

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL011133	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 03/02/2022
NAME OF PROVIDER OR SUPPLIER CHASE SAMARITAN ASSISTED LIVING		STREET ADDRESS, CITY, STATE, ZIP CODE 30 DALEA DRIVE ASHEVILLE, NC 28805		
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D 000	Initial Comments The Adult Care Licensure Section and the Buncombe County Department of Social Services conducted an annual survey and complaint investigation on 03/01/22 - 03/02/22. The complaint investigation was initiated by the Buncombe County Department of Social Services on 02/25/22.	D 000		
D 074	10A NCAC 13F .0306(a)(1) Housekeeping And Furnishings 10A NCAC 13F .0306 Housekeeping And Furnishings (a) Adult care homes shall: (1) have walls, ceilings, and floors or floor coverings kept clean and in good repair; This Rule is not met as evidenced by: Based on observations and interviews the facility failed to ensure the floors and ceilings were kept clean and in good repair as evidenced by the ceiling in the shared resident bathroom of rooms #211 and #213 with a black looking fuzzy substance, and two toilets, loose and heavily soiled with leaking water pooling in the floor of two shared bathrooms, #101 and #103, and rooms #109 and #111. The findings are: Observation of the shared resident bathroom for rooms #101 and #103 on 03/01/22 at 9:00am revealed: -Water was leaking from the toilet on the	D 074		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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D 074	<p>Continued From page 1</p> <p>bathroom floor.</p> <ul style="list-style-type: none"> -The water covered the floor from the middle of the base of the toilet to behind the toilet along the full length of the back wall. -The toilet was loose to the touch and the screws at the base of the toilet appeared broken. <p>Observation of the shared resident bathroom for rooms #109 and #111 on 03/01/22 at 9:08am revealed:</p> <ul style="list-style-type: none"> -The toilet was not affixed to the floor and was moveable upon touch. -The bathroom floor from the sink to the back wall behind the toilet was heavily soiled with brown and black grim and matter. -The seal around the toilet broken. -There was a watery, black substance extending out an inch to 1.5 inches from the seal. -There was dark brown fecal matter streaked down the base of the toilet. -There was a soiled, wet, black wad of toilet paper at the base of the toilet. -There was a pool of water surrounding the base of the toilet. <p>Observation of the ceiling in the shared bathroom for rooms #211 and #213 on 03/01/22 at 9:18am revealed :</p> <ul style="list-style-type: none"> -A 2 foot(ft) by 3 ft. area of the ceiling over the sink area was brown and discolored. -There was a black fuzzy looking substance approximately 4 inches by 3 inches congregated in an area closest to the wall on the ceiling. -There was multiple black areas the size of a pencil eraser throughout the 2 ft by 3 ft. area. -There were varying degrees of brown stains covering over the entire 2 ft. by 3 ft. area. <p>Interview with a resident who shared the bathroom in rooms #101 and #103 on 03/01/22</p>	D 074		

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D 074	<p>Continued From page 2</p> <p>at 9:00am revealed:</p> <ul style="list-style-type: none"> -The toilet had been leaking for the past four months. -She had mentioned it to the housekeeper as they had to clean up the water daily with towels to get the water up. -She did not like having to walk in the water to use the toilet. -She mentioned it to housekeeping again last week when they were in the room cleaning. -The housekeeper said he would fix it as soon as he had a chance to. -She had to be very careful when she went to sit on the toilet as the toilet moved when she sat down. -Nothing had been done to stabilize the toilet of fix the leak <p>Interview with a second resident who shared a bathroom in rooms #211 and #213 on 03/01/22 at 9:18am revealed:</p> <ul style="list-style-type: none"> -He was concerned there was black "mold" growing on the ceiling of the bathroom and the toilet was not affixed to the floor. -The ceiling had been that way a long time but he could not remember how long. -He had told the Maintenance Director several times but nothing had been done. -He was not sure of the last date he told maintenance but thought it had been in the past couple of weeks. <p>The ceiling was noticeable to anyone who walked into the bathroom.</p> <p>Interview with a third resident who shared a bathroom in rooms #109 and #111 on 03/01/22 at 9:50am revealed:</p> <ul style="list-style-type: none"> -The bathroom was just "nasty". He had to put on his shoes each time he needed to use the bathroom as of the water and grime. 	D 074		

