD), and heart failure. -Finger stick blood sugar checks 4 times a day and as needed were ordered on the FL-2.</p> <p>Review of Resident #9's record revealed: -The resident's admission date was 06/19/16. -Domiciliary living was the recommended level of care on the current FL-2. -There was a Care Plan dated 07/19/16 with activities of daily living (ADL) needs listed as limited assistance with eating. -There was a Licensed Health Professional Support (LHPS) dated 10/18/16 that listed task of inhalation medication by machine, collecting or testing of finger stick blood sugars (FSBS).</p> <p>Review of Resident #9's current FL-2 dated 06/17/16, medication orders, and electronic Medication Administration Record (eMAR) for December 2016 revealed medications and treatments listed on the eMAR included: FSBS checks 4 times a day, Advair 250-50 diskus (used to treat COPD) inhaled 2 times a day, aspirin 81 mg (used to thin blood) once daily, atorvastatin 40 mg (used to treat high cholesterol) at bedtime, carvedilol 3.125 mg (used to treat high blood pressure) twice a day, clopidogrel 75 mg (used for circulation) once daily, furosemide 20 mg (used to treat excess swelling) once a day, Duo-Neb (used to treat COPD) use in nebulizer 3 times a day, Imdur 30 mg (used to treat heart</p>	D 014		

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D 014	<p>Continued From page 8</p> <p>pain) one at bedtime, Klor-Con 10 meq (used to supplement potassium) once daily, Levemir injection (used to treat diabetes) 39 units at bedtime, Nexium 40 mg (used for acid reflux and heartburn) twice a day, Novolog insulin (used to treat diabetes) 12 units with breakfast-2 units with lunch-10 units with supper, Preservision caps AREDS (a vitamin supplement) twice a day, venlafaxine extended relief 150 mg (used to treat depression) once daily, vitamin B-12 500 mcg (a vitamin supplement) once daily, and vitamin D-3 (a vitamin supplement) once daily.</p> <p>-Staff had initialed medication administration from 12/01/16 to 12/21/16 for the above medications.</p> <p>Observation on 12/21/16 at 3:20 pm of the solid dose oral medications on hand for administration in the medication cart drawer for Resident #9 revealed 15 partial bingo cards (marked with handwritten times of administration).</p> <p>Interview on 12/21/16 at 3:15 with a Personal Care Aide (PCA) revealed: -Resident #9 was "pretty independent", but "needs help to shower as he forgets what to do".</p> <p>Interview on 12/21/16 at 3:50 pm with Resident #9 revealed: -He had lived at the facility since June 2016. -Medications were administered to him by the facility staff, which included FSBS monitoring 4 times a day. -The staff assisted with baths and "anything I ask for".</p> <p>Refer to interview on 12/21/16 at 3:15 pm with a first shift PCA.</p> <p>Refer to telephone interview on 12/21/16 at 4:25 pm with the facility's contracted physician's Nurse</p>	D 014		

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D 014	<p>Continued From page 9</p> <p>Practitioner.</p> <p>C. Review of Resident #10's current FL-2 dated 04/12/16 revealed: -Diagnoses included atrial fibrillation, depression, gastro-esophageal reflux disease (GERD), hypertensive cardiovascular disease, and hypertension. -An order for TED (Anti-thrombotic) hose on in am and off in the pm.</p> <p>Review of Resident #10's record revealed: -The resident's admission date was 02/25/03. -Domiciliary living was the recommended level of care on the current FL-2. -There was a Care Plan dated 02/17/16 with activities of daily living (ADL) needs listed as limited assistance with eating; extensive assistance for bathing. -There was a Licensed Health Professional Support (LHPS) dated 11/22/16 that listed task of prescribed heat therapy, transferring semi or non ambulatory residents, applying and removing TED hose, and ambulation using assistive devices.</p> <p>Review of Resident #10's current FL-2 dated 04/12/16, medication orders, and electronic Medication Administration Record (eMAR) for December 2016 revealed medications and treatments listed on the eMAR included: Aspirin 325 mg (used to improve circulation) once daily, diltiazem 120 mg delayed release (used to treat high blood pressure) once daily, escitalopram 20 mg (used treat depression/anxiety) once daily, levothyroxin 75 mcg (used to supplement thyroid) once daily, omeprazole 20 mg capsule (used to treat acid reflux and heartburn) twice daily, and Miralax powder (used to treat constipation) 17 grams in 8 ounces of water once daily.</p>	D 014		

