

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL017054	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R-C 04/13/2018
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NAME OF PROVIDER OR SUPPLIER CASWELL HOUSE	STREET ADDRESS, CITY, STATE, ZIP CODE 535 US HIGHWAY 158 WEST YANCEYVILLE, NC 27379
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D 000	Initial Comments The Adult Care Licensure Section conducted a follow-up survey and complaint investigation on April 11, 2018 - April 13, 2018.	D 000		
D 074	<p>10A NCAC 13F .0306(a)(1) Housekeeping And Furnishings</p> <p>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;</p> <p>This Rule is not met as evidenced by: Based on observations, interviews and record review, the facility failed to maintain floors and walls that were clean and in good repair as evidenced by eighteen doors that were heavily scratched on the lower half of the door revealing wood beneath the stain in the Assisted Living (AL), commodes without caulking in eight resident bathrooms and one resident shower that the floor was damaged and could not be used in the AL; walls with damaged paint in three resident rooms on the SCU and one resident room on the Assisted Living (AL) side, missing toilet paper holder in one resident bathroom and one commode with a brown substance around the base on the SCU; and a missing section of countertop molding in one resident room on the AL side.</p> <p>The findings are:</p> <p>Observation during the facility tour on 04/11/2018</p>	D 074		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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D 074	<p>Continued From page 1</p> <p>between 10:05 a.m.-11:00 a.m. revealed the outside of the entry doors of resident rooms 401, 402, 403, 404, 405, suite door 408, 409, 410, 504, 505, 506, suite door 511 and suite door 512 had multiple areas that the stain had been scratched, revealing the wood on the bottom portion of the door.</p> <p>Observation of resident room 509 on 04/11/2018 at 10:10 a.m. revealed there were 10 areas where the paint had been pulled off, each approximately 1 inch by 1 inch.</p> <p>Interview with the resident of room 509 on 04/11/2018 at 10:10 a.m. revealed: -The wall was like that when he moved in; he was not sure how long he had been at the facility. -He had not told anyone about the wall being damaged.</p> <p>Observation of the bathroom in suite 511 on 04/11/2018 at 10:13 a.m. revealed: -The floor of the shower stall had a 3-foot by 2-foot area with multiple large cracks, holes and fiberglass missing. -There was no caulking on the floor at the base of the commode. -The floor was stained dark brown around the front base of the commode.</p> <p>Interview with a resident of suite 511 on 04/11/2018 at 10:15 a.m. revealed: -The shower had been like that for months. -The administrator knew about it and had said they were going to fix it. -He had to use the shower down the hall; he did not like having to use the shower down the hall when there was one in his room that he could use if it was fixed. -He had not told anyone about the commode</p>	D 074		

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D 074	<p>Continued From page 2</p> <p>needing to be caulked, but the housekeepers saw it when they cleaned.</p> <p>Observation of suite 512 on 04/11/2018 at 10:16 a.m. revealed a 20-inch piece of molding was missing from the counter top of the sink and cabinet unit.</p> <p>Observation of resident room 505 on 04/11/2018 at 10:20 a.m. revealed: -The paint had been scratched off the wall behind bed A, by the door. -The damaged area behind bed A was 36 inches by 1 inch with sheet rock exposed.</p> <p>Observation of the bathroom in suite 512 on 04/11/2018 at 10:24 a.m. revealed: -There was no caulking on the floor at the base of the commode. -There was a black substance on the floor around the base of the commode.</p> <p>Observation of the bathroom in room 503 on 04/11/2018 at 10:29 a.m. revealed the caulking at the floor around the base of the commode was stained brown and gray.</p> <p>Observation of the bathroom in room 501 on 04/11/2018 at 10:37 a.m. revealed there was no caulking on the floor around the front base of the commode.</p> <p>Observation of the bathroom in room 405 on 04/11/2018 at 10:40 a.m. revealed: -There was no caulking on the floor around the front base of the commode. -The floor was stained black around the front base of the commode. -The caulking around the shower was broken in multiple areas.</p>	D 074		

