

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL025023	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 06/07/2017
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NAME OF PROVIDER OR SUPPLIER GOOD SHEPHERD HOME FOR THE AGED	STREET ADDRESS, CITY, STATE, ZIP CODE 603 WEST STREET NEW BERN, NC 28560
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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
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D 000 Initial Comments D 000

The Adult Care Licensure Section conducted an annual survey and a complaint investigation on June 6-7, 2017.

D 072 10A NCAC 13F .0305(m) Physical Environment D 072

10A NCAC 13F .0305 Physical Environment (m) The requirements for outside premises are:
(1) The outside grounds of new and existing facilities shall be maintained in a clean and safe condition;
(2) If the home has a fence around the premises, the fence shall not prevent residents from exiting or entering freely or be hazardous; and
(3) Outdoor walkways and drives shall be illuminated by no less than five foot-candles of light at ground level.

This Rule is not met as evidenced by:
Based on observation, interview and record review, the facility failed to assure trash and debris from repairs in the back yard was removed, that the rotten soffits and front porch columns were repaired, stored materials, shed contents and a hole in the yard off of the kitchen area and the disrepair of the drive way was secured for facility residents who walked in those areas were maintained in a clean and safe condition.

The findings are

A. Observation on 6/06/17 at 9:40 a.m. of the driveway next to a large tree revealed a car driving on the left end of the driveway that rocked side to side from the various heights of the raised up large broken pieces of asphalt with hill like areas on the driveway surface.

The facility plans to fix or re-route the entrance into the driveway through another side of ~~driveway~~ if possible - driveway 3/22/17

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE
Deanna J. Baker

TITLE
Administrator (X6) DATE
7/8/17

*Reviewed & Accepted by: JMK
7/22/17*

Division of Health Service Regulation

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D 072 Continued From page 1

D 072

Observation on on 06/07/17 at 11:20 a.m. revealed 2 residents walking across the driveway of the facility where the driveway was raised and and cracked in multiple places.

Interview on 6/07/17 at 12:43 p.m. with the maintenance worker revealed
 -He started working at the facility recently and had noticed the condition of the broken and raised driveway.
 -He did not know if there was a plan to fix the driveway.
 -He thought the high raised and broken asphalt areas were a result of the large tree roots next to the driveway
 -He thought they would have to check with the city about the tree and redo the surface.
 -No information was provided about the protection from the hazard for the residents.

Interview on 6/07/17 at 12:45 p.m. with the administrator revealed:
 -Residents who went out in the broken and raised driveway area were independent with ambulation.
 -No information was provided about a plan to repair the driveway and to protect the residents from the unsafe walking area was provided.

Interview on 6/07/17 at 10:48 a.m. with a resident revealed:
 -He had seen some residents that had walked in the areas of the broken driveway on their way to the store.
 -He was not aware of anyone getting hurt from the raised up asphalt areas in the driveway.

Interview on 6/07/17 at 12:45 p.m. with the Resident Care Director revealed:
 -Residents who went outside with walkers would have a staff person with them

Division of Health Service Regulation

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D 072 Continued From page 2

D 072

- They would not go on the driveway with the broken and raised asphalt areas.
- Independent residents did not go over to the broken and raised area.

B On 6/07/17 at 10:48 a.m. a tour of the outside premises at the front of the building revealed:

- A resident was observed sitting on the front porch.
- The front porch had four columns reaching from the floor of the porch to the ceiling with black rotten and crumbling wood at each of the four bases
- One of the rotten column bases with a hole had been repaired with wide tape.
- The front of the building above the front porch had broken and peeling paint throughout.
- A chair was turned over in the grass on the side of the porch.
- Foam stuffing was around the chair.
- A metal door, about 6-7 feet from the front porch, was observed to be attached to a room that was part of the front of the building.
- The metal door was rusted away all across the bottom of the door with jagged edges about 10 inches up from the bottom of the door.
- Multiple cigarette butts were observed scattered on both sides of the front porch stairs among the bushes and bare ground.
- No ash tray was observed for the smoking area on the porch and front of the facility.

