

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL060125	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 10/24/2017
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NAME OF PROVIDER OR SUPPLIER THE PARC AT SHARON AMITY	STREET ADDRESS, CITY, STATE, ZIP CODE 4025 N SHARON AMITY DRIVE CHARLOTTE, NC 28205
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D 000	Initial Comments The Adult Care Licensure Section and the Mecklenburg County Department of Social Services conducted an annual survey on October 23, 2017 and October 24, 2017.	D 000	Responses to the cited deficiencies do not constitute an admission or agreement by the facility of truth of the facts alleged or conclusion set forth in the statement of deficiencies or corrective action report the Plan of Correction is prepared solely as a matter of compliance with State Laws.	
D 074	<p>10A NCAC 13F .0306(a)(1) Housekeeping And Furnishings</p> <p>10A NCAC 13F .0306 Housekeeping And Furnishings</p> <p>(a) Adult care homes shall:</p> <p>(1) have walls, ceilings, and floors or floor coverings kept clean and in good repair;</p> <p>This Rule is not met as evidenced by: Based on observations, interviews, and record reviews, the facility failed to assure walls, ceilings, floors or floor coverings were kept clean and in good repair in resident rooms (#100, #101, #107, #108, #111, #119, #202, #203, #204, #205, #207, #208, #209, #217), in the common living room area and the main dining room.</p> <p>The findings are:</p> <p>Observation of resident room #100 on 10/23/17 at 9:48 am revealed:</p> <ul style="list-style-type: none"> -In resident room #100, on the inside of the door panel was an area about about 8 inches above and below the door knob that had brownish dirt build-up with areas of paint missing near the edge of the door frame. -In room #100, the front of the bathroom door had a build-up of dirt around the door knob which extended about 6 inches up the door panel. 	D 074	<p>It is the policy of The Parc to assure walls, ceilings and floors or floor coverings are kept clean and in good repair</p> <p>Executive Director and Housekeeping addressed resident rooms #100, 101, 107, 111, 202, 203, 204, 205, 207, 208, 209, 217 and in the common living room and the main diningroom immediately by cleaning and sanitizing all areas to include door knobs, around door knobs, and scuff marks on and about the doors, as well as in the main diningroom and common living areas.</p> <p>New vendor for housekeeping projected to start routine cleaning and sanitizing schedule as of 1/1/2018</p> <p>The community is scheduled for renovations for general maintenance, repairs of flooring and or walls to include painting and or any other maintenance or replacement.</p> <p>The community is in phase II of scheduled renovations and the projected start date is on or around 2/5/2018</p>	<p>11/10/2017</p> <p>1/2/2018</p>

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE
Joe Joseph / Regional Director of Operations for The Parc at Sharon Amity

TITLE
Regional Director of Operations for The Parc at Sharon Amity

(X8) DATE
1/18/2018

STATE FORM

8899 GVO011

If continuation sheet 1 of 14

Reviewed and accepted 2018-1-19

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D 074	<p>Continued From page 1</p> <p>-In room #100, both closet doors had dirt build-up around the door knobs and black scuff marks along the bottom half of the door.</p> <p>Observation of resident room #101 on 10/23/17 at 9:52 am revealed:</p> <p>-In resident room #101, on the inside of the door panel was an area about 8 inches above and below the door knob and about 3 inches wide that had a brownish dirt build-up with areas of chipped paint near the edge of the door.</p> <p>-In room #101, in the resident bathroom near the shower wall was an area about 16 inches of black scuff marks with chipped paint and missing baseboard.</p> <p>-In room #101, in the resident bathroom near the toilet area, the baseboard and above the baseboard on the wall about about 14 inches upward had a dirt build-up and black scuff marks, the baseboard was damaged and pulling away from the base of the wall.</p> <p>-In room #101 the inside of the bathroom door frame along the door trim about 12 inches from the floor upward had areas of chipped paint, black scuff marks and a brownish dirt-up.</p> <p>-In room #101 there were two closets with black scuff marks about 12 inches from the floor of the closet door panels.</p> <p>-In room #101 near the second closet was an area on the wall about about 3 inches long with chipped paint and a brownish dirt build-up.</p> <p>Observation of resident room #107 on 10/23/17 at 10:05 am revealed:</p> <p>-In room #107, on the inside of the door panel was an area about 10 inches above and below the door knob and about 3 inches wide that had a brownish thick dirt build-up and multiple areas of a reddish thick substance.</p>	D 074		