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D 074	<p>Continued From page 3</p> <ul style="list-style-type: none"> -The toilet was not affixed to the floor would move if you went to sit down on it. -The toilet had been leaking for so long that the area around the base of the toilet had turned black. -He had told the Executive Director (ED) and the housekeeper but nothing had been done to fix the problem. -He had mentioned it back last summer and had mentioned it again to the housekeeper two weeks ago but was told he had not had time to get to it. <p>Interview with the Maintenance Director on 03/01/22 at 3:20pm revealed:</p> <ul style="list-style-type: none"> -He was responsible for general maintenance, daily housekeeping and transporting residents to their medical appointments. -Either the ED, staff or residents would notify him of things that needed to be fixed in the facility. -If he observed anything while he was providing housekeeping services or out in the facility he would attempt to fix as he could and had time. -He did not do any major plumbing or electrical services for the facility as those were contracted out. -The shared bathroom in #109 and #111 needed to be cleaned, resealed and have 2 bolts replaced at the bottom of the toilet. -He was aware but had not had time to take care of it as he had other duties to take care of. -The shared bathroom in #101 and #103 needed the toilet seal needed to be replaced, 2 new bolts to secure it and caulking to stop the leak. -He had noticed the leak yesterday for this bathroom. -The shared bathroom in room #211-#213 had a leak in the ceiling at one time and needed to be painted. -He was not responsible for painting in the facility, the ED was responsible for having it done 	D 074		

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D 074	Continued From page 4 with the contract company. -He had not noticed the ceiling and had not informed the ED. Interview with the ED on 03/02/22 at 3:35pm revealed: -She would randomly walk through and check rooms for any environmental issues but did not keep a log of this. -She expected the Maintenance Director or any of her staff, or the residents to inform her of any issues. -She had not been notified by residents or the Maintenance Director of any environmental issues with the ceilings, broken or soiled toilets. -The facility had a company the owners contacted with for large issues to be fixed in the building related to heating and air, plumbing, painting and other issues.	D 074		
D 113	10A NCAC 13F .0311(d) Other Requirements 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. This Rule is not met as evidenced by: Based on observations, record reviews, and interviews, the facility failed to ensure water temperatures were maintained between 100 and	D 113		

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D 113	<p>Continued From page 5</p> <p>116 degrees Fahrenheit (F) as evidenced by water temperatures of 126 F in 3 of 3 resident bathroom sinks on the 200 hall.</p> <p>The findings are:</p> <p>Observation of the water temperature in the bathroom sink located between bedroom #206 and #208 on 03/01/22 at 9:10am revealed the water temperature was 126 F.</p> <p>Observation of the water temperature in the bathroom sink located between bedroom #207 and #209 on 03/01/22 at 9:15am revealed the water temperature was 126 F.</p> <p>Observation of the water temperature in the bathroom sink located between bedroom #211 and #213 on 03/01/22 at 9:20am revealed the water temperature was 126 F.</p> <p>Interview with a resident on 03/01/22 at 2:15pm revealed:</p> <ul style="list-style-type: none"> -The hot water in the bathroom sink would get very hot and he had to turn on the cold water to lower the temperature. -He had informed staff about the hot water but could not remember who he had informed. <p>Interview with a second resident on 03/01/22 at 9:10am revealed he could not leave his hands under the hot water very long because it got too hot.</p> <p>Interview with a third resident on 03/01/22 at 2:20pm revealed:</p> <ul style="list-style-type: none"> -The hot water in the bathroom sink would get very hot. -He would just turn on the cold water. 	D 113		

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D 113	<p>Continued From page 6</p> <p>Interview with a fourth resident on 03/01/22 at 3:02pm revealed: -The water in the bathroom sink would get very hot. -He would wash his hands in cold water to avoid getting burned.</p> <p>Interview with two personal care aides (PCA) on 03/01/22 at 10:45am revealed the residents had not complained about the water being too hot in the bathrooms.</p> <p>Interview with the Maintenance Director (MD) on 03/01/22 at 10:30am revealed: -He did not know the procedure for checking water temperatures in the facility. -He thought the Executive Director (ED) had been doing random water temperature checks. -He had never checked the water temperatures.</p> <p>Review of the facility's hot water log revealed: -On 01/05/22 one hot water temperature check in room 101 was 106 F. -On 02/02/22 one hot water temperature check in room 113 was 108 F. -There were no documented hot water temperature checks on the 200 hall bathrooms.</p> <p>Interview with the ED on 03/01/22 at 10:33am revealed: -She did monthly water temperature checks in random bathrooms. -The last check had been completed in February 2022 on the 100 hall.</p> <p>Interview with the ED on 03/01/22 at 2:00pm revealed: -On 12/30/21 the residents had complained to the previous Administrator's family that the water was too cold.</p>	D 113		