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D 014	<p>Continued From page 10</p> <p>-Staff had initialed medication administration from 12/01/16 to 12/21/16 for the above medications.</p> <p>Observation on 12/21/16 at 3:20 pm of the solid dose oral medications on hand for administration in the medication cart drawer for Resident #10 revealed 7 partial bingo cards (marked with handwritten times of administration).</p> <p>Interview on 12/21/16 at 3:15 pm with a Personal Care Aide (PCA) revealed: -The staff assisted Resident #10 with her Ted stockings, with her oxygen when she asked for assistance, and transported her to the dining room.</p> <p>Interview on 12/21/16 at 3:55 pm with Resident #10 revealed: -She had lived at the facility since 2003. -She was "almost blind" so the staff administered her medications. -"I am very weak and cannot do much now. I'm on hospice and oxygen and stuck in this wheelchair. The staff do what they can to help me, even take me to the dining room to eat."</p> <p>Refer to interview on 12/21/16 at 3:15 pm with a first shift PCA.</p> <p>Refer to telephone interview on 12/21/16 at 4:25 pm with the facility's contracted physician's Nurse Practitioner.</p> <p>D. Review of Resident #8's current FL-2 dated 07/05/16 revealed: -Diagnoses included altered mental status, dementia, hypertension, urinary tract infection (UTI), and renal ureteral disease. -Domiciliary living was the recommended level of care. -A physician's order to "toilet resident every 2</p>	D 014		

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D 014	<p>Continued From page 11</p> <p>hours while awake". -Documentation that Resident #8 was incontinent of bowel and bladder.</p> <p>Review of Resident #8's record revealed: -The resident's admission date was 07/15/15. -There was a Care Plan dated 08/04/16 with activities of daily living (ADL) needs listed as limited assistance with eating, and extensive assistance with toileting, bathing, dressing, grooming/personal hygiene and transferring. Daily medication administration assistance was required. -There was a Licensed Health Professional Support (LHPS) dated 11/22/16 that listed task of prescribed heat therapy, transferring semi or non ambulatory residents, applying and removing thromboembolic disease(TED) hose, and ambulation using assistive devices. -There was a Licensed Health Professional Support (LHPS) dated 10/18/16 that listed tasks of transferring semi or non-ambulatory residents, and ambulation using assistive devices.</p> <p>Review of Resident #8's current FL-2 dated 07/05/16, medication orders, and electronic Medication Administration Record (eMAR) for December 2016 revealed medications and treatments listed on the eMAR included: Aspirin 81 mg (used to improve circulation) once daily, docusate 100 mg (a stool softener) twice a day, hydralazine 25 mg (used to treat high blood pressure) every 8 hours, memantine 5 mg (used to treat dementia) twice a day, multi-vitamin (a vitamin supplement) once daily, presersion tablet (an eye vitamin) once daily, ramipril 10 mg (used to treat high blood pressure) at bedtime, and ranitidine (an acid reducer) 75 mg twice a day. -Staff had initialed medication administration from</p>	D 014		

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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 014	<p>Continued From page 12</p> <p>12/01/16 to 12/21/16 for the above medications.</p> <p>Review of the Personal Care Aide's (PCA) log book and assignment book on 12/21/16 revealed Resident #8 was listed in the "wet check" logbook that included a "toileting/repositioning schedule" log sheet which had staff documentation of hourly checks and care.</p> <p>Observation on 12/21/16 at 3:20 pm of the solid dose oral medications on hand for administration in the medication cart drawer for Resident #8 revealed 12 partial bingo cards (marked with handwritten times of administration).</p> <p>Interview on 12/21/16 at 3:15 pm with a PCA revealed: -Resident #8 could barely stand, and required "a 2 person assist" to get her to the bathroom. -"I would call her a total care resident, we need to help her with almost everything."</p> <p>Interview on 12/21/16 at 3:38 pm with Resident #8 revealed: -She had lived at the facility for 6 or 7 months. -Medications were administered to her by the facility staff. -Staff assisted her into and out of her wheelchair, assisted with baths and helped her to the bathroom.</p> <p>Refer to interview on 12/21/16 at 3:15 pm with a first shift PCA.</p> <p>Refer to telephone interview on 12/21/16 at 4:25 pm with the facility's contracted physician's Nurse Practitioner.</p> <p>E. Review of Resident #12's current FL-2 dated 08/30/16 revealed:</p>	D 014		