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D 074	<p>Continued From page 2</p> <p>Observation of resident room #108 on 10/23/17 at 10:10 am revealed:</p> <ul style="list-style-type: none"> -In room #108, on the inside of the door panel was an area about 12 inches above and below the door knob that had thick brownish dirt build-up. -In room #108 both closets had dirt build-up along the bottom of the doors and black scuff marks on the front of both closet doors about 12 inches from the floor. -In room #108 the floor tile that connected the bathroom and the resident's room directly under the door near the wall area was dirty and missing and tile. <p>Observation of resident room #111 on 10/23/17 at 10:20 am revealed:</p> <ul style="list-style-type: none"> -In room #111, on the inside of the door panel was an area about 8 inches above and below the door knob and about 2 inches wide that had a brownish dirt build-up and areas of chipped paint along the edge of the door frame. -In room #111, on the outside of the second closet door were black scuff marks and a brownish dirt build-up along the bottom portion of the door. <p>Observation of resident room #119 on 10/23/17 at 10:28 am revealed:</p> <ul style="list-style-type: none"> -In room #119, on the inside of the door panel was an area about 10 inches above and below the door knob and about 2 inches wide that had a thick brownish dirt build-up and areas of chipped paint along the edge of the door frame. -In room #119, on the outside of both closet doors were black scuff marks and dirt build-up along the bottom portion of the door. <p>Observation of the common living room area on 10/23/17 at 10:48 am revealed:</p>	D 074		

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D 074	<p>Continued From page 3</p> <p>-In the common living room area located at the front of the facility all the door frames about 12 inches above the floors were scuffed with black marks and dirt build-up.</p> <p>-In the common living room the room divider wall had an area about 14 inches from the floor that had chipped paint missing in several areas and the baseboard segment about 4 inches long was missing.</p> <p>-In the common area along all the baseboards and bottom of the walls were a brownish build-up of dirt and black scuffed areas.</p> <p>Observation of resident room #202 on 10/23/17 at 9:45 am revealed:</p> <p>-On the inside of the door panel was an area about 12 inches above and below the door knob that had a brownish dirt build-up with areas of paint missing and a one inch piece of wood chipped from the door trim.</p> <p>-On the outside of the bathroom door panel was an area about 12 inches above and below the door knob that had a brownish dirt build-up.</p> <p>Observation of resident room #203 on 10/23/17 at 9:50 am revealed:</p> <p>-On the inside of the door panel was an area about 12 inches above the door knob that had a brownish dirt build-up with areas of paint missing.</p> <p>-On the outside of the bathroom door panel was an area about 6 inches above and below the door knob that had missing paint.</p> <p>-On the bathroom door, the outside and inside of the door knob had chunks of a brown substance smeared on it.</p> <p>Observation of resident room #204 on 10/24/17 at 10:00 am revealed:</p> <p>-On the inside of the door panel was an area about 12 inches above and below the door knob</p>	D 074		

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D 074	<p>Continued From page 4</p> <p>that had a brownish dirt build-up with areas of paint missing.</p> <p>-On the outside of the bathroom door panel was an area about 12 inches above and below the door knob that had a brownish dirt build-up with a one inch piece of wood chipped from the door trim.</p> <p>Observation of resident room #205 on 10/24/17 at 10:05 am revealed:</p> <p>-On the inside of the door panel was an area about 6 inches above and below the door knob that had a brownish dirt build-up with areas of paint missing.</p> <p>-On the outside of the bathroom door panel was about a 12 inch area beside the door knob with peeling paint.</p> <p>Observation of resident room #207 on 10/24/17 at 10:10 am revealed:</p> <p>-On the inside of the door panel was an area about 6 inches above and below the door knob that had a brownish dirt build-up with areas of paint missing.</p> <p>-On the outside of the bathroom door panel was an area about 6 inches above and below the door knob that had a brownish dirt build-up with areas of paint missing from the door trim.</p> <p>Observation of resident room #208 on 10/24/17 at 10:15 am revealed:</p> <p>-On the inside of the door panel was a line of black scuff marks about 6 inches from the bottom that ran the entire width of the door.</p> <p>-There were 2 bathroom floor tiles that were chipped at the threshold from the bedroom to the bathroom.</p> <p>Observation of resident room #209 on 10/24/17 at 10:20 am revealed:</p>	D 074		

