

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: FCL011341	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED R 06/18/2018
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NAME OF PROVIDER OR SUPPLIER WOODLAND TERRACE FAMILY CARE HOME # 3	STREET ADDRESS, CITY, STATE, ZIP CODE 8 ELLA LANE ALEXANDER, NC 28701
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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
{C 000}	Initial Comments The Adult Care Licensure Section completed a follow up survey on 6/18/18.	{C 000}		
C 076	<p>10A NCAC 13G .0315(a)(3) Housekeeping and Furnishings</p> <p>10A NCAC 13G .0315 Housekeeping and Furnishings</p> <p>(a) Each family care home shall: (3) have furniture clean and in good repair; This Rule shall apply to new and existing homes.</p> <p>This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to maintain the living room and dining room furniture clean and in good repair.</p> <p>The findings are:</p> <p>Observations during the initial facility tour on 06/18/18 from 8:30am to 9:15am revealed:</p> <ul style="list-style-type: none"> -The arms, back rests, and seat cushions of the gray loveseat in the living room were heavily soiled and had too numerous to count stains. -The back side of a cream colored throw pillow on the loveseat had one yellowish brown colored stain approximately 8 inches long by 4 inches wide. -The back side of the same cream colored throw pillow had a second yellowish brown colored stain approximately 5 inches long by 4 inches wide. -The arms, back rests, and seat cushions of the gray couch in the living room were heavily soiled stains too numerous to count. -There were six chairs at the dining room table with light brown colored fabric seat cushions. -All of the dining room chair seat cushions were heavily darkened with soil had too numerous to 	C 076		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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C 076	<p>Continued From page 1</p> <p>count stains.</p> <p>-There were 3 of 6 chairs where screws had been used to reattach the seat cushions to the chair frames.</p> <p>-The dining room table had numerous areas of discoloration in the finish.</p> <p>Interviews with four residents during the initial facility tour on 06/18/18 from 8:35am to 9:15am revealed none of the residents had any complaints about the cleanliness of the furniture.</p> <p>Interview with the Supervisor-In-Charge (SIC) on 06/18/18 at 9:20am revealed:</p> <p>-"The furniture needs to be replaced."</p> <p>-"It's been this way for awhile."</p> <p>-The dining room chairs need to be replaced.</p> <p>-"We have had to screw the padding back on to the dining room chairs."</p> <p>Interview with the SIC on 06/18/18 at 12:02pm revealed:</p> <p>-The dining room furniture had been in the facility "at least 2-3 years."</p> <p>-The living room furniture had been in the facility "at least 2-3 years."</p> <p>-She could "unzip the couch cushion covers and take them off and wash them."</p> <p>-She used a "damp cloth" to clean the soiled fabric areas of the couch and loveseat "that can't be washed."</p> <p>-She washed the couch and loveseat cushion covers and damp cloth cleaned the areas of soil "every couple months."</p> <p>Interview with the Administrator on 06/18/18 at 12:15pm revealed:</p> <p>-The living room furniture was heavily soiled due to use by the residents.</p> <p>-"We have gone through furniture like every year."</p>	C 076		

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C 076	<p>Continued From page 2</p> <ul style="list-style-type: none"> -The living room furniture had been in the facility for "10 months." -The dining room table had been there for "a year and a half." -"A resident put a dent in it and tried to fix it, but it just didn't look right." -The dining room chairs had been used in the facility "awhile." -The dining room chairs were from "the old set." -The SIC was responsible for cleaning the living room furniture. -"She has two shampooers." -"I would expect her to shampoo it every 1 to 2 weeks." -The down side to shampooing the furniture is the resident's "have to stay off the furniture until it dries, which can take a day and half." -"The red dirt up here, if the residents sit in dirt and then sit on furniture it stains the furniture." 	C 076		
C 078	<p>10A NCAC 13G .0315(a)(5) Housekeeping and Furnishings</p> <p>10A NCAC 13G .0315 Housekeeping and Furnishings</p> <p>(a) Each family care home shall:</p> <p>(5) be maintained in an uncluttered, clean and orderly manner, free of all obstructions and hazards;</p> <p>This Rule shall apply to new and existing homes.</p> <p>This Rule is not met as evidenced by: Based on observations, record reviews and interviews the facility failed to maintain the facility living room, dining room 3 of 3 common bathrooms, laundry room and common hallway in</p>	C 078		