Interview on 6/07/17 at 10.48 a.m. with a resident on the front porch revealed:

- The resident had lived in the building for a long time but did not recall exactly how long.
- The columns had been in that condition the entire time he had lived there.
- He had tripped over one of the concrete bases of a column before and caught himself on the

The maintenance ^{man} will take care of the repair to the columns 8/22/17

The front porch had been broken and peeling paint will be repainted 8/22/17

old broken furniture will throw away

The metal door that was rusted will be replaced 8/22/17

A proper place designated for resident to smoke 8/22/17

Division of Health Service Regulation

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D 072 Continued From page 3

D 072

column without injury.
-Residents smoked on the porch and threw the butts on the ground.
-The chair off the side of the porch was broken and not able to be sat on.
-He did not know how it got turned over on the grass nor how long it had had been that way.
-A door near the front porch that led to the basement had the bottom rusted out about 6-8 inches up from the bottom of the door.
-He had not seen resident go near the door.

Interview on 6/07/17 at 12:43 p.m. with the maintenance worker revealed:
-He started working at the facility recently and had been working on repairs and upkeep as needed.
-He had just checked and found the front porch overhang columns had a wooden inner support that were in good condition.
-He thought the columns would not be able to be pushed over nor fall to hurt residents.
-He had recently started to work at this facility and did not know how long the columns had been rotting.
-The outside columns with the rotten wood would be removed and new ones have been ordered.

C. Observation on 6/07/17 at 10:58 a.m. of the side yards and the back of the facility revealed:
-There were black rotten areas on the soffits in several areas of the building
-A board was hanging down from a repaired area on the left side yard on the fascia and soffits
-The hanging board had a nail sticking up on it with the pointed part of the nail visible for about 1 inch
-There was a black rotten area at the gutter near the resident smoking area.
-A 1 1/2 foot black pipe and multiple roof shingles

The facility will assure that all hazardous materials and broken furniture is repaired. Also the surrounding grounds kept clean. Monitor Maintenance Manager weekly report all repairs. 8/22/17

Division of Health Service Regulation

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D 072	<p>Continued From page 4</p> <p>were found in the grass in the back</p> <ul style="list-style-type: none"> -The soffit fascia area in the corner of the building was black with rot and rain was dripping through a recently repaired area -A 3 foot diameter by 3 foot deep hole in the back yard near the kitchen exit was uncovered and there were no warning signs or protection against stepping into the hole. -An empty bucket container was tipped over and a pair of used plastic care gloves were on the ground near it. -A downspout from a gutter was found in the grass in the yard. -A bracket to hold a downspout from the gutter was broken and half off of the building. -The separated sharp edge to the bracket was sticking out from the building wall. -A hand railing at a facility exit was in the grass and not attached to the walkway at the exit. -The door to the storage building in the back yard of the facility was open. -Multiple pipes and other debris were sitting on the ground half inside and the rest outside of the building -An old rusted cooking grill was sitting up against the storage building -On the right side of the facility was an opening in the wall about 3 feet by 3 feet from the ground level up. -The open wall area had a piece of wood over the hole, but it did not completely cover the opening -An area of about 1/3 of the wood piece in the 3 foot by 3 foot hole was missing -Vermin could enter a space of the hole in the wall that was was not covered with the wood. <p>Interview on 6/07/17 at 10:59 a.m. with three residents in the smoking area revealed:</p> <ul style="list-style-type: none"> -There were several residents who went around the building to the back and the side yards. 	D 072		
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Division of Health Service Regulation

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D 072 Continued From page 5 D 072

- One resident went around the building for exercise
- They noticed the hole and shed areas but stayed away from them
- They did not know of any injuries from the hazardous areas in the back or the front of the facility.

Interview on 6/07/17 at 11:03 a.m. with another facility resident revealed he had seen several residents go around to the back of the facility.

