

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL036004	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 11/06/2019
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NAME OF PROVIDER OR SUPPLIER ROSEWOOD ASSISTED LIVING	STREET ADDRESS, CITY, STATE, ZIP CODE 721 NORTH MARIETTA STREET GASTONIA, NC 28052
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D 000	Initial Comments The Adult Care Licensure Section conducted an annual survey on 11/05/19 and 11/06/19.	D 000		
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 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 ensure the hot water temperatures were maintained at a minimum of 100 degrees Fahrenheit (F) for 1 of 2 resident showers, one sink in a common bathroom, two sinks in residents' bathrooms, and two sinks in the kitchen.</p> <p>The findings are:</p> <p>Interview with a resident on 11/05/19 at 9:30am revealed: -He did not use the shower in his room because the water was too cold (the hot water temperature of his shower was 80 degrees F after running the hot water for approximately six minutes). -He had to use the shower in the men's bathroom "up the hall".</p>	D 113		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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D 113	<p>Continued From page 1</p> <p>-He could not recall exactly how long the water had been cold, but the water had been cold more than 2 weeks.</p> <p>-He had told the Administrator about the cold water in his shower.</p> <p>Observation of a common bathroom sink between rooms 8 and 9 on 11/05/19 at 9:30am revealed the hot water temperature at the sink was 90 degrees F after running the water for approximately two minutes.</p> <p>Observation of a common bathroom sink between rooms 8 and 9 on 11/05/19 at 9:47am revealed the hot water temperature was 83 degrees F after running approximately four minutes.</p> <p>Observation of the shared bathroom shower for rooms 9 and 10 on 11/06/19 at 8:39am revealed: -The hot water temperature started with a reading of 70 degrees F. -After approximately three minutes, the hot water temperature was 78 degrees F. -After approximately 7 minutes, the hot water temperature was 89 degrees F. -After approximately 10 minutes, the hot water temperature was 89 degrees F.</p> <p>Observation of the shared bathroom sink between rooms 9 and 10 on 11/06/19 at 8:41am revealed: -The hot water temperature was 80 degrees F. -After running the hot water for approximately eight minutes, the water temperature was 88 degrees F.</p> <p>Observation of a common bathroom sink between rooms 8 and 9 on 11/06/19 at 8:51am</p>	D 113		

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D 113	<p>Continued From page 2</p> <p>revealed:</p> <ul style="list-style-type: none"> -After running the hot water for approximately three minutes, the water temperature was 98 degrees F. -After running the hot water for approximately five minutes, the water temperature was 96 degrees F. <p>Observation of the kitchen prep sink on 11/05/19 at 9:46am revealed a hot water temperature of 98 degrees F.</p> <p>Observation of a second sink in the kitchen for washing dishes on 11/05/19 at 9:48am revealed a hot water temperature of 96 degrees F.</p> <p>Attempted interview with the cook on 11/05/19 at 9:50am was unsuccessful.</p> <p>Interview with the Resident Care Director (RCD) on 11/06/19 at 9:10am revealed:</p> <ul style="list-style-type: none"> -She was aware that the hot water temperatures were too low on the hallway on one side of the building. -It was an old building that needed some work. -The Administrator called the plumber on 11/01/19 to fix the water pressure and adjust the hot water temperatures to the appropriate range. -She did not know if the plumber had fixed the hot water temperatures to be maintained between 100-116 degrees F. <p>Interview with the Administrator on 11/06/19 at 9:40am revealed:</p> <ul style="list-style-type: none"> -She was aware that the hot water temperatures in the kitchen, a common bathroom, and a shared bathroom between rooms 9 and 10 were too low. -She knew the hot water temperatures were to be 	D 113		