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C 078	<p>Continued From page 3</p> <p>a clean and orderly manner.</p> <p>Observation on 06/18/18 at 8:30am upon entrance into the facility of the living room and dining room area revealed:</p> <ul style="list-style-type: none"> -The floor tile was dirty and scuffed with black marks and brown spots from the entrance of the front door throughout the entire living room and dining room area. -The 4 x 6 multi-colored carpet under the coffee table was dirty with multiple dark soiled areas. -The coffee table in the living room was cluttered with a plastic lid, an open bottle of lotion, a game controller, an empty soda can, a magazine, a ring with a glass stone, a paper flower and a tool with a 3 inch wooden handle and a 5 inch flat blade. -On the second shelf of the coffee table was a clear, empty drinking glass and a newspaper. -Lying beside the coffee table was a brown players guide for a game system, a pair of flip flops, a green rope dog toy and a child's toy doll. -There was a end table beside the television that was cluttered with a large black box, 2 white remotes, a paper plate and a pair of black and orange tennis shoes. -There was a 3 x 4 picture of a swan sitting behind the end table. -A vacuum cleaner was sitting beside the end table. -The love seat to the far right of the room contained 2 stained pillows with no cases, a large blue bedspread, a green towel and a blue and white striped towel laying in disarray on the right side of the loveseat. -On the wall to the right of the dining room sat a metal rack microwave stand with dirt and 2 large dust balls the size of baseballs underneath the stand. -The medication cart sat beside the metal rack microwave stand. 	C 078		

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C 078	<p>Continued From page 4</p> <ul style="list-style-type: none"> -There was a large white broken trash can completely full of dirty dish towels and hand towels sitting beside the medication cart with no lid. -The floor in the dining room had dirt and brown spots with 2 dead bugs to the back right side of the dining room table. <p>Observation on 06/18/18 at 8:35am of the common hallway revealed:</p> <ul style="list-style-type: none"> -The white floor tile was dirty and scuffed with black marks, dirt, dust and brown spots down the full length of the hallway. -There was thick, brown build-up along the baseboards and in the corners of the hallway. -About midway down the hallway on the left side was dirt and a blackish brown substance extending approximately 3 inches from the baseboard out into the hallway. -There were 6 overhead lights in the hallway that contained dead bugs of different shapes and sizes to numerous to count in the light covers. -The vent in the ceiling hallway was filled with thick gray dust. <p>Observations of common bathroom #2 on 06/18/18 at 8:43am revealed:</p> <ul style="list-style-type: none"> -The walls and bottom of the tub was coated in gray soap scum. -There were multiple areas of brown and yellow dried splatters visible on the wall behind the toilet. -The backside of the bathroom door had brown finger streaks above the door handle. -The inside of the sink and outside ridge of the sink had tiny black hairs and brown soap scum. -There was a brown water stain on the sink enamel beside the hot water knob. -The baseboards and floor were dirty with dirt and dust and brown spots. -The two white tiles in front of the toilet were 	C 078		

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C 078	<p>Continued From page 5</p> <p>brown.</p> <p>-The rim of the toilet and the bottom side of the toilet had multiple areas of brown and yellow dried splatters visible.</p> <p>Observations of common bathroom #1 on 06/18/18 at 8:49am revealed:</p> <p>-There was a brown stain approximately 1 ft. long by 3 inches wide on the white floor tile at the base of the toilet.</p> <p>-There was a brown stain approximately 1 ft. long by 2 inches wide on the white floor tile on the right side of the base of the toilet.</p> <p>-The rim of the toilet and the bottom side of the toilet seat had multiple areas of brown and yellow dried splatters visible.</p> <p>-There was a yellow stain inside the toilet bowl at the water level.</p> <p>-The shower chair had a gray discoloration visible in the grooves in the seat.</p> <p>-The walls and floor of the walk in shower were coated in gray soap scum.</p> <p>-A shower mat hanging on the hand rail of the walk in shower was discolored brown with black areas along the suction cups of the bottom of the shower mat.</p> <p>Observation on 06/18/18 at 9:04am of the laundry room revealed:</p> <p>-A broken door frame on the right hand side approximately 8 inches from where the door locks downward exposing the inside wall.</p> <p>-The floor was dirty with dirt, brown spots, small pieces of papers and brown/black debris throughout the entire laundry room floor.</p> <p>-There were blankets and sheets piled up on the right side of the laundry room as high as the doorknob with a box sitting on top of the pile.</p> <p>-A large gray tote was sitting in front of the washing machine filled with dirty sheets and</p>	C 078		

