

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>HAL060132</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>07/20/2020</b>
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NAME OF PROVIDER OR SUPPLIER  <b>THE SOCIAL AT COTSWOLD</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>3610 RANDOLPH ROAD</b> <b>CHARLOTTE, NC 28211</b>
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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 000	Initial Comments  The Adult Care Licensure Section and the Mecklenburg County DSS conducted a complaint investigation and a COVID-19 focused infection Control Survey with an onsite visit on July 20, 2020 and a desk review survey on July 6, 2020 through July 20, 2020 and a telephone exit on July 20, 2020.	D 000		
D 468	10A NCAC 13F .1309 Special Care Unit Staff Orientation And Train  10A NCAC 13F .1309 Special Care Unit Staff Orientation And Training  The facility shall assure that special care unit staff receive at least the following orientation and training: (1) Prior to establishing a special care unit, the administrator shall document receipt of at least 20 hours of training specific to the population to be served for each special care unit to be operated. The administrator shall have in place a plan to train other staff assigned to the unit that identifies content, texts, sources, evaluations and schedules regarding training achievement. (2) Within the first week of employment, each employee assigned to perform duties in the special care unit shall complete six hours of orientation on the nature and needs of the residents. (3) Within six months of employment, staff responsible for personal care and supervision within the unit shall complete 20 hours of training specific to the population being served in addition to the training and competency requirements in Rule .0501 of this Subchapter and the six hours of orientation required by this Rule. (4) Staff responsible for personal care and supervision within the unit shall complete at least	D 468		

Division of Health Service Regulation  
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE \_\_\_\_\_ TITLE \_\_\_\_\_ (X6) DATE \_\_\_\_\_

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D 468	<p>Continued From page 1</p> <p>12 hours of continuing education annually, of which six hours shall be dementia specific.</p> <p>This Rule is not met as evidenced by: Based on interviews and record reviews, the facility failed to assure 2 of 3 sampled staff (Staff A, and C) had received the 6 hours of special care unit (SCU) orientation training within the first week of hire, and one staff (Staff A) who worked in the Special Care Unit had completed an additional 20 hours of training.</p> <p>The Findings are:</p> <p>1. Review of employee record for Staff A, Personal Care Aide (PCA) by the facility revealed: -Staff A was hired on 08/21/19. -There was no documentation Staff A had any SCU training.</p> <p>Attempted telephone interview with Staff A, PCA on 07/20/20 at 2:00pm was unsuccessful</p> <p>2. Review of employee record for Staff C, PCA by the facility revealed: -Staff C was hired on 02/26/20. -There was no documentation provided that Staff C had any SCU training.</p> <p>Telephone interview on 07/20/20 at 2:20pm with Staff C revealed: -She had been a PCA for 10 years. -She had training on working with residents on the SCU. -She had completed online training when she started at the facility for working with residents with dementia.</p>	D 468		

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D 468	Continued From page 2  Telephone interview on 07/20/20 at 1:45pm with the Administrator revealed: -When she started at the facility in February 2020 her priority was to reduce the use of the agency staff and hire staff for the facility. -She had not had the time to go through the staff folders to make sure everyone had all the training needed. -It was the responsibility of the Business Office Manager (BOM) to assure all staff had the training needed. -The BOM in February 2020 and was still new to the training needs of the employees. -She would make sure that all staff had training in the SCU.	D 468		