Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	FCL001184	A. BUILDING: _____ B. WING _____	12/08/2021

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
ELIA 1 FAMILY CARE HOME	206 FRIENDLY ROAD BURLINGTON, NC 27217

(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
C 000	Initial Comments The Adult Care Licensure Section conducted an initial survey on 12/08/21.	C 000		
C 145	10A NCAC 13G .0406(a)(5) Other Staff Qualifications 10A NCAC 13G .0406 Other Staff Qualifications (a) Each staff person of a family care home shall: (5) have no substantiated findings listed on the North Carolina Health Care Personnel Registry according to G.S. 131E-256; This Rule is not met as evidenced by: Based on record reviews and interviews the facility failed to ensure 2 of 3 sampled staff (A and C) had no substantiated findings on the North Carolina Health Care Personnel Registry (HCPR) prior to hire. The findings are: Review of the facility's license revealed the license was effective on 06/08/21. 1. Review of Staff A's, Medication Aide (MA)/ Personal Care Aide (PCA) personnel record revealed: -There was no date of hire documented. -There was documentation a HCPR check was completed for Staff A on 07/18/21 with no documented findings. Attempted telephone interview with Staff A on 12/08/21 at 5:44pm was unsuccessful. Interview with the Administrator on 09/08/21 at 6:43pm revealed:	C 145		

Reviewed and Acknowledged with addendums on pages 2,3, 4, 8, and 11. Keisha Banks 01/14/22

Division of Health Service Regulation

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C 145	Continued From page 1 -Staff A's date of hire was 05/01/21. -Staff A did not start working at the facility until October 2021. -He was responsible for performing HCPR checks on new employees. -He usually completed HCPR checks upon hire 2. Review of Staff C's, Medication Aide (MA)/ Personal Care Aide (PCA) personnel record revealed: -There was no date of hire documented. -There was no documentation a HCPR check was completed for Staff C. Telephone interview with Staff C on 12/08/21 at 5:44pm revealed: -She worked at a sister facility, but she filled in at this facility about 3 times. -She remembered filling in at the facility on Thanksgiving Day, 11/22/21, and on the weekend of 12/04/21. -She did not remember when she filled in at the facility prior to November and December 2021. -She did not know if a HCPR check was completed for her upon hire. Interview with the Administrator on 12/08/21 at 4:41pm revealed: -Staff C's hire date was June 2021. -Staff C worked at another one of his facilities, but she filled in at the facility in June 2021 and a few other times as needed. -Staff C did not have a HCPR check upon hire at the facility. -He thought that Staff C was okay to work at the facility since she met all requirements at the other facility.	C 145	As of 12/10/2021, staff A is no longer working at this facility. The Administrator will see to it that all fill-in staff will have a complete staff folder just as regular staff do. Staff C filled in at this facility as a result of a staffing emergency. This did not give the Administrator enought time to complete full documention for her. Going forward, all fill-in staff will have HCPR record at any facility they work in.	01/12/22 (KB 01/14/22)

Division of Health Service Regulation

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C 147	Continued From page 2	C 147		
C 147	10A NCAC 13G .0406(a)(7) Other Staff Qualifications 10A NCAC 13G .0406 Other Staff Qualifications (a) Each staff person of a family care home shall: (7) have a criminal background check in accordance with G.S. 114-19.10 and G.S. 131D-40; This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to ensure 1 of 3 sampled staff (A) had a statewide criminal background check completed upon hire. The findings are: Review of the facility's license revealed the license was effective on 06/08/21. Review of Staff A's, Medication Aide (MA)/Personal Care Aide (PCA), personnel record revealed: -There was no date of hire documented. -There was documentation of a criminal background check completed on 11/18/20. -There was no documentation of a criminal background check on or after 06/08/21 Attempted telephone interview with Staff A on 12/08/21 at 5:44pm was unsuccessful. Interview with the Administrator on 12/08/21 at 6:43pm revealed: -He was responsible for ensuring criminal background checks were completed upon hire. -Staff A had a criminal background check completed for another one of his facilities but not for the current facility.	C 147	Criminal background check had been performed by the Administrator for staff A in another sister facility. Going forward, all criminal background checks will be made when the staff member begins work in any facility. Hence making this documentation facility specific.	01/12/22 (KB 01/14/22)

