

Division of Health Service Regulation

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL018035 | (X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____ | (X3) DATE SURVEY COMPLETED R 05/03/2018 |
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| NAME OF PROVIDER OR SUPPLIER PIEDMONT VILLAGE AT NEWTON | STREET ADDRESS, CITY, STATE, ZIP CODE 1345 CHAPMAN LANE NEWTON, NC 28658 |
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| D 000 | Initial Comments The Adult Care Licensure Section and the Catawba County Department of Social Services conducted an annual and follow-up survey on 05/02/18 and 05/03/18. | D 000 | | |
| 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 and interviews, the facility failed to assure the walls, floor and fixtures in 2 of 2 common shower areas, in Zone 3 and Zone 5 of the halls, were kept clean and in good repair, as evidenced by stains and smears on the shower room walls, mold and mildew buildup around the baseboards, tile and toilet, and a broken plastic and metal fixture on the wall in Zone 5; 2 of 4 common bathrooms in Zone 3 and 5 had stains and smears on the walls, mold and mildew buildup around the toilet and baseboards and a large piece of porcelain broken from the sink rim in Zone 3; and 1 of 5 resident rooms in Zone 2 had stained carpeting.</p> <p>The findings are:</p> <p>Observation during the facility tour on 05/02/18 at 9:30am revealed: -The facility occupied one floor.</p> | D 074 | | |

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Division of Health Service Regulation

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| D 074 | <p>Continued From page 1</p> <ul style="list-style-type: none"> -The floor plan divided the facility into 5 zones. -One common shower room, a men's bathroom and a ladies bathroom were located in Zone 3 and in Zone 5. -The resident rooms were located in Zone 2, Zone 3 and Zone 5. <p>Observation of the common shower room in Zone 5 on 05/02/18 at 10:18am revealed:</p> <ul style="list-style-type: none"> -The toilet, baseboards and floor tiles had an accumulation of mold, mildew and dirt. -The walls and light switch plate had brown staining and streaks. -Rust staining was on the porcelain bathtub from the faucet to the base of the tub, and from a hose placed over the side of the tub to the drain of the tub. -There was a broken plastic fixture with metal hardware exposed on the wall next to the toilet. <p>-A box of tiles, an open bag of "Sanded Grout", and plastic fixtures, were under a bath chair, to the right of the bathtub, surrounded by a thick dust build up and dirt, black mold staining and dead bugs.</p> <p>Observation of a resident's room in Zone 2 on 05/03/18 at 7:45am revealed;</p> <ul style="list-style-type: none"> -3 large black stains and several small black stains were on the resident's carpet. -The smell of urine, from an unknown source, was evident in the room. <p>Observation of the shower room in Zone 3 on 05/03/18 at 8:55am revealed:</p> <ul style="list-style-type: none"> -Brown staining and mold surrounded the base of the toilet and the baseboard of the walls. -There was brown staining and streaks on the walls. <p>Observation of the men's bathroom in Zone 3 on</p> | D 074 | | |

Division of Health Service Regulation

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| D 074 | <p>Continued From page 2</p> <p>05/03/18 at 9:05am revealed: -A large piece of porcelain was missing from the left side of the sink basin. -There was brown staining on the walls surrounding the sink. -There was brown buildup and mold on the baseboards and the toilet base.</p> <p>Interview with the housekeeper on 05/03/18 at 10:15am revealed: -She worked 6 hours each day, Monday through Friday. -She was the only housekeeper and there was no housekeeper on the weekends. -She was responsible for cleaning the residents' rooms, which included changing soiled linens, the common areas, the shower and bathroom areas, the hallways, and the entrance area. -She tried to clean the residents' rooms daily. -It was the responsibility of the staff on second and third shift to perform light duty cleaning in the areas not completed during the day. -She left the cleaning supplies locked in the medication room, when she finished her shift, for the staff to access. -She could not always get into the bathrooms to clean them " ... because the residents are using them." -She did not move the debris (a bag of sanded grout, a box of tiles, and plastic fixtures) in the (Zone 5) shower room because it was too heavy. -She did not contact her supervisor for assistance in moving the debris. -She did not know there was dirt, dead bugs and build up on the walls and floor. "I can not get to everything. Everything is left for me."</p> <p>Interview with a resident on 05/03/18 at 10:25am revealed: -He did not notice that the shower area in Zone 5</p> | D 074 | | |

