

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>HAL026067</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>06/01/2022</b>
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NAME OF PROVIDER OR SUPPLIER  <b>ARC OF HOPE MILLS</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>4124 PECAN DRIVE</b> <b>HOPE MILLS, NC 28348</b>
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{D 000}	Initial Comments	{D 000}		
{D 077}	<p>10A NCAC 13F .0306(a)(4) Housekeeping And Furnishings</p> <p>10A NCAC 13F .0306 Housekeeping And Furnishings (a) Adult care homes shall: (4) have a North Carolina Division of Environmental Health approved sanitation classification at all times in facilities with 12 beds or less and North Carolina Division of Environmental Health sanitation scores of 85 or above at all times in facilities with 13 beds or more; This Rule shall apply 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 maintain a North Carolina Division of Environmental Health sanitation score of 85 or above.</p> <p>The findings are:</p> <p>Review of the facility's current NC Division of Environmental Health inspection report dated 11/02/21 revealed: -There was a score of 82.5. -There was documentation of cracked floors/tile around the women's community toilet, dirty, stained floors in residents' room, laundry room and community rest rooms. -There were documentation walls were soiled throughout the facility, paint was chipping and peeling.</p>	{D 077}		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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{D 077}	<p>Continued From page 1</p> <ul style="list-style-type: none"> <li>-The return vents and filters in both hallways were observed soiled.</li> <li>-There was microbial growth in residents' showers, on a wooden beam in the facility and on food placed in a plastic storage container.</li> <li>-There was a soiled bed pan not labeled or dated in a resident's room.</li> <li>-The water temperature in a resident's room was below 100 degrees Fahrenheit.</li> <li>-There were spider webs and live spiders and spider eggs observed in window seals, window screens and exit doors.</li> <li>-There were residents' personal items, blankets, socks and adult diapers stored on the floor.</li> <li>-The medication pill crusher was observed soiled with medication residue.</li> <li>-There were pillows, sheets and mattresses which were stained with bodily fluids and or food debris.</li> <li>-There was soiled linen stored directly on the floor.</li> <li>-There were residents' beverages stored directly on the floor.</li> </ul> <p>Observations of room #11 on 06/01/22 at 9:48am revealed:</p> <ul style="list-style-type: none"> <li>-There was a section of the baseboard missing that measured approximately two inches in width.</li> <li>-The missing portion of the baseboard was laying on the floor.</li> </ul> <p>Observations of the bathroom between rooms #10 and #11 on 06/01/22 at 9:50am revealed:</p> <ul style="list-style-type: none"> <li>-The floor tiles behind the commode were discolored with a brownish color stain.</li> <li>-The right lower corner of the sink cabinet, where the cabinet and floor joined, was broken and deteriorating.</li> <li>-There was a section of the baseboard missing at the corner of the wall next to the shower.</li> </ul>	{D 077}		

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{D 077}	<p>Continued From page 2</p> <p>Observations of the bathroom between rooms #8 and #9 on 06/01/22 at 10:10am revealed:</p> <ul style="list-style-type: none"> <li>-The towel bar on the wall next to the commode was broken.</li> <li>-The floor tile close to the shower was cracked.</li> <li>-The baseboard was separating from the wall.</li> <li>-The floor tiles around the commode were stained a brownish color.</li> <li>-There were cracked floor tiles in the doorway from room #9 leading into the bathroom.</li> </ul> <p>Observations of room #8 on 06/01/22 at 10:15am revealed:</p> <ul style="list-style-type: none"> <li>-The floor vent next to the bed was rusted and bent.</li> <li>-A floor tile near the door was cracked.</li> </ul> <p>Telephone interview with the local Environmental Health Department Inspector on 06/01/22 at 8:55am revealed:</p> <ul style="list-style-type: none"> <li>-The last inspection score for the facility was 82.5 which was from an environmental health inspection conducted on 11/02/21.</li> <li>-The facility management was responsible for requesting a follow up re-inspection visit because the facility management would know when the facility was ready for a re-inspection visit.</li> <li>-The facility had not requested a follow up re-inspection visit.</li> <li>-The Environmental Health Inspector would perform a "courtesy visit" if requested it, but no one had requested a courtesy visit.</li> <li>-There was no specific timeframe to make a request for a re-inspection visit.</li> <li>-Once a request for a re-inspection visit was made, the environmental sanitation department had 30 days after the request to perform the re-inspection visit.</li> </ul>	{D 077}		