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C 078	<p>Continued From page 6</p> <p>towels.</p> <p>-There were 6 empty laundry detergent containers sitting on the shelf above the washer and dryer.</p> <p>Observations of common bathroom #3 on 06/18/18 at 9:59 am revealed:</p> <p>-The walls and bottom of the tub was coated in gray soap scum and a brown dirty handprint was on the top side of the tub.</p> <p>-There was a dirty blue washcloth lying on the floor beside the toilet.</p> <p>-There was a pair of dirty white socks lying on the floor against the wall directly under the emergency pull cord.</p> <p>-There was a plastic, empty toilet paper wrapper lying in the floor in front of the toilet.</p> <p>-On the left side of the grab bar located behind the toilet had a blackish brown streak extending from the grab bar to the baseboard.</p> <p>-The trash can was full under the sink with toilet paper rolls and soda cans.</p> <p>-The toilet rim and the bottom of the toilet had multiple areas of brown and yellow dried splatters visible.</p> <p>-There were multiple areas of brown and yellow dried splatters visible on the wall behind the toilet.</p> <p>Observation on 06/18/18 at 11:04am revealed:</p> <p>-Cleaning supplies were kept in a bottom shelf in the kitchen cabinet on the left side of the kitchen.</p> <p>-There was a 22 ounce bottle of orange spray cleaner that had less than 1/8 of a bottle of cleaner in it.</p> <p>-There was a white container with "bleach" written on the side of the container that was empty.</p> <p>-There was a bottle of bathroom cleaner that was nearly full.</p> <p>-There was a full unopened 24 ounce bottle of a name brand cleaner.</p>	C 078		

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C 078	<p>Continued From page 7</p> <p>-There was a small bottle of bleach tablets with several tablets in the bottle.</p> <p>Review of the Sanitation Report dated 07/10/17 revealed:</p> <p>-The facility had received 6 demerits.</p> <p>-"Cabinets and microwave need some cleaning."</p> <p>-"Windowsills have dust and debris. Need to be cleaned."</p> <p>Interview with the Supervisor-in-Charge (SIC) on 06/18/18 at 8:45am revealed:</p> <p>-"The house is a mess, its depressing not having anything to do anything with."</p> <p>-She had no cleaning supplies to use.</p> <p>-She had not started her morning cleaning yet.</p> <p>-She had no laundry detergent to use and had been using her personal laundry detergent to wash the residents clothes but not the sheets, towels or blankets.</p> <p>-She had told the owner last week (she was unsure of the day) but he had not brought her any supplies.</p> <p>-"The door frame on the laundry room is broken and we can't lock it but there aren't any chemicals in there."</p> <p>Random interviews with residents on 06/18/18 from 8:45am-10:00am revealed:</p> <p>-Two residents did not have any concerns with the cleanliness of the facility.</p> <p>-One resident preferred not to answer.</p> <p>-"It could be better."</p> <p>A second interview with the SIC on 06/18/18 at 12:02pm revealed:</p> <p>-She was responsible for the housekeeping in the facility.</p> <p>-She cleaned the floors "everyday and as needed."</p>	C 078		

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C 078	<p>Continued From page 8</p> <ul style="list-style-type: none"> -She would "once a month" wipe down the walls and clean the baseboards. -The bathrooms were to be cleaned "twice a day at least. I haven't been in there today at all." -Cleaning supplies were "provided once a month" by the Administrator. -"I tell them when I'm low on something." <p>Interview with the Administrator on 06/18/18 at 12:15pm revealed:</p> <ul style="list-style-type: none"> -The SIC was responsible for all the housekeeping duties in the facility. -His expectation was the facility should be cleaned "daily." -He "usually" brought cleaning supplies "every 2 weeks." 	C 078		
{C 105}	<p>10A NCAC 13G .0317(d) Building Service Equipment</p> <p>10A NCAC 13G .0317 Building Service Equipment</p> <p>(d) The hot water tank shall be of such size to provide an adequate supply of hot water to the kitchen, bathrooms, and laundry. 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).</p> <p>This Rule is not met as evidenced by: The Type B Violation was abated. Non-compliance continues.</p> <p>Based on observations, interviews, and record review, the facility failed to maintain hot water temperatures at a minimum of 100 degrees Fahrenheit (F) in 3 of 3 common bathrooms.</p>	{C 105}		