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D 113	<p>Continued From page 3</p> <p>maintained between 100-116 degress F.</p> <p>-The water pressure and water temperatures were low on that side of the building for "the past couple of days" due to a water leak in the basement.</p> <p>-She had called a plumber on 11/01/19 to fix the water leak, water pressure, and temperature of the hot water.</p> <p>-The plumber had fixed the water leak in the basement but had not finished the job and would return sometime on 11/06/19 to finish.</p> <p>-The plumber had informed her the facility needed a recirculating pump to evenly distribute hot water in the building and she had reported this information to Corporate.</p> <p>-She was waiting for Corporate's approval to have the plumber install a recirculating pump for the hot water.</p> <p>Interview with the facility's contracted plumber on 11/06/19 at 9:45am revealed:</p> <p>-The Administrator called him on 11/01/19 to assist in the discovery of why water had been leaking in the basement and to unclog a backed-up sewer system.</p> <p>-The water pressure was low due to a leak in the pipes in the basement, but it would not affect the hot water temperature because the pipes had leaked only cold water.</p> <p>-He informed the Administrator on 11/01/19 the facility needed a recirculating pump to distribute the hot water evenly so that it would be the same temperature at every faucet.</p> <p>-He had to wait on approval from the facility to fix the hot water system with a recirculating pump.</p> <p>-At this time he had not been given approval to fix the issues with the hot water being too cold.</p>	D 113		

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D 283	Continued From page 4	D 283		
D 283	<p>10A NCAC 13F .0904(a)(2) Nutrition and Food Service</p> <p>10A NCAC 13F .0904 Nutrition and Food Service (a) Food Procurement and Safety in Adult Care Homes: (2) All food and beverage being procured, stored, prepared or served by the facility shall be protected from contamination.</p> <p>This Rule is not met as evidenced by: Based on observation and interviews, the facility failed to ensure food was free from contamination related to refrigerated food containers not being labeled and dated.</p> <p>The findings are:</p> <p>Observation of the kitchen refrigerator on 11/05/19 at 10:25am revealed:</p> <ul style="list-style-type: none"> -There was a gallon sized plastic bag of cooked spaghetti noodles in sauce that was not labeled or dated. -There was a half of a block of livermush wrapped in plastic wrap that was not labeled or dated. -There was about half of a 40-ounce package of sliced ham that was in an open plastic bag that was not dated. -There was a bag of sliced pepperoni wrapped in plastic that was not labeled or dated. -There was a commercially packaged 5-pound plastic container of opened chicken salad that was not dated. -There was a 6 1/2-pound plastic container of opened strawberries in syrup that was not dated. -There was a commercially packaged 5-pound plastic container of opened pimento cheese that 	D 283		

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D 283	<p>Continued From page 5</p> <p>had an expiration date of 12/17/19 but did not contain a date as to when it had been opened. -There was a red sauce in a 2-quart plastic container that was not labeled or dated.</p> <p>Review of the Sanitation Inspection dated 09/09/19 revealed: -The facility received a score of 95. -Points had been deducted for improper marking of opened food containers.</p> <p>Interview with the first shift cook on 11/05/19 at 10:25am revealed: -She was not the only staff that worked in the kitchen. -She did not place the unlabeled, undated food in the refrigerator. -She was not sure when the unlabeled, undated food was placed in the refrigerator. -She had been trained to label and date food as it was put in the refrigerator.</p> <p>Interview with the Administrator on 11/06/19 at 8:00am revealed: -She knew that food was supposed to be labeled and dated when it was placed in the refrigerator. -Kitchen staff had been trained to label and date opened containers of food in the refrigerator. -She and the kitchen manager trained the second shift cook when he was hired. -She expected the kitchen staff to do their job as trained. -She did not routinely monitor the kitchen staff.</p>	D 283		
D 287	<p>10A NCAC 13F .0904(b)(2) Nutrition And Food Service</p> <p>10A NCAC 13F .0904 Nutrition And Food Service</p>	D 287		

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D 287	<p>Continued From page 6</p> <p>(b) Food Preparation and Service in Adult Care Homes: (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 ensure residents were provided with a non-disposable place setting including a knife, spoon and fork.</p> <p>The findings are:</p> <p>Interview with the Administrator on 11/05/19 at 9:00am revealed the current census was 29.</p> <p>Observation of the lunch meal service on 11/05/19 from 11:55am to 12:30pm revealed: -There was one dining room in the facility which contained 8 tables. -All place settings included a napkin, fork and spoon. -The meal consisted of a grilled cheese sandwich, vegetable soup, crackers and peaches.</p> <p>Observation of the supper meal service on 11/05/19 from 5:23pm until 5:40pm revealed: -All place settings included only a napkin, fork and spoon. -The meal consisted of a slice of ham approximately 1/2-inch-thick, navy beans,</p>	D 287		