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D 074	<p>Continued From page 3</p> <p>Observation of the bathroom in room 403 on 04/11/2018 at 10:45 a.m. revealed: -There was no caulking on the floor around the front base of the commode. -The floor had a black substance/stain around the entire base of the commode.</p> <p>Observation of the bathroom in room 401 on 04/11/2018 at 10:47 a.m. revealed: -There was no caulking around the base of the commode. -The shower had multiple places that were without caulking.</p> <p>Observation of the bathroom in suite 108 on 04/11/2018 at 12:09 a.m. revealed the shower had multiple places that were without caulking.</p> <p>Interview with a housekeeper on 04/11/2018 at 3:49 p.m. revealed: -If she saw something that needed to be done she would tell the administrator. -She had reported the broken shower in suite 511 multiple times; she last reported it about 1 month ago. -She had reported the commodes needed caulking to the maintenance technician, and he had worked on them. -The caulking had to be redone often because the resident's urine would run down the commode. -She had not reported the front of the resident's entry doors being damaged to anyone.</p> <p>Interview with a maintenance staff on 04/12/2018 at 2:45 p.m. revealed: -He had been training a new maintenance technician; he had been out of work for 6 weeks and had just came back to work this week</p>	D 074		

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D 074	<p>Continued From page 4</p> <p>(04/11/18).</p> <ul style="list-style-type: none"> -The shower in suite 511 needed to be contracted out due to the extent of the damage it could not be repaired by him. -No one was using the shower in suite 511 because of the damaged floor. -He had been taking notes of everything that needed to be done since he returned and had started working on things that needed to be done. -He was not aware of the molding missing from the counter in suite 512. -He knew there was caulking that needed to be done on commodes and showers and had already repaired this in several rooms. <p>Interview with the Administrator on 04/11/2018 at 5:03 p.m. revealed:</p> <ul style="list-style-type: none"> -There was someone working on maintenance usually 1-2 times per week. -He was aware the floor of the shower in suite 511 was broke. -He had submitted a request to have it replaced to corporate; he had last submitted it in 02/2018. -He was aware that there were walls in resident rooms that needed to be repaired, and they had started in the special care unit and were working their way through the facility. -He was aware the fronts of the doors were damaged and that it was "a work in progress." -He was aware there were multiple commodes that needed to be caulked and that the maintenance staff had been working on it. -The maintenance work had been limited because their regular maintenance staff had been out sick for a couple of months. <p>Observation on 04/11/2018 at 11:55 a.m. of resident rooms 606 and 604 revealed the outside of the entry door had multiple areas that the white paint had been scratched, revealing black marks</p>	D 074		

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D 074	<p>Continued From page 5</p> <p>on the bottom portion of the doors.</p> <p>Observation on 04/11/2018 at 12:00 p.m. of resident rooms 602 and 608 revealed the outside of the entry door had multiple areas that the stain had been scratched, revealing the wood on the bottom portion of the doors.</p> <p>Observation on the Special Care Unit (SCU) on the men's side on 04/11/2018 from 10:15 a.m.-11:00 a.m. revealed:</p> <ul style="list-style-type: none"> -In the bedroom of resident room #303, there was a 6 inch X 24 inch area of paint scraped off the wall near a lamp sitting on a night stand. -In the bathroom of resident suite #307-309, there was a brown substance around the base of the commode. -In the bathroom of Resident Room #315, the toilet paper mounting brackets were loose, and the toilet paper holder was missing. <p>Interview with the SCU housekeeper on 04/11/2018 at 10:44 a.m. revealed:</p> <ul style="list-style-type: none"> -He was aware things needed to be fixed on the SCU, but he did not know the length of time. -All staff were responsible for reporting needed repairs at the facility. -He did not keep up with the needed repairs on the SCU. -The Administrator kept up with the needed repairs on the SCU. -"He was sure the needed repairs on the SCU had been reported to the Administrator". <p>Interview with a personal care aide (PCA) on 04/12/2018 at 3:14 p.m. revealed:</p> <ul style="list-style-type: none"> -She was not aware of the needed repairs on the SCU on the men's side. -If she found something that needed repairing, she would verbally report it to the medication aide 	D 074		