Division of Health Service Regulation

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| D 074 | <p>Continued From page 3</p> <p>was dirty. -He showered in Zone 5 shower room on his designated days. -"It's OK (the shower room) I guess."</p> <p>Phone interview with the Administrator on 05/03/18 at 10:35am revealed: -It was the responsibility of the housekeeper and the Assistant Administrator (AA) to assure the facility was maintained in a clean and safe manner. -The corporate maintenance staff have been remodeling the facility "room by room." -This was an "on-going work in progress." -She would follow up with the maintenance staff and the AA regarding the identified issues.</p> <p>Interview with a second resident in Zone 5 on 05/03/18 at 10:47am revealed: -"That shower room was always dirty. The housekeeper doesn't do a good job cleaning." -"I don't think anyone cleans that room."</p> <p>Interview with the AA on 05/03/18 at 10:55am revealed: -She gave the housekeeper a list of responsibilities several months ago. -She did not have a copy of the list. -The housekeeper's responsibilities were to clean the residents' rooms, the bathrooms and shower rooms, the common areas, the hallways and the main entrance area. She was also responsible for changing the beds in the morning if they were soiled, and third shift had not removed the linens. -She was the housekeeper's direct supervisor. -She walked through the community on a regular basis and did not notice the shower area. -The cleaning tasks, not completed during the day shift, should be finished by the evening care staff between 9:00pm and 6:00am.</p> | D 074 | | |

Division of Health Service Regulation

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| D 074 | <p>Continued From page 4</p> <p>-She would review the cleaning responsibilities with the housekeeper and the evening staff.</p> <p>-She replaced the bedroom rugs with tile flooring in some of the resident's rooms. It took time to move residents and contact their guardians. They had not completed replacing the rugs with tiling in Zone 2.</p> <p>Interview with a third resident on 05/03/18 at 11:05am revealed she preferred the shower at the other end of the hall (in Zone 3) since it was cleaner.</p> <p>Interview with a fourth resident on 05/03/18 at 11:10am revealed she used the shower at the other end of the hall (Zone 5) because it was "...clean down there."</p> <p>Interview with the Co-owner on 05/03/18 at 11:18am revealed:</p> <p>-He walked through the facility periodically and supervised the light maintenance projects he identified.</p> <p>-He contracted with other professionals to complete those repairs that were "...heavy duty jobs."</p> <p>-The AA was the direct supervisor of the housekeeper and care staff.</p> <p>-It was her responsibility to walk through the community and ensure the housekeeper was performing her job responsibilities.</p> <p>-"I brought the shower room (Zone 5) to the AA's attention yesterday (05/02/18).</p> | D 074 | | |
| D 113 | <p>10A NCAC 13F .0311(d) Other Requirements</p> <p>10A NCAC 13F .0311 Other Requirements (d) The hot water system shall be of such size to provide an adequate supply of hot water to the</p> | D 113 | | |

Division of Health Service Regulation

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| D 113 | <p>Continued From page 5</p> <p>kitchen, bathrooms, laundry, housekeeping closets and soil utility room. The hot water temperature at all fixtures used by residents shall be maintained at a minimum of 100 degrees F (38 degrees C) and shall not exceed 116 degrees F (46.7 degrees C). This rule applies to new and existing facilities.</p> <p>This Rule is not met as evidenced by: Based on observations, interviews and record reviews, the facility failed to maintain hot water temperatures between 100-116 degrees Fahrenheit (F) in one sink in the women's common shower room, one sink in a women's bathroom and two sinks in the men's bathrooms.</p> <p>The findings are:</p> <p>Review of the facility's resident roster on 05/02/18 at 9:20am revealed 36 residents were currently residing in the facility.</p> <p>Observations of the common showers and bathrooms on 05/02/18 at various times between 9:30am to 9:50am revealed: -The hot water temperature at the sink in the women's common shower room was 122 degrees (F). -The hot water temperature at the sinks in the men's common bathrooms (2) was 122 degrees (F). -The hot water temperature at the sink in the women's bathroom was 122 degrees (F).</p> <p>Observation of the Assistant Administrator (AA) on 05/02/18 at 9:45am revealed she adjusted the temperature gauge on the hot water tank.</p> | D 113 | | |

Division of Health Service Regulation

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| D 113 | <p>Continued From page 6</p> <p>Observations of the common bathroom and shower room doors on 05/02/18 at 9:50am revealed a "CAUTION: HOT WATER!!!" sign had been posted on all bathroom and shower room doors.</p> <p>Interview with the AA on 05/02/18 at 9:46am revealed: -She and the maintenance staff monitored the hot water temperatures once a month. -There was one hot water tank for the residents' common bathrooms and shower rooms.</p> <p>Review of the facility's current Environmental Health Adult Care Home Inspection report revealed: -The report was dated 01/22/18. -The facility's sanitation score was documented at 96. -Under the toilet, handwashing, laundry and bathing facilities section there was documented a 1 point deduction for lavatory and bathing hot water between 100 degrees and 116 degrees (F). -On the comment addendum page was documented, "provide 100-116 deg F hot water in bathrooms. 123 deg F noted".</p> <p>Review of the facility's water temperature log on 05/02/18 revealed: -"Baths 110.3, showers 110.3" was documented on 01/01/18. -"Baths 108.6, showers 108.6" was documented on 02/04/18. -"Baths 107.3, showers 107.6" was documented on 03/07/18. -"Baths 106.8, showers 106.9" was documented on 04/03/18.</p> <p>Observation of the handwashing sink in the women's bathroom between rooms 8 and 9 on</p> | D 113 | | |