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D 287	<p>Continued From page 7</p> <p>stewed tomatoes, a dinner roll and prunes.</p> <ul style="list-style-type: none"> -Six of the residents in the dining room picked up the sliced ham and ate it with their fingers. -One resident balanced the ham on her spoon and then took a bite of it. -Dietary staff did not offer assistance with cutting the residents' ham until prompted. -One resident accepted help after the cook offered to cut the ham. <p>Interviews with 6 residents in the dining room during the supper meal service on 11/05/19 from 5:30pm to 5:40pm revealed:</p> <ul style="list-style-type: none"> -One resident said "it would be nice" if he had a knife to use with his meals. -One resident said they were not allowed to have knives because of resident conditions and safety issues. -Three residents said they did not need knives as they used the side of their fork to cut food. -One resident said the staff would cut food if they requested help. <p>Interview with the first shift Cook on 11/05/19 at 5:40pm revealed:</p> <ul style="list-style-type: none"> -Residents were not allowed to have knives. -She thought it was not safe for residents to use knives because of their diagnoses. -She provided a document dated 09/25/18 signed by the facility physician stating no resident could have a knife. -Staff would cut food for residents if they requested help. <p>Review of a physician visit summary dated 09/25/18 revealed:</p> <ul style="list-style-type: none"> -It was posted on the pantry door in the kitchen. -It was signed by the facility's physician. -There was a hand-written statement on it that 	D 287		

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D 287	<p>Continued From page 8</p> <p>read "All residents are not allowed to have knives. If food needs to be cut, staff will cut for them."</p> <p>Observation of knives available on 11/06/19 at 9:00am revealed:</p> <ul style="list-style-type: none"> -Resident knives were kept on the top shelf in a kitchen cabinet. -There were enough knives for every resident to have a knife at meals. <p>Interview with the Administrator on 11/06/19 at 8:00am revealed:</p> <ul style="list-style-type: none"> -One resident threatened to harm herself with a knife, so the knives were removed from the dining room. -The residents' "mental illnesses" made it unsafe for them to have a knife available at meals. -Staff would cut resident's food upon request. -The Resident Care Coordinator (RCC) spoke with the facility physician 2 years ago and had him write a blanket statement saying no resident can have a knife. -Resident care plans did not contain any information regarding the exclusion of knives at mealtimes. -The physician renewed this document yearly. -The kitchen had enough knives for every resident to have a knife available at meals. 	D 287		
D 309	<p>10A NCAC 13F .0904(e)(3) Nutrition and Food Service</p> <p>10A NCAC 13F .0904 Nutrition and Food Service (e) Therapeutic Diets in Adult Care Homes: (3) The facility shall maintain an accurate and current listing of residents with physician-ordered therapeutic diets for guidance of food service staff.</p>	D 309		

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D 309	<p>Continued From page 9</p> <p>This Rule is not met as evidenced by: Based on observation, record reviews and interviews, the facility failed to ensure an accurate listing of therapeutic diets was maintained for the guidance of dietary staff for 1 of 3 sampled residents who had a physician's order for a mechanical soft diet with a dietary supplement to be given once daily.</p> <p>The findings are:</p> <p>Review of Resident #2's current FL2 dated 10/28/19 revealed: -Diagnoses included anorexia, iron deficiency anemia, dysphagia, liver cell carcinoma, anxiety and gastroesophageal reflux disease. -There was a diet order for a mechanical soft diet with a dietary supplement "Plus" to be given once daily.</p> <p>Review of Resident #2's record revealed: -There was a diet order dated 06/19/19 for a mechanical soft diet with a clear dietary supplement to be given 3 times daily with meals. -There was a diet order dated 10/11/19 to change the supplement from the "Clear" variety 3 times daily to the "Plus" variety to be given once daily.</p> <p>Observations in the kitchen on 11/5/19 at 9:20am revealed: -There was a computer-generated diet list hanging on the pantry door which was last updated on 03/26/19. -The diet list contained multiple hand-written, undated notations indicating diet changes.</p>	D 309		