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL076027	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 12/21/2016
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NAME OF PROVIDER OR SUPPLIER NORTH POINTE	STREET ADDRESS, CITY, STATE, ZIP CODE 1195 PINEVIEW ROAD RANDLEMAN, NC 27317
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D 014	<p>Continued From page 13</p> <p>-Diagnoses included Diabetes, hypovolemia, kidney failure, respiratory failure, osteoporosis, anemia and hypothyroidism.</p> <p>-Domiciliary living was the recommended level of care.</p> <p>-A physician's order to check finger stick blood sugars (FSBS) every morning before breakfast.</p> <p>Review of Resident #12's record revealed:</p> <p>-The resident's admission date was 09/09/14.</p> <p>-There was a Care Plan dated 10/04/16 with activities of daily living (ADL) needs listed as limited assistance with eating and dressing, and extensive assistance with bathing. Daily medication administration assistance was required which included FSBS and nebulizer treatments.</p> <p>-There was a Licensed Health Professional Support (LHPS) dated 12/13/16 that listed tasks of inhalation medication by machine, collecting or testing of FSBS samples, medication administration through injection and care for pressure ulcers.</p> <p>Review of Resident #12's current FL-2 dated 8/30/16, medication orders, and electronic Medication Administration Record (eMAR) for December 2016 revealed medications and treatments listed on the eMAR included: FSBS daily before breakfast, alendronate 70 mg (used to treat osteoporosis) weekly before breakfast, aspirin 81 mg (used to thin blood) daily, daily vite with iron (a vitamin supplement) daily, furosemide 20 mg (a diuretic) daily, glimepiride 2 mg (used to treat diabetes) daily, hyoscyamine 0.125 mg (used to treat muscle cramps in the bowels or bladder) at bedtime, levothyroxin 25 mcg (a thyroid supplement) daily, Lisinopril 10 mg (used to treat high blood pressure) daily, Onglyza 5 mg (used to treat</p>	D 014		

Division of Health Service Regulation

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NAME OF PROVIDER OR SUPPLIER NORTH POINTE	STREET ADDRESS, CITY, STATE, ZIP CODE 1195 PINEVIEW ROAD RANDLEMAN, NC 27317
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D 014	<p>Continued From page 14</p> <p>diabetes) daily, oyster shell with D 5 mg (a vitamin supplement) twice a day, Klor-Con 20 mEq ER (used to prevent or to treat low blood levels of potassium) daily, simvastatin 20 mg (used to lower cholesterol) at bedtime, and Duoneb 1 vial (used to treat chronic obstructive pulmonary disease) via nebulizer every 6 hours as needed for wheezing or shortness of breath. -Staff had initialed medication administration from 12/01/16 to 12/21/16 for the above medications.</p> <p>Observation on 12/21/16 at 3:20 pm of the solid dose oral medications on hand for administration in the medication cart drawer for Resident #12 revealed 13 partial bingo cards (marked with handwritten times of administration).</p> <p>Interview on 12/21/16 at 3:15 pm with a PCA revealed Resident #12 requested staff to help wash her hair, "otherwise she was pretty independent".</p> <p>Interview on 12/21/16 at 3:40 pm with Resident #12 revealed: -She requested help when she needed it, "usually just assistance in washing my hair". -Medications were administered to her by the facility staff.</p> <p>Refer to interview on 12/21/16 at 3:15 pm with a first shift PCA.</p> <p>Refer to telephone interview on 12/21/16 at 4:25 pm with the facility's contracted physician's Nurse Practitioner.</p> <p>Interview on 12/21/16 at 3:15 pm with a first shift PCA revealed: -She had worked at the facility 9 months. -She provided care to all the residents in the</p>	D 014		

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL076027	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____		(X3) DATE SURVEY COMPLETED 12/21/2016
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D 014	<p>Continued From page 15</p> <p>facility, including those designated as independent living rooms.</p> <p>-Care provided to the residents in rooms 1-7, 31-35, and 37 (designated as independent living rooms) varied depending on the residents' needs and requests. Many residents needed assistance with bathing, incontinence care, transfers, and Ted stocking application and removal.</p> <p>Telephone interview on 12/21/16 at 4:25 pm with the facility's contracted physician's Nurse Practitioner revealed:</p> <p>-She could not distinguish between the independent living and the ALU residents at the facility. "All the residents needed staff assistance in one way or another."</p> <p>-"The only way I know the difference between the independent living residents and the Assisted Living Unit residents is where the (residents') records are located." "I would not know the difference if stacks of charts were given to me."</p>	D 014		