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D 074	<p>Continued From page 5</p> <p>-On the inside of the door panel was an area about 6 inches below the door knob that had a brownish dirt build-up with areas of paint missing.</p> <p>-On the outside of the bathroom door panel was an area about 6 inches above and below the door knob that had a brownish dirt build-up with a one inch piece of wood chipped from the door trim.</p> <p>Observation of resident room #217 on 10/24/17 at 10:45 am revealed:</p> <p>-On the inside of the door panel was an area about 12 inches above and below the door knob that had a brownish dirt build-up with areas of paint missing.</p> <p>-There was 1 bathroom floor tile that was chipped the entire width of the tile at the threshold from the bedroom to the bathroom.</p> <p>Observation of the main dining room on 10/23/17 at 12:00 pm revealed:</p> <p>-In the main dining room located beside the kitchen, the front wall had an area about 24 inches wide with black scuff marks and missing paint.</p> <p>-In the main dining room, the wall area below 2 of the windows had black scuff marks along the wall and paint chipping from the baseboards.</p> <p>-In the main dining room, an air vent in the ceiling was surrounded by a foreign substance consisting of about 35 black dots.</p> <p>Interview with a housekeeper on 10/23/17 at 12:30 pm revealed:</p> <p>-She worked day shift in the facility as a housekeeper for about 3 years.</p> <p>-She started cleaning in the common areas first prior to cleaning the residents' room daily.</p> <p>-Her cleaning included sweeping, mopping, and dusting daily when she worked.</p> <p>-She performed deep cleaning every 2 weeks per</p>	D 074		

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D 074	<p>Continued From page 6</p> <p>the housekeeping schedule.</p> <ul style="list-style-type: none"> -The administrator made the cleaning schedule out weekly and posted it in the housekeeping room. -Deep cleaning consisted of cleaning under resident beds, and cleaning the walls. -She had been the only housekeeper for a long time, "now there are two housekeepers on first shift." <p>Interview with a second housekeeper on 10/24/17 at 9:15 am revealed:</p> <ul style="list-style-type: none"> -She had worked in the facility for 2 weeks as a housekeeper. -She was responsible for one hall and another housekeeper was responsible for the other hall. -She started in the common area first and swept, mopped and dusted. -She completed the deep cleaning in the facility on the days that were posted on the housekeeping schedule to complete deep cleaning. -When she completed the tasks on the housekeeping schedule she would initial it as completed. -She was trained on housekeeping duties by another housekeeper for about a week. -She always had plenty of supplies to complete her job as housekeeper. <p>Interview with a Personal Care Aide (PCA) on 10/24/17 at 11:00 am revealed:</p> <ul style="list-style-type: none"> -She changed the linens on the beds in the resident rooms daily and as needed. -She emptied trash in the resident's rooms daily. -She was not responsible for deep cleaning or other housekeeping duties. -"If a resident had an accident I would clean up the area in the room." 	D 074		

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D 074	<p>Continued From page 7</p> <p>Interview with the facility Administrator on 10/24/17 at 11:48 am revealed:</p> <ul style="list-style-type: none"> -Until around 10/16/17, the facility had only two housekeepers and each worked part-time. -When Personal Care Aides (PCAs) desired more work hours, she would schedule them to fill in for housekeeping. -She hired a full-time housekeeper around 10/16/17 to assist the two part-time housekeepers on staff. -The daily responsibilities of the housekeepers included sweeping, mopping, and replenishing supplies. -She had implemented a cleaning log system recently that required housekeepers to complete daily tasks as well as monthly deep cleaning tasks such as cleaning walls and underneath furniture. -Painting and repairs of tiles were to be completed by the contracted maintenance company. -PCAs and Medication Aides were responsible for completing a work requisition form for the maintenance company whenever they found areas that needed painting or repairs. -She was responsible for oversight of the housekeeping department. -She was unaware of all the areas that needed cleaning, painting and repair. <p>Review of the cleaning schedule posted in the housekeeping room revealed:</p> <ul style="list-style-type: none"> -Daily cleaning included cleaning floors, baseboards, and windows sills, cleaning bathrooms, cleaning handrails and baseboards in the hallway, and stocking resident room with toilet paper and paper towels. -The deep cleaning schedule included mattress, walls, vent, inside all furniture, underneath furniture weekly, and designated rooms were 	D 074		