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{C 105}	<p>Continued From page 9</p> <p>The findings are:</p> <p>Observations during the initial facility tour on 06/18/18 from 8:30am to 9:15am revealed:</p> <ul style="list-style-type: none"> -At 8:47am in common bathroom #2 the tub temperature was 98 degrees F. -At 8:50am in common bathroom #1 the sink temperature was 98 degrees F. -At 8:52am in common bathroom #1 the shower temperature was 98 degrees F. -At 8:50am in common bathroom #3 the tub temp was 98 degrees F. -There was a load of laundry being washed in the washing machine. -The laundry room was adjacent to common bathroom #3. <p>Interview with one resident on 06/18/18 revealed the hot water was "lukewarm with only the hot water on."</p> <p>Interview with the Supervisor-In-Charge (SIC) on 06/18/18 at 9:20am revealed:</p> <ul style="list-style-type: none"> -The water temperatures were "too high." -The water was adjusted to decrease the temperatures. -"Then the [Adult Home Specialist] came out and the temperatures were too low." -The water temperatures were adjusted "up a little bit" then. -"It's been a month or so since we checked it." -"They've been running 100 degrees." -The residents "have been running water in here this morning." -"I take showers. It's kinda lukewarm. It's not hot at all." -"I guess any amount of water they use may bring the temperatures down." -"I am afraid to adjust the hot water heater." -She had checked and recorded water 	{C 105}		

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{C 105}	<p>Continued From page 10</p> <p>temperatures from 02/15/18 to 03/23/18.</p> <ul style="list-style-type: none"> -The hot water "stayed at 100 and I figured it was good." -She had told the Administrator the water temperatures were staying at 100 degrees F. -She would have someone to adjust the hot water heater to increase the temperatures. <p>Review of the facility's water temperature logs revealed:</p> <ul style="list-style-type: none"> -The water temperatures were documented from 02/15/18 to 03/23/18. -The documented water temperatures ranged from 100-104 degrees F. <p>Observations water temperature rechecks on 06/18/18 revealed:</p> <ul style="list-style-type: none"> -At 10:06am in common bathroom #2 the tub temperature was 98 degrees F. -At 10:10am in common bathroom #1 the sink temperature was 98 degrees F. <p>Interview with the Administrator on 06/18/18 at 12:15pm revealed:</p> <ul style="list-style-type: none"> -The water temperatures "were brought down low." -"The residents were complaining" about the water temperatures being too low. -He had adjusted the water temperatures "back up a notch." -"It's hard to keep the temperature right with one hot water heater." -The one hot water heater "takes care of the kitchen, staff quarters, and residents." -The SIC should have been checking water temperatures "everyday." -"I don't know why she stopped. It might have been corrected for awhile." -The only complaints he received from residents was when the water temperature "goes below 80" 	{C 105}		

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{C 105}	Continued From page 11 when two residents were showering at the same time and "they complain."	{C 105}		
C 259	<p>10A NCAC 13G .0904(a)(4) Nutrition and Food Service</p> <p>10A NCAC 13G .0904 Nutrition and Food Service (a) Food Procurement and Safety in Family Care Homes:</p> <p>(4) There shall be at least a three-day supply of perishable food and a five-day supply of non-perishable food in the facility based on the menus, for both regular and therapeutic diets.</p> <p>This Rule is not met as evidenced by: Based on observations, interviews, and record reviews the facility failed to assure there was a three-day supply of perishable food and a five-day supply of non-perishable food available at the facility based on the menus for the 4 residents who resided at the facility.</p> <p>The findings are:</p> <p>Review of the facility census revealed 4 residents resided at the facility.</p> <p>Interview with the Supervisor-in-Charge (SIC) on 06/18/18 at 8:45am revealed she did not have any food in the facility.</p> <p>Observation on 06/18/18 at 9:58am of the facility's food supply revealed there were 2 cans of sliced carrots, a can of stewed tomatoes and a variety of frozen meats including sausage, chicken, pork chops, ground beef and fish available in the facility for serving.</p> <p>Observation on 06/18/18 at 11:00am of the</p>	C 259		