- Interview on 6/07/17 at 12:43 p.m. with the maintenance worker revealed:
- He had been working on fixing the repairs since he recently started that had been left from the previous maintenance worker.
 - He was aware of the rotten areas and boards on the soffit areas and would get to those when the repairs on the roof leak and ceiling/floor repairs from the rain were completed in the dining room
 - He thought the roof and dining room repairs should be completed that week.
 - He did not know when all of the repairs would be completed
 - The shed should be locked at all times
 - He had been using the shed that day and had left it open so he could go back and forth as needed.
 - The hose and plumbing snake on the ground was from inside the shed would go back inside.
 - The old grill was to be thrown away.
 - The large hole in the ground near the kitchen exit door was a grease trap.
 - There had been a cover over the trap.
 - The plan was to cover it over permanently and have another grease drop area.

Interview on 6/06/17 at 12:47 p.m. with the administrator revealed

Division of Health Service Regulation

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D 072 Continued From page 6

- The dining room leaked from the roof with the hard rain and the ceiling fell through.
- The previous maintenance worker left and the new one was finishing up with the ceiling and floors then the rotten wood areas would be repaired soon.
- There was no plan for clean up around the yard.
- There was not a plan for the protection of residents with the equipment from the storage building nor with the grease trap hole.
- Something would be put in place to prevent injuries with the equipment, trash and the grease pit.

D 072

D 074 10A NCAC 13F .0306(a)(1) Housekeeping And Furnishings

D 074

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:
Based on observations and interviews the facility failed to maintain walls, ceiling, and floors clean and in good repair including walls that were scuffed and scratched up, and floors that were uneven and would flex when walked on.

The findings are:

Observation of the common bathroom on the east hall women's side on 06/06/17 at 9:55 AM revealed:

-There were 4 of 4 walls that had orange spots

The facility will make sure that all walls, ceiling, floors and coverings are kept clean and monitored by manager Jerry.

8/22/17

Division of Health Service Regulation

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D 074	<p>Continued From page 7</p> <p>and scuffed paint all over them. -There were 4 floor tiles that were broken and cracked on the floor. -The floor was very soft and when walked on would flex and give.</p> <p>Observation of room 16 of the facility on 06/06/17 at 10:05 AM revealed: -There were several cracks in the ceiling and cracked paint all over the ceiling. -There was 1 of 4 walls that had a thick sticky brownish black substance around a mirror hanging on the wall. -There was an area on the floor in the corner of the room that had a soft spot and it make the floor flex in over that spot when walked on. -The entry door to the room was scuffed and scratches all over the sides front, and back of the door. There were also black smudged stains all over the door.</p> <p>Observation of the common bathroom on the east hall men's side on 06/06/17 at 10:15 AM revealed. -There were 3 out of 4 walls scuffed and scratched up all over them and all around the baseboard of the walls. -The entry door to the bathroom was scuffed and scratched all over the front, back, and side of the door.</p> <p>Observation of Resident room 12 of the facility on 06/06/17 at 10:20 AM revealed there were 25 cracked and broken floor tiles.</p> <p>Observation of Resident room 9 of the facility on 06/06/17 at 10:22 AM revealed the entry door was scuffed and scratched up all over the front, side, and back of the door.</p>	D 074		
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Division of Health Service Regulation

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D 074 Continued From page 8 D 074

Observation of room 10 of the facility on 06/06/17 at 10:25 AM revealed:

- The private bathroom floors were soft and flexed when walked on
- The private bathroom door was scuffed and scratched.
- The baseboard on 4 of 4 walls was dirty and had a brownish black build up.

Observation of Resident room 7 of the facility on 06/06/17 at 10:30 AM revealed:

- The private bathroom floor had 6 tiles broken around the toilet.
- The floor around the toilet was soft and flexed when walked on.
- There were 2 of 4 walls that had scuffed and scratched up paint on them
- The baseboard on 4 of 4 walls was dirty and had built up brownish black dirt on them.
- There was 1 of 4 walls that had a hole the size of a baseball in it.

