

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL013044	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 09/16/2019
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NAME OF PROVIDER OR SUPPLIER THE LIVING CENTER OF CONCORD	STREET ADDRESS, CITY, STATE, ZIP CODE 160 WARREN C. COLEMAN BLVD. CONCORD, NC 28027
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{D 000}	<p>Initial Comments</p> <p>The Adult Care Licensure Section and the Cabarrus County Department of Social Services completed a follow-up survey on 09/16/19.</p>	{D 000}		
D 423	<p>10A NCAC 13F .1104(e) Accounting For Resident's Personal Funds</p> <p>10A NCAC 13F .1104 Accounting For Resident's Personal Funds (e) All or any portion of a resident's personal funds shall be available to the resident or his legal representative or payee upon request during regular office hours, except as provided in Rule .1105 of this Subchapter.</p> <p>This Rule is not met as evidenced by: Based on interviews and record reviews the facility failed to assure 1 of 7 sampled residents (Resident #2) had accounting of how personal funds were spent.</p> <p>The findings are:</p> <p>Review of resident #2's FL2 dated 07/18/19 revealed: -Diagnoses included Chronic Obstructive Pulmonary Disease, anxiety/depression and history of alcohol abuse. -There was no documentation of disorientation.</p> <p>Review of Resident #2's Resident Register revealed the resident was admitted on 06/02/10.</p> <p>Review of Resident #2's Terms of Agreement dated 08/13/2011 revealed: -She was her own responsible party. -She delegated the facility to manage her personal funds.</p>	D 423		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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D 423	<p>Continued From page 1</p> <p>Interview with Resident #2 on 09/16/19 at 9:40am revealed: -She had received personal funds in the past. -She stopped getting personal funds about a year ago. -She thought the money was going to pay pharmacy bills.</p> <p>Review of Resident #2's Personal Funds Account revealed: -There was documentation that Resident #2 received payment of \$66.00 for personal funds on 01/10/19, 02/08/19 and 03/08/19. -There was documentation of Resident #2 's signature each time she received personal funds. -There was documentation of the business office manager's initials each time Resident #2 received personal funds.</p> <p>Interview with the Business office Manager (BOM) on 09/16/19 at 12:40pm revealed: -There was no documentation that Resident #2 had received personal funds for 2019. -There was no documentation of how Resident #2's money was spent. -Resident #2 did not make enough money each month to cover her cost of care and therefore did not get personal funds. -Resident #2 only received \$1089.00 each month and total cost of care was \$1182.00 -Resident #2's family paid \$30.00 each month to pay for an outstanding cost of care bill. -She did not have any contract outlining details about the payments. -She did not know how long the family member had been paying on the outstanding bill.</p> <p>Review of E-mail correspondence to the Adult Home Specialist dated 09/16/19 from a representative from the local Department of</p>	D 423		

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D 423	<p>Continued From page 2</p> <p>Social Services revealed:</p> <ul style="list-style-type: none"> -Resident #2 received supplemental assistance in addition to Medicaid. -Resident #2 had been recertified in August and a letter was sent to the facility on 08/06/19. -Resident #2 now received a total of \$1248.00 each month and was recertified to receive that amount through July 2020. <p>Interview with the BOM on 09/16/19 at 1:46pm revealed:</p> <ul style="list-style-type: none"> -She did not have any paperwork documenting Resident #2's recertification period or pay increase. -She did not know that Resident #2 now received \$1248.00. -Resident #2's account had not been updated since June 2019. -She was aware that The Department of Social Services usually sent a packet of paperwork that she had to complete for recertification, but she had no documentation that she had ever completed that paperwork on Resident #2. <p>Telephone interview with Resident #2's family member on 09/16/19 at 1:52pm revealed:</p> <ul style="list-style-type: none"> -There was an outstanding balance at the facility for cost of care and he made arrangements in June 2019 to pay \$30.00 a month in order to pay Resident #2's debt. -Resident #2 stopped being a private pay resident in August 2019. -He used to pay Resident #2's pharmacy bill but the facility was responsible for that now. -He was aware that residents were supposed to receive personal funds, but he never kept track of that. -He thought Resident #2 received personal funds in the past, but he did not know if she received it now. 	D 423		

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D 423	<p>Continued From page 3</p> <p>Interview with Resident #2 on 09/16/19 at 2:35pm revealed: -She received money for three months- "Maybe October, November & December 2018 but I'm just not quite sure which months it was". -The previous BOM came and told her, along with other residents, that she had an outstanding pharmacy bill and she would not receive her personal funds until that bill was paid off. -The previous BOM told her that she would be informed when she would start getting her personal funds again and since she still did not get money, she assumed she still owed money to the pharmacy. -She needed her money for cigarettes, toiletries and occasional candy bars from the 3rd floor canteen. -A family member paid for everything she needed and "I hate that, I really do cause it's cutting into him and that is just not fair." -She could use the money because "I'd like to have some degree of independence, but I don't even get to have that".</p> <p>Interview with the Administrator on 09/16/19 at 3:03pm revealed: -It was the BOM's responsibility to keep track of all recertifications and resident accounts. -There was a month lapse during which the facility did not have a BOM and the facility's corporate office handled all the books during that time. -He did not understand how Resident #2's account had been overlooked as the facility's corporate office audited the books after the last survey. -"It is not our company policy to tell anyone that we will keep their personal funds to pay an outstanding pharmacy bill."</p>	D 423		

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