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D 309	<p>Continued From page 10</p> <ul style="list-style-type: none"> -The handwritten changes were in 2 different handwritings. -Residents that had been discharged since 03/26/19 had been crossed off. -Residents that had been admitted since 03/26/19 were not included. -Resident #2's name was included on the list but both the diet and the supplement were handwritten and incorrect. -There was a diet order dated 06/19/19, hanging next to the diet list, indicating Resident #2 was changed to a mechanical soft diet and was to receive a "Clear" dietary supplement 3 times a day with his meals. -On a differnt wall there was a hand-written, un-dated list indicating dietary supplements to be given to residents. -This list contained undated corrections in multiple colors and handwritings. -Resident #2's name was included on this dietary supplement list but the supplement variety and frequency was incorrect. -There was nothing in the kitchen indicating the dietary supplement variety or frequency had changed for Resident #2 on 10/11/19. <p>Observation of the lunch meal service on 11/05/19 at 12:05pm revealed:</p> <ul style="list-style-type: none"> -The meal consisted of vegetable soup with crackers, grilled cheese sandwich and peaches. -Resident #2 declined the sandwich and peaches. -Resident #2 received soup and crackers, milk and water along with a high protein variety of dietary supplement rather than a "plus" variety as ordered. -Resident #2 consumed 100% of the items served. 	D 309		

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D 309	<p>Continued From page 11</p> <p>Observation of the dinner meal service on 11/5/19 at 5:20pm revealed:</p> <ul style="list-style-type: none"> -The meal consisted of sliced ham, navy beans, stewed tomatoes dinner roll, prunes and milk. -Resident #2 received chopped ham, navy beans, stewed tomatoes a dinner roll, prunes, milk and a high protein variety of dietary supplement. <p>Interview with Resident #2 on 11/5/19 at 5:30pm revealed:</p> <ul style="list-style-type: none"> -He received a dietary supplement with breakfast and supper. -Chicken needed to be ground in the food processor but other meats were okay if they were chopped or soft. -If a food was too hard to eat, he let the staff know and they would chop it. <p>Interview with the cook on 11/5/19 at 10:25am revealed:</p> <ul style="list-style-type: none"> -A therapeutic diet list was kept in the kitchen for reference. -The therapeutic diet list needed to be updated but she knew and remembered what changes had occurred. -The Resident Care Coordinator (RCC) was responsible for updating the therapeutic diet list as diet changes occurred or new residents were admitted. -The RCC updated the therapeutic diet list in several ways: hand wrote the change, verbally informed her, completed a diet change form or printed an entirely new therapeutic diet list. -For her reference she wrote and updated the dietary supplement list that she kept near the beverages. -She did not remember the last time she updated it. 	D 309		

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D 309	<p>Continued From page 12</p> <p>-She did not realize Resident #2's supplement variety and quantity was inaccurate.</p> <p>Interview with the cook on 11/5/19 at 12:15pm revealed Resident #2 was given a dietary supplement with every meal and he "usually drank the whole thing".</p> <p>Interview with the Resident Care Coordinator (RCC) on 11/06/19 at 8:40am revealed: -She was responsible for keeping the therapeutic diet list updated for the kitchen. -She would inform the cook when a diet change occurred, but she did not always print out a new report. -She did not know why she had not printed out a new report since 03/26/19. -The pharmacy program they used gave her the capability to print out a current diet report as needed.</p> <p>Interview with Administrator on 11/06/19 at 8:00am revealed: -She was not aware the therapeutic diet list was not current. -She did not know why the list was not current. -The therapeutic diet and the dietary supplement list needed to be kept up to date in the kitchen. -The RCC was responsible for updating the list as diet changes occurred.</p>	D 309		
D 315	<p>10A NCAC 13F .0905(a)(b) Activities Program</p> <p>10A NCAC 13F .0905 Activities Program (a) Each adult care home shall develop a program of activities designed to promote the residents' active involvement with each other, their families, and the community. (b) The program shall be designed to promote</p>	D 315		