Observation of the dining room on 06/06/17 at 9:20 AM revealed:

- There were 2 spots in the ceiling that had been patched but not painted.
- All of the tile in the dining room floor had been torn up and there was just wood floor.
- In the middle of the dining room floor there was new tile and other materials that are used to repair the floor.

Observations on 6/06/17 from 10:05 AM - 10:22 AM of the right hall revealed:

- The ceiling sprinkler pipe was rusted and had a thick cover of gray dust.
- The baseboards had a layer of gray dust moveable to touch.
- The tiles on the floor were cracked and broken around the commode

Division of Health Service Regulation

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D 074	Continued From page 9	D 074		
<ul style="list-style-type: none"> - There were multiple thick black areas in the grout of the tiles in front of the sink. - Another common commode bathroom on the right hall had a red rust colored painted square under the sink area with drips of red rust colored paint on the floor and wall. - A men's bathroom near the activity room had multiple deep scuff and gouge marks on the wide wooden baseboards. - The walls had multiple black marks from the floor up 4 feet on the wall. - Beige stains were along the wall. - Behind the sink the wall was an open area about 10 inches in length. - There was a hazardous threshold at the entrance to the bathroom. - The floor of the threshold was uneven with broken and cracked, sharp and loose tiles and wood edges. - The threshold was missing a cover for this area - The women's bathroom on the left side of the activity room had a ceiling light fixture that did not light up when the switch was engaged - The women's bathroom had black smears along the surround where it was textured and caught the dirt of the inside area where the handle was on the door. - The main Right Hallway had a large air return grate covered with a thick layer of gray dust. <p>Interview on 6/07/17 at 10:15 AM with two residents on the Right Hall revealed:</p> <ul style="list-style-type: none"> - They had lived there for just a few weeks and had noticed the housekeeper cleaned every day. - They did not notice there were no lights in the bathrooms on the Right Hall - They did not know about any deep cleaning of walls or ceilings 				

Division of Health Service Regulation

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D 074	Continued From page 10	D 074	<p>Interview on 6/07/17 at 10:35 AM with a resident residing on the Right Hall revealed.</p> <ul style="list-style-type: none"> - He lived there for many years. - The housekeeper cleaned daily in the bathrooms and bedrooms - He was not aware the lights were out in the bathrooms and did not know about how long the tiles were broken in the bathrooms <p>interview on 6/07/17 at 10:40 AM with the housekeeper revealed</p> <ul style="list-style-type: none"> - She was not aware the light bulbs in the bathrooms were not working. - The maintenance worker came to the facility every few days and he would change the bulbs. - When light bulbs were out, she was to notify the management and they would tell the maintenance worker. - She "cleaned" rooms and bathrooms daily - No information was provided when questioned about what cleaning consisted of nor about deep cleaning schedules. <p>Interview with the Medication Aide on 06/07/17 at 12:10 PM revealed.</p> <ul style="list-style-type: none"> -The Maintenance person is at the facility 2-3 days per week working on the needed repairs -There were several places in the floors that were soft and have needed to be repaired for about a month -The old Maintenance person had done some repairs but the new person had to repair the old persons work since it was not done properly. -She knew the new maintenance guy had been working on the dining room area where the roof had caved in. <p>Interview with the Maintenance person on 06/07/17 at 12:55 PM revealed:</p> <ul style="list-style-type: none"> -He had been at the facility most every day for the 	
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D 074 Continued From page 11 D 074

past couple of weeks
 -He had mostly been working on getting the dining room ceiling and floor repaired.
 -He had to make sure the roof was fixed as well before he could do the rest of the dining room.
 -He was aware of all the other repairs that were needed at the facility.
 -The old Maintenance person had repaired a lot of these things but had not done them properly so he was going to have to go back and repair them again.
 -He would be at the facility every day for the 3 to 4 weeks to make sure that all needed repairs at the facility were done.