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D 074	<p>Continued From page 6</p> <p>(MA).</p> <p>Interview with a medication aide (MA) on 04/12/2018 at 11:30 a.m. revealed:</p> <ul style="list-style-type: none"> -She was not aware of the needed repairs on the SCU -If she found something that needed repair, she would verbally report it to the Administrator. -She would verbally talk about the needed repairs at the daily standup meeting. -She would verbally report needed repairs to the Manager on duty on the weekends or holidays. <p>Interview with the Memory Care Manager (MCM) on 04/12/2018 at 4:30 p.m. revealed:</p> <ul style="list-style-type: none"> -She was aware things needed to be fixed on the SCU, and the needed repairs had been reported to the Administrator, but she did not know the length of time. -She was not aware that the caulking around the base of the commode in Resident Suite #307-309 had turned brown. -She was not aware that the toilet paper mounting brackets were loose, and the toilet paper roll holder was missing in Resident Room #315. -She was aware that the paint had been scraped off the wall in resident room #303 because a chair had been pushed against the wall. <p>Interview with the Administrator on 04/12/2018 at 5:00 p.m. revealed:</p> <ul style="list-style-type: none"> -He was aware of the needed repairs on the SCU, but he did not know the length of time. -He was aware the caulking around the base of the commode in resident suite #307-309 need to be replaced. -He was aware the paint had been scraped off the wall in resident room #303. -He was aware the toilet paper mounting brackets were loose in resident bathroom #315. 	D 074		

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D 074	<p>Continued From page 7</p> <ul style="list-style-type: none"> -The maintenance staff (MS) was at the facility on 04/12/2018 working on the needed repairs. -The MS had been out of work for 6 weeks and had just came back to work this week (04/11/18). <p>Observations of SCU resident room 216 bathroom on 4/11/2018 at 10:07 a.m. revealed:</p> <ul style="list-style-type: none"> -There was clumped paint on the corner of the wall right of the doorway from the ceiling to the floor. -There was peeling paint in the corner of the wall above and below the towel holder. <p>Observations of SCU resident room 205 on 4/11/2018 at 10:38 a.m. revealed:</p> <ul style="list-style-type: none"> -Paint was removed from the wall in between the resident beds. -The areas on the wall without paint were shaped like elongated circles. -There were a black markings underneath each elongated circular area. <p>Interview with a second personal care aide (PCA) on 4/11/2018 at 2:05 p.m. revealed:</p> <ul style="list-style-type: none"> -The wall in resident room 205 was in that condition since 6/2017. -The wall was damaged by the resident's recliner. <p>Interview with the MCM on 4/11/2018 at 2:15 p.m. revealed:</p> <ul style="list-style-type: none"> -She did not make rounds on the unit. -She was not aware of the paint damage in the bathroom of resident room 216. -She was not aware of the damage to the wall in resident room 205. -She was aware of the unsecured black framed mirror in resident room 204. -The facility had housekeeping and maintenance on site. -There were two housekeepers on staff for the 	D 074		

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D 074	<p>Continued From page 8</p> <p>memory care unit.</p> <ul style="list-style-type: none"> -The maintenance staff were contracted by the facility. -The staff and housekeeping reported damage during stand up meeting. -She did not write down the damage reported by staff but told the administrator. - The staff did not report the damage in resident rooms 205 and 216 to her. -The damage to the walls needed to be fixed by painters. -The painters were at the facility on 11/2017 and 12/2017. -The painters painted over the areas in resident room 216. <p>Interview with a third PCA on 4/12/2018 at 9:20 a.m. revealed:</p> <ul style="list-style-type: none"> -She had worked at the facility for six years. -She had not seen the damage in the bathroom of room 216 until today. -The damage in the bathroom in room 216 came from damage to the roof as a result of the snow and ice storms. -She told the housekeeper about the damage and the administrator would have it repaired. -The maintenance staff came to the unit to see what repairs needed to be done and was given a list by the Administrator. <p>Interview with SCU housekeeper on 4/12/2018 at 9:45 a.m. revealed:</p> <ul style="list-style-type: none"> -He wrote down things that needed repair and gave the list to the administrator. -One year ago a pipe was fixed at resident room 216. -Everything damaged as a result of the pipe damage was not fixed. -The wall damage in resident room 205 occurred after 12/2017. 	D 074		

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D 074	<p>Continued From page 9</p> <p>Interview with a second maintenance staff on 4/12/2018 at 9:55 a.m. revealed: -The maintenance staff were notified of needed repairs via email by their supervisor. -The facility had an on-site maintenance staff person who was unable to attend to repairs at that time. -They were there to repair items in that persons absence.</p> <p>Interview with a fourth PCA on 4/12/2018 at 10:31 a.m. revealed it took a while for repairs to be completed after broken items were reported, but they eventually were repaired.</p> <p>Interview with the Administrator on 4/12/18 at 4:30 p.m. revealed: -The facility had a daily stand up meeting attended by housekeeping, PCAs, medication aides, and personal care aides. -He received reports of damaged items during the stand-up meeting and throughout the day from staff. -He was aware that there were resident rooms that needed painting and caulking. -When there was a maintenance need, a request was submitted, he would then follow up on the progress of the completion.</p>	D 074		
D 299	<p>10A NCAC 13F .0904(d)(3)(A) 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: (A) Homogenized whole milk, low fat milk, skim milk or buttermilk: One cup (8 ounces) of</p>	D 299		