Division of Health Service Regulation

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| D 113 | <p>Continued From page 7</p> <p>05/03/18 at 10:05am revealed when rechecked, the hot water temperature was 106 degrees (F).</p> <p>Observation of the handwashing sink in the men's bathroom between rooms 8 and 9 on 05/02/18 at 4:00pm revealed when rechecked, the hot water temperature was 112 degrees (F).</p> <p>Interviews with 19 residents on 5/2/2018 from 10:00am to 12:00pm and from 2:00pm to 4:00pm revealed:</p> <ul style="list-style-type: none"> -Five residents stated the temperature was comfortable or very "good" when they showered. -Three residents stated that the water in the shower was warmer than the water from the sink faucets. They preferred the temperature in the shower. -"I like the water in the shower. It is not too hot or cold for me. I have not heard anyone complain of the water." -Another resident indicated she had not noticed the temperature of the water. Her showers "are fine". She had no complaints. -Nine residents felt the water in the bathrooms or the showers was not too hot. -"My water seems fine." -"My water is just right, it's not hot enough." -"My water is good and they help me with my shower." -"I think my water is good, I have only been here 2 weeks." -"My water is hot for showers, how I like it." <p>Telephone interview with the maintenance staff on 05/03/18 at 9:03am revealed:</p> <ul style="list-style-type: none"> -He checked the hot water temperatures "a couple of times" per month. -He was at the facility on 04/29/18 and may have inadvertently "bumped" the temperature gauge on the hot water tank when moving items around in | D 113 | | |

Division of Health Service Regulation

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| D 113 | <p>Continued From page 8</p> <p>the room.</p> <p>-He was aware of the hot water rule requiring a range between 100-116 degrees (F).</p> <p>Interview with the AA on 05/03/18 at 8:15am revealed:</p> <p>-The maintenance staff checked and documented the hot water temperatures on a monthly basis.</p> <p>-The maintenance staff worked part time at the facility.</p> <p>-She was considering increasing the frequency of checking hot water temperatures.</p> <p>-She intended to begin checking hot water temperatures during those times when maintenance staff was not in the building.</p> <p>-When the hot water temperature was identified by the Health Department inspection, she immediately adjusted the temperature gauge on the hot water tank. She and the maintenance staff monitored the temperature until it remained within range.</p> <p>-They would continue to monitor until the temperature is within range.</p> <p>-She knew of the hot water rule requiring a range between 100-116 degrees (F).</p> <p>-No staff or resident had complained to her about the water temperature being too hot.</p> <p>Interview with the Administrator on 05/03/18 at 10:37am revealed:</p> <p>-She was aware of the rule requiring a range between 100-116 degrees (F).</p> <p>-The maintenance staff monitored the hot water temperature on a monthly basis.</p> <p>-If a repair was needed, the AA will notify the corporate office and a contractor will be called to make any necessary repairs.</p> <p>-She would discuss with the issue with the AA and the co-owner and get the temperatures within the required range.</p> | D 113 | | |

Division of Health Service Regulation

| | | | |
|--|--|---|---|
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| D 287 | <p>10A NCAC 13F .0904(b)(2) Nutrition And Food Service</p> <p>10A NCAC 13F .0904 Nutrition And Food Service (b) Food Preparation and Service in Adult Care Homes:</p> <p>(2) Table service shall include a napkin and non-disposable place setting consisting of at least a knife, fork, spoon, plate and beverage containers. Exceptions may be made on an individual basis and shall be based on documented needs or preferences of the resident.</p> <p>This Rule is not met as evidenced by: Based on observations, interviews and record reviews, the facility failed to assure table service included a non-disposable place setting consisting of at least a knife, fork, and spoon.</p> <p>The findings are:</p> <p>Observations of the lunch meal service on 05/02/18 between 12:25pm to 1:05pm revealed:</p> <ul style="list-style-type: none"> -There were 23 residents seated in the dining room. -The meal served to residents included baked chicken breast, steamed vegetables, stewed tomatoes, biscuit and chocolate pudding. -The place setting for all 23 residents did not include a knife. -Two personal care aides (PCA) delivered the meals to the residents. -Two residents picked-up the chicken breast and ate it with their fingers. -One resident used their fingers and the fork to cut the chicken into smaller pieces. -One resident only ate a small corner off of his chicken breast. | D 287 | | |