Interview on 6/07/17 at 12:35 PM with the resident care coordinator and the administrator revealed:
 - Housekeeping staff were to complete routine cleaning daily.
 - With routine cleaning, staff were to clean bathrooms and facility floors.
 - Deep cleaning included breaking beds down, moving furniture out to clean behind them
 - No information was provided for how often deep cleaning was to take place.
 - No information related to a system that was in place to ensure routine and deep cleaning was completed was provided when questioned.

D 077 10A NCAC 13F 0306(a)(4) Housekeeping And Furnishings D 077

10A NCAC 13F 0306 Housekeeping And Furnishings
 (a) Adult care homes shall:
 (4) have a North Carolina Division of Environmental Health approved sanitation classification at all times in facilities with 12 beds

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D 077 Continued From page 12

D 077

or less and North Carolina Division of Environmental Health sanitation scores of 85 or above at all times in facilities with 13 beds or more:
This Rule shall apply to new and existing facilities.

This Rule is not met as evidenced by:
Based on observations, interviews, and record reviews the facility failed to meet the minimum sanitation requirement of 85 on the NC Division of Environmental Health Sanitation report related to floors, walls, and ceilings being in disrepair, and having bathrooms with soap and hand towels or hand drying devices.

The findings are:

Review of the sanitation report dated for 05/08/17 revealed:

- There was a documented score of 83.5.
- Floors were easy to clean and free of obstacles.
- Walls and ceilings cleanable and in good repair.
- Lighting was out in the linen closet and laundry room.
- Vent filters for the a/c units were nasty and dirty.
- Rooms in the north wing with mold growing on the walls.
- Live and dead roaches observed in resident rooms and drawers.
- Furniture in good repair including knobs missing on dressers and chair torn in activity room.

Observation of the facility on 06/06/17- 06/07/17 revealed:

- There were 4 out of the 15 areas on the sanitation report were still out of compliance.
- The floors were still in disrepair and uneven throughout the facility.
- The walls and ceilings had holes and cracks in

The facility has been re-inspected and has now maintain a grade of 90. Manager to monitor the cleanliness of the facility. 6/13/17

Division of Health Service Regulation

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D 077	Continued From page 13	D 077	<p>them.</p> <ul style="list-style-type: none"> -There were lights in hallways and in bathrooms that were still not working properly or did not have bulbs in them. -There were bathrooms that did not have any soap or towels or hand drying devices in them <p>Confidential interview with a staff member on 06/07/17 revealed:</p> <ul style="list-style-type: none"> -The facility had an old Maintenance person who had repaired the floors about 1-2 months ago but they were not done properly. -The facility had gotten new Maintenance person who had come in about 3 weeks ago and started working on things that needed to be fixed at the facility. -The Maintenance person had been coming to the facility 2-3 days per week and working on all the things that needed to be fixed. -The Maintenance person had also fixed some toilets in the facility that needed to be repaired -The Maintenance person had patched the roof in the dining room where it had fallen in. -The Maintenance person had to fix the roof before he would repair the floor in the dining room -The Maintenance person was working on the floors today. <p>Interview with the Maintenance personnel on 06/07/17 at 12:30 PM revealed:</p> <ul style="list-style-type: none"> -He had been working on the repairs at the facility for about 3 weeks now -The facility had another Maintenance person on staff but the repairs he had done were not done properly. -He fixed the ceiling about 2 weeks ago and since has been working on the roof -He felt that the roof needed to be fixed before he put any new flooring down 	
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Division of Health Service Regulation

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D 077 Continued From page 14 D 077

-He would be there every day for the next 3 to 4 weeks to complete all the repairs

Interview with the facility Manager on 06/07/17 at 10:30 AM revealed:

- The facility had an old Maintenance person but he was not doing the job properly and he was fired.
- The facility had brought in a new Maintenance person to work on fixing all the problems.
- So far the new Maintenance person has mostly been working on the dining room area.
- The Maintenance person had repaired the ceiling in the dining room
- The Maintenance person was now working on fixing the roof so that he could fix the floors in the dining room.
- The Maintenance person would be making all necessary repairs to the facility within the next few weeks.
- The County Sanitation inspection person was to come back the first of July to reassess the facility for a new sanitation score.