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D 299	<p>Continued From page 10</p> <p>pasteurized milk at least twice a day. Reconstituted dry milk or diluted evaporated milk may be used in cooking only and not for drinking purposes due to risk of bacterial contamination during mixing and the lower nutritional value of the product if too much water is used.</p> <p>This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to serve eight ounce glasses of milk at least twice daily to the residents in the Assisted Living (AL) dining room.</p> <p>Observation of the lunch meal in the AL dining room on 04/11/2018 at 12:04 p.m. revealed: -Thirty-six residents were in the dining room. -Three of thirty-six residents were served milk.</p> <p>Observation of the dinner meal in the AL dining room on 04/11/18 at 5:00 p.m. revealed: -There were 15 tables with beverages set up that included water and tea. -There was one table with 3 residents who each had a glass of milk; no other tables had a glass of milk.</p> <p>Review of the posted menu for 04/11/18 revealed residents were to be served milk at breakfast and dinner.</p> <p>Review of the posted menu for 04/12/18 revealed residents were to be served milk at breakfast and dinner.</p> <p>Observation of the breakfast meal in the AL dining room on 04/12/18 at 7:50 a.m.-8:15 a.m. revealed: -There were 15 tables with water, juice and coffee set up. -There was one table with 3 residents with</p>	D 299		

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D 299	<p>Continued From page 11</p> <p>glasses of milk.</p> <p>Interview with a resident on 04/11/2018 at 10:47 a.m. revealed he got "milk" usually once a day at breakfast with cereal.</p> <p>Interview with a second resident on 04/11/2018 at 10:50 a.m. revealed: -The only time the residents received milk was at breakfast with cereal four times a week. -If the resident requested milk, staff would sometimes give it to the resident.</p> <p>Interview with a third resident on 04/12/18 at 9:42 a.m. revealed she liked milk, but was not offered milk to drink.</p> <p>Interview with a fourth resident on 04/12/18 at 9:45 a.m. revealed: -She would like milk to drink from time to time. -She had not been offered milk to drink. -She had not asked for milk to drink.</p> <p>Interview with a fifth resident on 04/12/2018 at 10:31 a.m. revealed: -The resident was sometimes offered milk but milk was not offered for every meal. -If the resident requested milk, staff would sometimes give it to the resident.</p> <p>Interview with a sixth resident on 04/12/2018 at 10:32 a.m. revealed milk was not offered but if the resident requested milk, staff would give the resident milk.</p> <p>Interview with a seventh resident on 04/12/2018 at 10:40 a.m. revealed: -The resident was sometimes offered milk but milk was not offered for every meal. -If the resident was offered milk with meals she</p>	D 299		

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NAME OF PROVIDER OR SUPPLIER CASWELL HOUSE	STREET ADDRESS, CITY, STATE, ZIP CODE 535 US HIGHWAY 158 WEST YANCEYVILLE, NC 27379
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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 299	<p>Continued From page 12</p> <p>would drink more milk.</p> <p>Interview with a dietary aide on 04/12/2018 at 8:22 a.m. revealed: -If a resident wanted milk, they asked for it. -Sometimes she would ask the residents if they wanted milk, but sometimes she forgot.</p> <p>Interview with a dietary cook on 04/12/2018 at 2:37 p.m. revealed: -She expected staff to serve milk at each meal. -She expected the staff to ask residents if they wanted milk at every meal. -If they had not offered milk, it probably had just slipped their mind to ask. -Some residents asked for milk, but a lot of them do not want milk.</p> <p>Interview with the Administrator on 04/12/2018 at 4:40 p.m. revealed: -He expected the staff to offer milk to the residents at all 3 meals in the Assisted Living (AL) dining room. -They had monitored this daily for 1-2 months, and the staff were consistently offering milk. -He was not aware that the staff were not serving milk at each meal. -He had not monitored the dining room in the last 6-8 weeks.</p> <p>Observation of the breakfast meal in the AL dining room on 04/13/18 at 8:45 a.m. revealed both empty and partially filled glasses of milk on multiple tables.</p> <p>Interview with 2 residents on 04/13/2018 at 8:45 a.m. revealed they had been given milk at breakfast.</p>	D 299		