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D 074	Continued From page 8 assigned to housekeepers. -There was a documented entry a housekeeper initialed on the 100 hall schedule for 10/23/17 when the daily cleaning had been completed. -There was a documented entry a housekeeper initialed on the 200 hall schedule for "Saturday no date was documented" when the daily cleaning had been completed.	D 074		
D 306	<p>10A NCAC 13F .0904(d)(3)(H) Nutrition and Food Service</p> <p>10A NCAC 13F .0904 Nutrition and Food Service (d) Food Requirements in Adult Care Homes: (3) Daily menus for regular diets shall include the following: (H) Water and Other Beverages: Water shall be served to each resident at each meal, in addition to other beverages.</p> <p>This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to assure water was served to 38 of 38 residents observed during the breakfast meal.</p> <p>The findings are:</p> <p>Observation on 10/24/17 from 7:00 am to 8:00 am of the breakfast meal revealed: -Beverages served to residents included cranberry juice, coffee, nutritional supplements and milk. -28 of 28 residents in the main dining room were not served water. -10 of 10 residents in the feeding assistance dining room were not served water. -There were five staff serving food and beverages to the residents in the main dining room including one Dietary Manager (DM), one Dietary Aide, one</p>	D 306	<p>It is the policy of The Parc to provide daily menus which include water and other beverages, and water shall be served to each resident at each meal in addition to other beverages</p> <p>The Executive Director reviewed the menus Therapeutic diets, and all meal requirements to include water served daily at each meal with the Dietary Manager.</p> <p>The Dietary Manager review dining service with all dietary aides to assure water and other beverages are served to each resident at each meal daily</p> <p>The Executive Director, Dietary Manager and or designee will monitor all meals for 30 days and then randomly for each meal service to assure all residents are served water and and other beverages.</p>	

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D 306	<p>Continued From page 9</p> <p>Medication Aide and two Personal Care Aides. -None of the residents were offered water.</p> <p>Interview with a resident on 10/24/17 at 10:00 am revealed: -Residents were served water with some meals but not with all meals. -If he requested water, staff would provide it. -Most residents in the facility would not be able to request water.</p> <p>Interview with the Dietary Manager (DM) on 10/24/17 at 3:13 pm revealed: -She had been employed as the DM for seven months. -She was trained by the previous DM. -She was aware that water should be served to each resident at each meal, in addition to other beverages. -Even though she assisted with serving residents at breakfast, she was unaware that water had not been served. -It was the "aides" responsibility to serve water to the residents.</p> <p>Review of the DM's employee record revealed: -She completed food service orientation training on 9/27/16. -She received her ServSafe certification on 10/19/16. -She was hired as the Dietary Manager on 3/16/17.</p> <p>Interview with the Administrator on 10/24/17 at 3:31 pm revealed: -She was aware that water should be served to each resident at each meal, in addition to other beverages. -She was unaware that water was not served to residents at the breakfast meal.</p>	D 306		

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D 306	Continued From page 10 -It was the DM's responsibility to ensure the staff served water to the residents. -It was her responsibility as the Administrator to provide oversight to the DM.	D 306		
D 310	<p>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: Based on observations, record reviews, and interviews, the facility failed to assure therapeutic diets were served as ordered for 1 of 1 sampled residents (Resident #2) with physician orders for a mechanical soft diet.</p> <p>The findings are:</p> <p>Review of Resident #2's current FL-2 dated 3/7/17 revealed diagnoses included Alzheimer's disease, rehab procedure, hematuria, epilepsy, lack of coordination, muscle weakness general, dysphagia, and asthma.</p> <p>Review of Resident #2's physician diet order dated 10/10/17 revealed an order for a regular mechanical soft diet.</p> <p>Review of the therapeutic diet list provided by the Dietary Manager (DM) on 10/23/17 revealed Resident #2 was to be served a regular mechanical soft diet.</p>	D 310	<p>It is the policy of The Parc to assure all therapeutic diets including nutritional supplements and thickened liquids are served as ordered by the resident's physician.</p> <p>The Executive Director(ED) reviewed and retrained the Dietary Manager on all menus, therapeutic diets, and substitutions for therapeutic diets.</p> <p>The ED, and other management staff will monitor meals daily to assure therapeutic diets are prepared according to the menus with the correct substitutions. The ED and designee(s) will monitor each meal service daily for 30 days and randomly ongoing.</p> <p>The ED reviewed the substitution log and the location of the manual for quick reference.; including specific recipes and menus as approved by the Registered Dietician with the Dietary Mgr.</p> <p>The Dietary Mgr. reviewed preparation and references to the recipes, menus and substitution logs with all dietary cooks and dietary aides.</p>	11/10/2017