D 080 10A NCAC 13F .0306(a)(6) Housekeeping And Furnishings D 080

10A NCAC 13F .0306 Housekeeping And Furnishings
(a) Adult care homes shall
(6) have a supply of bath soap, clean towels, washcloths, sheets, pillow cases, blankets, and additional coverings adequate for resident use on hand at all times.
This Rule shall apply to new and existing facilities

This Rule is not met as evidenced by:
Based on observations and interviews the facility

Division of Health Service Regulation

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D 080 Continued From page 15 D 080

failed to assure that all resident bathrooms were stocked with soap and a towel or hand drying device for 2 out of 5 common bathrooms.

The findings are:

Observation of the east hall common bathroom for the women on 06/06/17 at 9:55 AM revealed:
 -There was a soap dispenser hanging on the wall by the sink that was empty and did not have any soap
 -There was no towel hanging in the bathroom.
 -There was no drying device hanging in the bathroom.

Observation of the east hall common bathroom for the men on 06/06/17 at 10:15 AM revealed:
 -There was a soap dispenser hanging on the wall by the sink that was empty and did not have any soap.
 -There was a towel rack hanging on the wall out there was not a towel hanging on the rack
 -There was no drying device hanging in the bathroom.

Interview with a resident on 06/07/17 at 12:30 PM revealed:
 -The bathrooms were always out of soap.
 -There were never any towels or paper towels hanging on the up to dry your hands with.
 -The resident's usually would just buy their own paper towels.
 -If the staff are notified then they will come down and fill up the soap dispenser.

Interview with a second resident on 06/07/17 at 12:35 PM revealed:
 -The bathrooms were always running out of soap in them.
 -The staff would fill the soap dispenser up if you

The facility will assure that proper health procedures are used and properly dispensed to protect against germs. Housekeeping keeps monitor and report and problems to manager - 8/24/17

Division of Health Service Regulation

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D 080	<p>Continued From page 16</p> <p>notify them it was empty.</p> <ul style="list-style-type: none"> -There were never any paper towels or regular towels in the bathroom. -The resident's usually will buy their own paper towels to use for drying their hands. <p>Interview with a third resident on 06/07/17 at 12:40 PM revealed:</p> <ul style="list-style-type: none"> -They were not aware of there ever being any paper towels in the bathrooms -The soap was always running out and it did not get refilled until one of the residents went and told the staff that it was empty. <p>Interview with a fourth resident on 06/07/17 at 12:45 PM revealed:</p> <ul style="list-style-type: none"> -The bathrooms were always running out of soap -The facility had been made aware of some of the bathrooms not having ways to dry your hands after you wash them, he was told to go use one of the other bathrooms. <p>Interview with a staff member on 06/07/17 at 12:10 PM revealed:</p> <ul style="list-style-type: none"> -The Housekeeping was responsible for making sure the bathrooms had towels, paper towels, and soap in them. -They were to be checking this daily to make sure it was done. -She had some of the residents come to her about running out of soap and towels or paper towels, but none of them had ever really complained. <p>Interview with the facility Manager on 06/07/17 at 11:30 AM revealed:</p> <ul style="list-style-type: none"> -The Personal Care Aides or a Housekeeper is responsible for making sure the bathrooms are stocked with paper towels, soap, and or a towel on the racks 	D 080		
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Division of Health Service Regulation

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D 080 Continued From page 17

- The staff were required to check this daily and provide these items.
- She usually checks these everyday herself to make sure it was completed.
- She forgot to check the bathrooms on 06/06/17.
- She was going to make sure everything was stocked on 06/06/17 but then she just forgot to do it.
- It was her responsibility to make sure that all bathrooms were kept stocked with soap, towels, and or paper towels daily.