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL036004	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 11/06/2019
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NAME OF PROVIDER OR SUPPLIER ROSEWOOD ASSISTED LIVING	STREET ADDRESS, CITY, STATE, ZIP CODE 721 NORTH MARIETTA STREET GASTONIA, NC 28052
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D 315	<p>Continued From page 13</p> <p>active involvement by all residents but is not to require any individual to participate in any activity against his will. If there is a question about a resident's ability to participate in an activity, the resident's physician shall be consulted to obtain a statement regarding the resident's capabilities.</p> <p>This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to implement an activity program that promoted the active involvement of the residents.</p> <p>The findings are:</p> <p>Observation of the November 2019 activities calendar posted in the main hallway revealed: -Activities included for November 2019 were exercise, nails, Monday night wrestling program on television, Thursday not football on television, Friday night wrestling program on television, bingo, movie night, games and bible study. -On 11/05/19 from 10:00am-11:00pm "nails" was scheduled activity. -On 11/05/19 from 1:00-3:00pm "Bingo" was scheduled activity. -On 11/06/19 from 10:00am-11:00am "exercise" was scheduled activity. -On 11/06/19 from 4:00pm-5:00pm "Tic-Tac-Toe" was scheduled activity.</p> <p>Observation on 11/05/19 between 8:30am and 1:30pm and 2:30pm-5:45pm revealed no activities were offered or conducted.</p> <p>Observation on 11/06/19 between 8:30am and 12:30pm revealed no activities were offered or conducted.</p>	D 315		

Division of Health Service Regulation

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D 315	<p>Continued From page 14</p> <p>Interview with a resident on 11/05/19 at 8:50am revealed: -He was not aware of any activities offered nor did he know there was an activity calendar. -He would do activities sometimes depending on what they were.</p> <p>Interview with a second resident on 11/05/19 at 9:02am revealed sometimes they would have bingo but not very often.</p> <p>Interview with a third resident on 11/05/19 at 9:19am revealed: -She had been at the facility for several years. -Some residents would walk to the store or go outside or watch television, but she was not aware of any other activities.</p> <p>Interview with a fourth resident on 11/05/19 at 9:30am revealed: -They watched television most of the time. -It did get boring watching tv day after day. -He would participate if they had activities.</p> <p>Interview with a fifth resident on 11/05/19 at 9:53am revealed "We don't do anything but watch TV and smoke."</p> <p>Interview with a sixth resident on 11/05/19 at 4:21pm revealed: -He had resided at the facility for about a month. -He was not aware of any activities provided by the facility. -He watched television for his activity. -He did not know if the facility played bingo on 11/05/19, "I've never seen them play it before".</p> <p>Observation on 11/06/19 at 10:00am of a cabinet</p>	D 315		

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D 315	<p>Continued From page 15</p> <p>in the hallway beside the kitchen revealed: -There were four board games. -There were about 10 puzzles of various sizes.</p> <p>Interview with the Administrator on 11/06/19 at 10:20pm revealed: -She was certified as the Activity Director (AD). -She was responsible for making the activity calendar, but she had allowed another staff member to do it for November 2019. -She could plan things for the residents, but they did not want to do anything unless it was for cigarettes or money. -The volunteer that came in on the weekend for Bible study had to pay the residents a dollar to get them to participate. -She thought there had been a resident who had her nails done. -She was not aware of the exercise activity for the morning of 11/06/19. -She had told residents to wait to play bingo on 11/05/19 until after dinner as they might have more participation. -She was not aware bingo was not conducted after dinner as she had suggested. -The staff who did transportation also helped do the activities but if there was an appointment that took priority. -She and the Resident Care Director would also do activities with the residents when they could.</p>	D 315		