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D 113	Continued From page 7 -The family member had a maintenance contractor come to the facility and turn the water temperature up. -The ED had checked the water temperatures but only on the 100 hall. Observation of the water temperature in the bathroom sink located between bedroom #206 and #208 on 03/02/22 at 9:45am revealed the water temperature was 126 F. Observation of the water temperature in the bathroom sink located between bedroom #207 and #209 on 03/02/22 at 9:46am revealed the water temperature was 126 F. Observation of the water temperature in the bathroom sink located between bedroom #211 and #213 on 03/02/22 at 9:48am revealed the water temperature was 126 F. Interview with the ED on 03/02/22 at 10:13 am revealed: -The MD had turned the temperature down on the 200 hall water heater on 03/01/22. -She had then checked the hot water in the bathroom sink located between bedroom #206 and #208 and it was 113.5 F. -She would instruct the MD to turn the hot water down to 105 F.	D 113		
D 315	10A NCAC 13F .0905(a)(b) Activities Program 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	D 315		

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D 315	<p>Continued From page 8</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 develop a program of activities to promote active resident involvement with each other and the community.</p> <p>The findings are:</p> <p>Interviews with 10 residents during initial tour on 03/01/22 from 8:47am to 9:50am revealed:</p> <ul style="list-style-type: none"> -There were no activities provided at the facility and he was very bored. -There was not an Activity Director at the facility. -Activities were not offered everyday. -There was not anything for the residents to do. -One resident would clean his room to keep busy but would like more activities. -There were no activities at the facility and he had nothing to do except walk around the building. -Two residents watched television to keep busy. -The facility did not offer any outings. -It was boring and depressing to sit around all day and have nothing to do. -They would participate if the facility offered activities. -The only thing they could do was sleep, walk outside and go to the dining room to eat. -There had not been anything on the activity calendar in months. -There was not anyone assigned to do activities that they were aware of. -They would participate if the facility offered any 	D 315		

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D 315	<p>Continued From page 9</p> <p>activities.</p> <ul style="list-style-type: none"> -There were no activities at the facility so she would just walk around. -Staff used to take residents to the store once a month but that did not occur anymore. -There was never an activities calendar posted in the building. -One resident kept busy by drawing and playing on his computer. -It had been months since there was anything placed on the calendar in the main hallway. -Most residents did nothing but walk around, smoke or sleep because there was nothing to do. -Residents get irritated with each other because there bored and frustrated. -Sitting in their room or inside the building all the time "gets to a person". <p>Observation of the facility's activity calendar on 03/01/22 at 9:25am and 03/02/22 at 8:30am revealed:</p> <ul style="list-style-type: none"> -A dry erase board with the word activities above it was hanging in the front hallway near the dining room door. -The month and dates were left blank. -No activities were written on the board. <p>Interview with the Executive Director (ED) on 03/01/22 at 3:36pm revealed:</p> <ul style="list-style-type: none"> -The facility offered activities like bingo and parties. -The facility had a superbowl party recently. -The residents would not participate in activities unless they were given money or prizes. -The residents wanted to sit outside and smoke cigarettes. -The facility did not employ, nor had they ever employed, an Activity Director. -The ED would designate a personal care aide (PCA) to assist the residents with activities. 	D 315		

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D 315	<p>Continued From page 10</p> <ul style="list-style-type: none"> -None of the PCA's had completed the training to be a certified Activity Director. -She erased the activity calendar yesterday (02/28/22) and did not have a chance to complete the calendar for March 2022. <p>Follow up interviews with 6 resident on 03/02/22 from 8:35am to 11:03am revealed:</p> <ul style="list-style-type: none"> -The activities calendar never had anything written on it. -There were no activities provided by the facility. -A couple years ago, before COVID-19, the residents went places and did activities like Bingo. -The facility had not played Bingo or any other games in the past three months. -The facility had not had any kind of Superbowl party or any kind of party. -The facility had not played Bingo nor had a Superbowl party or any party of any kind. -The facility did nothing and it was "depressing". -He lived at the facility for 6 months and the only time he ever saw anything written on the activities calendar was in December 2021. -There were never any activities provided for residents. -On the night of the Super Bowl the residents were given a cupcake decorated with a Super Bowl ring, but there was no type of party or activity. -He would participate if the facility offered any activities he was remotely interested in just to have something to do. -The residents did not have any activity to do except go to supper. -There were no group activities. -They had never heard of anything like a party being available. 	D 315		