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D 310	<p>Continued From page 11</p> <p>Review of the therapeutic diet menu for lunch on 10/23/17 revealed residents on a mechanical soft diet were to be served 3 oz. ground fried steak/gravy, ½ cup (c.) of rice pilaf, ½ c. of collard greens without bacon, 2 inch square piece of cornbread, ½ c. of vanilla pudding, and 8 ounces (oz.) beverage of choice.</p> <p>Observation on 10/23/17 from 12:10 pm to 1:00 pm of the lunch meal revealed: -Resident #2 was served water, tea, nutritional supplement, 1 slice of bread, rice, collard greens with bacon, ground meat/gravy, and vanilla pudding. -Resident #2 consumed 100% of her meal without difficulty.</p> <p>Interview with the DM on 10/23/17 at 1:00 pm revealed: -She had been the DM for 7 months. -She was trained by the previous DM. -She used the regular diet menus for all residents and chopped, pureed, or grinded food as needed because that was how she was trained. -She had prepared the collard greens with ham instead of bacon for all residents. -She was unaware that residents on a mechanical soft diet should not receive bacon in their collard greens. -She was unaware that she should be using the therapeutic menus provided by the Registered Dietician (RD) contracted by the facility. -She did not have recipes to follow to prepare therapeutic diets. -She had never referred to the therapeutic menus for guidance in preparing meals. -She would call RD contracted by the facility and request recipes.</p>	D 310		

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL060125	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 10/24/2017
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NAME OF PROVIDER OR SUPPLIER THE PARC AT SHARON AMITY	STREET ADDRESS, CITY, STATE, ZIP CODE 4025 N SHARON AMITY DRIVE CHARLOTTE, NC 28205
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D 310	<p>Continued From page 12</p> <p>Review of the mechanical soft diet menu for breakfast on 10/24/17 revealed residents on a mechanical soft diet were to be served 1 moistened waffle, 1 oz. ground sausage, 4 oz. mechanical soft fruit, 6 oz. juice of choice, and 8 oz. of milk.</p> <p>Observation of the breakfast meal on 10/24/17 from 7:09 am to 7:40 am revealed: -Resident #2 was served 1 waffle moistened with syrup, sliced peaches, scrambled eggs, chopped bacon, nutritional supplement, and apple juice. -Resident #2 consumed 100% of her meal without difficulty.</p> <p>Review of the mechanical soft diet menu for breakfast revealed that residents on a mechanical soft diet should be served ground sausage and should not be served bacon.</p> <p>Interview with the DM on 10/24/17 at 12:35 pm revealed she was unaware that bacon should not be served to residents on a mechanical soft diet.</p> <p>Review of the DM's employee record on 10/24/17 at 11:14 am revealed: -She completed the required food service orientation training on 9/27/16. -She received her ServSafe certification on 10/19/16. -She was hired as the Dietary Manager on 3/16/17.</p> <p>Interview with the facility Administrator on 10/24/17 at 3:55 pm revealed: -She was responsible for communicating diet orders to the DM and creating the therapeutic diet list. -The DM was responsible for training the kitchen staff.</p>	D 310		

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL060125	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 10/24/2017
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D 310	Continued From page 13 -She was unaware that the DM was not utilizing the therapeutic diet menus. -She unaware that there were specific recipes to follow for all diets. -She would contact the RD contracted by the facility to request recipes and would ensure therapeutic diet menus would be utilized.	D 310		