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: FCL011341	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED R 06/18/2018
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NAME OF PROVIDER OR SUPPLIER WOODLAND TERRACE FAMILY CARE HOME # 3	STREET ADDRESS, CITY, STATE, ZIP CODE 8 ELLA LANE ALEXANDER, NC 28701
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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
C 259	<p>Continued From page 12</p> <p>facility's food supply revealed the following items were not available in the facility for serving as compared to the regular diet menu for 3 days:</p> <ul style="list-style-type: none"> -Lunch on 06/18/18: lettuce, mayonnaise, V-8 juice, orange. -Dinner on 06/18/18: beef and barley stew, biscuit, turnip greens and margarine. -Breakfast on 06/19/18: orange juice, cornflakes, french toast, margarine, syrup and milk. -Lunch on 06/19/18: mayonnaise, tomato, tortilla chips, fresh peach. -Dinner on 06/19/18: mashed potatoes, tossed salad, dressing, wheat bread, margarine, cherries and milk. -Breakfast on 06/20/18: fruit juice, puffed rice, banana, wheat toast and milk. -Lunch on 06/20/18: turkey, Swiss cheese, mayonnaise, lettuce, wheat bread, v-8 juice, Ritz crackers and peaches. -Dinner on 06/20/18: lettuce, french fries, buttered spinach, corn bread, margarine, tropical fruit salad, cherry jello parfait and milk. -Breakfast on 06/21/18: orange juice, oatmeal, syrup, margarine and milk. <p>Interview with a resident on 06/18/18 at 8:53am on revealed she preferred not to answer if she got enough to eat or not.</p> <p>Interview with a second resident on 06/18/18 at 8:55am revealed:</p> <ul style="list-style-type: none"> -The resident had no complaints about the food. -The resident denied being hungry between meals. <p>Interview with a third resident on 06/18/18 at 9:02am revealed:</p> <ul style="list-style-type: none"> -Snacks were served when there was enough food. 	C 259		

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: FCL011341	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED R 06/18/2018
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NAME OF PROVIDER OR SUPPLIER WOODLAND TERRACE FAMILY CARE HOME # 3	STREET ADDRESS, CITY, STATE, ZIP CODE 8 ELLA LANE ALEXANDER, NC 28701
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C 259	<p>Continued From page 13</p> <p>-Having snack food was dependent upon when the Administrator "buys groceries and brings them in."</p> <p>Interview with a fourth resident on 06/18/18 at 9:10am revealed: -She got enough to eat. -This morning she had "an egg, a piece of sausage and a piece of bread".</p> <p>Observation on 06/18/18 at 11:05am revealed the Administrator began bringing boxes and bags of food into the facility kitchen.</p> <p>Interview with the Supervisor-In-Charge (SIC) on 06/18/18 at 12:02pm revealed: -The Administrator "usually brings meat and canned goods once a month." -"The perishable items are brought weekly." -"He usually brings five gallons of milk and 2 and 1/2 dozen eggs a week." -The last food delivery she had received was "last Monday" 06/11/18. -"I've given out a lot of milk for snack." -"My new resident likes cereal and he asks for extra milk for his cereal." -She had told the Administrator she was "low" on food stores on 06/05/18.</p> <p>Interview with the Administrator on 06/18/18 at 12:15pm revealed: -"I usually bring food every week." -He "usually" brought eggs every Monday or Tuesday. -He did the "big shopping on Thursdays and Fridays". -"If I shop every week, food disappears." -Milk delivery for "this house" was 5 gallons per week. -"These residents drink milk."</p>	C 259		

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: FCL011341	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 06/18/2018
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NAME OF PROVIDER OR SUPPLIER WOODLAND TERRACE FAMILY CARE HOME # 3	STREET ADDRESS, CITY, STATE, ZIP CODE 8 ELLA LANE ALEXANDER, NC 28701
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C 259	<p>Continued From page 14</p> <ul style="list-style-type: none"> -Last week he had brought 5 gallons of milk on "Monday or Tuesday." -He also brought orange juice, eggs, breakfast stuff, and margarine. -The SIC was expected to notify him when she was "running low" before normal deliveries. -The SIC had told him on Sunday (06/17/18) she was "getting low on food." -"I don't know why she didn't have her 3 day/5 day supply of food." 	C 259		