Division of Health Service Regulation

| | | | |
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| D 287 | <p>Continued From page 10</p> <p>Observation of a PCA on 05/02/18 at 12:45pm revealed: -She went table-to-table asking residents if they required any assistance with their meal or if they needed their chicken breast cut into pieces. -The PCA was observed cutting the chicken breast for two residents.</p> <p>Observations of the breakfast meal service on 05/03/18 between 7:30am to 8:05am revealed: -There were 24 residents seated in the dining room. -The meal served to residents included scrambled eggs, toast, canned pears and cold cereal. -The place setting for all 24 residents did not include a knife.</p> <p>Interviews with seven residents on 05/02/18 between 2:45pm to 4:10pm revealed: -One resident stated she did not need a knife. Staff "always" asked her and the other residents if they wanted their food cut. Today she "put the chicken on the biscuit" and ate it like a sandwich. There "never" had been a knife at the table. She thought it was "so no one got hurt". -One resident stated that "they cut my food for me but it's pretty soft mostly, doesn't bother me" [that there was no knife]. -"My food is soft or they will cut it up for me". -The resident who ate only a small corner off of the chicken breast stated "I mainly wanted my pudding today, I didn't want chicken but they cut up people's stuff if needed". -"They ask me if I want it cut up". -"I need help cutting my food and they help me". -"They don't put knives out, that is dangerous". -"They don't allow knives and they cut food if needed".</p> | D 287 | | |

Division of Health Service Regulation

| | | | |
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| D 287 | <p>Continued From page 11</p> <p>- "This doesn't bother me (not having a knife), but some people would be dangerous with a knife".</p> <p>Interview with a PCA on 05/02/18 at 12:35pm revealed:</p> <ul style="list-style-type: none"> - They "don't put out knives". - They had not put knives out at the table for "as long as she had been working there" (7 months). - She worked first shift and assisted with the breakfast and lunch meals. - She always went around to the residents and asked if they needed assistance with their meal. <p>Interview with a second PCA on 05/03/18 at 8:40am revealed:</p> <ul style="list-style-type: none"> - She had been working at the facility since November 2017. - They "never had put knives out" at the tables. - She did not know the reason knives were not put out at the tables for the residents. - Staff "always" asked and assisted residents with "cutting their meats or spreading jelly or butter". <p>Interview with the Cook on 05/03/18 at 10:00am revealed:</p> <ul style="list-style-type: none"> - He had been working at the facility for about one month. - He prepared the lunch and dinner meals. - The PCA's set the tables with a spoon and fork only. - He did not know the reasons knives were not put out at the tables. - The PCA's assisted the residents with cutting their food, as needed. - Most of the meats that are prepared are "soft enough" that you would not need a knife to cut them. - If he was provided with a list of residents that needed assistance, he would cut the meat into pieces prior to plating the food. | D 287 | | |

Division of Health Service Regulation

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL018035 | (X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____ | | (X3) DATE SURVEY COMPLETED R 05/03/2018 |
| NAME OF PROVIDER OR SUPPLIER PIEDMONT VILLAGE AT NEWTON | | STREET ADDRESS, CITY, STATE, ZIP CODE 1345 CHAPMAN LANE NEWTON, NC 28658 | | |
| (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 287 | <p>Continued From page 12</p> <p>-All the residents were on a regular diet and there were no residents on a chopped, ground or pureed diet.</p> <p>Interview with the Assistant Administrator on 05/03/18 at 8:15am revealed:</p> <p>-She knew of the rule for a full place setting.</p> <p>-She did not know knives were not being placed at the tables.</p> <p>-She did not know the reason knives were not being set at the tables.</p> <p>-They had recently ordered knives but were sent the wrong order because the knives had a very sharp and pointed end.</p> <p>-She had "instructed" the staff not to use those knives.</p> <p>-She would follow-up and assure knives were being set for the residents.</p> <p>Interview with the Administrator on 05/03/18 at 10:37am revealed:</p> <p>-She knew of the rule for a full place setting.</p> <p>-She did not know knives were not being placed at the tables.</p> <p>-She did not know the reason knives were not being set at the tables.</p> <p>-She had been at the facility in the past and had observed knives at the tables.</p> <p>-Staff were "good to go and assist residents" with their meal.</p> <p>-She will address this issue with the assistant administrator and at their next quality improvement meeting.</p> | D 287 | | |