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{D 077}	<p>Continued From page 3</p> <p>Interview with the Executive Director/Resident Care Coordinator (ED/RCC) on 06/01/22 at 9:15am revealed:</p> <ul style="list-style-type: none"> <li>-He was expecting the Environmental Health Inspector to come back to the facility for a re-inspection because the facility had a "low" inspection score.</li> <li>-To prepare for the revisit, the facility staff went through the last inspection report and corrected everything.</li> <li>-The facility staff continued to perform daily cleaning of the facility.</li> <li>-He had not tried to contact the Environmental Health Inspector to request a re-inspection visit.</li> </ul> <p>Interview with the Administrator on 06/01/22 at 10:54am revealed:</p> <ul style="list-style-type: none"> <li>-She saw the Environmental Health Inspector on 03/07/22, in a restuarant, and told her the facility was ready for a re-inspection.</li> <li>-She called the Environmental Health Inspector this morning at 10:00am and left a message advising the facility was ready for the environmental health re-inspection.</li> <li>-The Environmental Health Inspector called her today (06/01/22) and informed her that an inspection would be scheduled as soon as the inspection could be done.</li> </ul> <p>Interview with the Administrator on 06/01/22 at 1:45pm revealed she had not followed up with the Environmental Health Inspector since talking to her in March 2022 because she thought the Environmental health Inspector would be coming to the facility.</p> <p>Interview with the Housekeeper on 06/01/22 at 12:08pm revealed:</p> <ul style="list-style-type: none"> <li>-She was the only housekeeper at the facility.</li> <li>-She sometimes worked five days during the</li> </ul>	{D 077}		

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{D 077}	<p>Continued From page 4</p> <p>week.</p> <ul style="list-style-type: none"> <li>-She cleaned resident rooms every day.</li> <li>-She performed deep cleaning of resident rooms every other day.</li> <li>-When she deep cleaned rooms, she pulled out furniture, dusted, swept and mopped behind the furniture, cleaned windowsills.</li> <li>-She deep cleaned one resident hall each day.</li> <li>-The floor tiles were stained from wax build-up.</li> <li>-The floor stains would not come up.</li> <li>-The floors needed to be stripped and waxed again.</li> <li>-A local provider performed the waxing and buffing of the floors.</li> <li>-Many of the cracked floor tiles were in the facility since she began employment in March 2022.</li> </ul> <p>Interview with the Administrator on 06/01/22 at 1:47pm revealed:</p> <ul style="list-style-type: none"> <li>-The brown colored stained areas on the floors throughout the facility were from floor wax and could not be cleaned.</li> <li>-The floors needed to be stripped and waxed to remove the brown colored stained areas on the floors.</li> </ul> <p>Interview with the ED/RCC on 06/01/22 at 1:50pm revealed:</p> <ul style="list-style-type: none"> <li>-The baseboards were installed by the maintenance staff, and the facility did not currently have a maintenance staff.</li> <li>-He had to wait on the Owners to respond about replacing the cracked floor tiles.</li> <li>-He had been at the facility since November 2021, and there had not been any floor tiles replaced in the facility since November 2021.</li> </ul> <p>Interview with the Administrator on 06/01/22 at 2:20pm revealed she was responsible for ensuring the environmental health inspection was</p>	{D 077}		

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{D 077}	Continued From page 5  completed and the environment of the facility was maintained.	{D 077}		