D 080

D 283 10A NCAC 13F .0904(a)(2) Nutrition and Food Service

10A NCAC 13F .0904 Nutrition and Food Service
(a) Food Procurement and Safety in Adult Care Homes
(2) All food and beverage being procured, stored, prepared or served by the facility shall be protected from contamination.

This Rule is not met as evidenced by:
Based on observation, interview and record review, the facility failed to ensure the kitchen equipment, preparation areas, food storage areas and food served were clean, orderly and free of contamination.

D 283

*Facility
She will assure that food storage area kept clean, preparation areas will clean keep kitchen staff and kept free of contamination - Manager will monitor weekly daily.*

The findings are:

Observation on 6/06/17 at 10:20 a.m. revealed drinks and snacks were being served from a plastic cart with three shelves that had food crumbs and white and beige smears dried into the textured surface of all of the cart shelves.

Observation of the kitchen and dry storage areas on 6/06/17 at 11.53 a.m. revealed:

Division of Health Service Regulation

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D 283 Continued From page 18

D 283

- The kitchen steam table had white liquid drips and streaks along the back and sides of the table.
- A large white Styrofoam drink cup with liquid in it and a straw in the plastic top not used for residents was sitting on a metal kitchen preparation table.
- The front of the oven had a thick dark burned on buildup of spilled food and grease on it.
- The ice maker had white dried liquid drips and brownish marks down the side.
- A reach-in refrigerator had multiple fingerprints and smears on the door surfaces, and handles.
- The inside of a refrigerator door had dried drink drips and smears.
- A stainless refrigerator/freezer had multiple fingerprints and streaks of dried food and slippery substance on the doors and handles.
- The inside of the handles on the stainless reach-in refrigerator/freezer had a slippery substance which caused the fingers to slip off the handles when touched.
- Inside of the reach-in freezer revealed numerous packages of chicken, hamburger and vegetables in plastic and paper coverings.
- There were no labels on them to ensure they had been removed from approved original food boxes.
- Plastic food and supply storage containers with blue plastic tops were on kitchen shelves and in the dry storage room.
- The blue container tops were covered with multiple grayish smears and fingerprints.

Observation on 6/06/17 at 12:20 p.m. in the resident dining room revealed:

- Three flies were on resident clothing while they were eating
- A fly was on the handle of the drink cart.
- Two flies were on drink cups of tea and a pink drink that had been sitting on the cart for serving

Division of Health Service Regulation

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D 283 Continued From page 19

D 283

drinks at the lunch time.

Observation on 06/06/17 at 12:25 p.m. in the resident dining room revealed there were 3 flies that were flying around all the food and kept landing on the food while food was being served to residents.

Interview on 6/06/17 at 12:30 p.m. with a resident who had been eating lunch in the dining room revealed:

- The flies were getting bad and they had to be swatted away
- The resident had not seen them on the food, but they were annoying in the dining room.
- The staff knew about the flies but did not know if they had done anything about them.

Interview on 6/07/17 at 8:45 a.m. with the kitchen supervisor and the resident care coordinator revealed:

- The kitchen, dining areas and storage areas were to be cleaned daily after meals by aides and kitchen help
- Daily cleaning was sweeping, mopping, wiping off the stove, counters and tables.
- The kitchen supervisor did most of the deep cleaning such as inside and outside of stove/ovens and inside of refrigerators and in storage areas.
- There had been an increase in flies recently and residents were in and out of the facility all day.
- Residents were in and out all day to the outside of the building and the flies would come into the facility.
- They were not aware of anything done to keep the flies out of the dining area.
- There was no system or monitoring in place to assure daily and deep cleaning of the kitchen and serving and eating areas in the dining room was

Division of Health Service Regulation

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D 283	Continued From page 20	D 283	<p>completed.</p> <p>-They would implement a system to assure the kitchen, storage areas and serving equipment were clean and orderly and protected from contamination</p> <p>-They will ensure food was protected from contamination while serving food to residents in the dining room.</p>	
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