Division of Health Service Regulation

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C 147	Continued From page 3 -He thought he could use the criminal background check from the other facility for this facility. -Staff A administered medication and provided personal care to residents.	C 147		
C 246	10A NCAC 13G .0902(b) Health Care 10A NCAC 13G .0902 Health Care (b) The facility shall assure referral and follow-up to meet the routine and acute health care needs of residents. This Rule is not met as evidenced by: Based on observations, interviews, and record reviews, the facility failed to ensure health care referral and follow up for 1 of 3 sampled residents related to a missed wellness appointment and a pulmonology appointment (Resident #1). The findings are: Review of Resident #1's current FL2 dated 11/09/21 revealed diagnoses included pneumonia, chronic obstructive pulmonary disease, and respiratory failure. Review of Resident #1's physician's order dated 05/23/21 revealed an order for to referral to pulmonology. Interview with a receptionist at Resident #1's primary care provider's (PCP) office on 12/08/21 at 11:33am revealed: -Resident #1 had an appointment for a wellness visit on today, 12/08/21 at 10:30am and was a "no show." -No one from the facility called to cancel or reschedule Resident #1's appointment.	C 246	The Administrator was Scheduled to take resident #1 to her appointment. However, as a result of the State survey by DHSR on 12/08/21, the appointment was unfortunately not honored. Going forward, the administrator will make other arrangements on such days, in order for clients not to miss any Doctor's appointments.	01/12/22 (KB 01/14/22)

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C 246	Continued From page 4 -The PCP's office scheduled a pulmonology appointment for Resident #1 and informed facility staff of the appointment. -The appointment with the pulmonologist was scheduled for 12/07/21 at 9:15am. Interview with a receptionist at Resident #1's pulmonologist's office on 12/08/21 at 11:48am revealed: -Resident #1 had an appointment with the pulmonologist for an initial visit on 12/07/21 at 9:15am. -Resident #1 was considered a "no show" as no one called to cancel or reschedule the pulmonologist appointment until around the time of the appointment. Interview with Resident #1 on 12/08/21 at 11:54am revealed: -She did not know she had an appointment on today, 12/08/21, with her PCP. -She knew she had an appointment with the dentist on today, but she did not choose to go because she was not feeling well. -She did not know she had an appointment with the pulmonologist on 12/07/21. -There was no reason why she could not have gone to the appointment with the pulmonologist. -Her breathing was "okay" today and on yesterday (12/07/21). A second interview with Resident #1 on 12/08/21 at 6:29pm revealed: -Her PCP referred her to a pulmonologist because she had been in the hospital prior to being admitted to the facility and the PCP wanted to make sure everything was "okay" with her breathing. -It had been about a year since she was last seen by a pulmonologist.	C 246	As a result of an emergency involving another resident, this appointment was not honored on 12/17/2021. The appointment was rescheduled on the same day for 12/17. On 12/17/2021, the resident in question was seen by her pulmonologist. Going forward, when any emergency situation occurs, ~~an~~ it will not interfere with any resident's appointments. The health and wellness of all our residents continues to be our utmost priority.	

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C 246	Continued From page 5 Telephone interview with Resident #1's PCP on 12/08/21 at 2:33pm revealed: -The order for a pulmonologist referral dated 05/23/21 should have been dated 11/23/21 as that was the only visit she had with Resident #1. -Resident #1 had seen a pulmonologist previously and had Alpha 1 genetic traits which placed her at a higher risk for pulmonary complications. -She thought it would be best for Resident #1 to be monitored by a pulmonologist. -Resident #1 had an appointment with her today, 12/08/21 for a Medicare wellness visit, but she did not show up, and this was a little concerning to her. Interview with the Administrator on 12/08/21 at 12:04pm revealed: -He kept a schedule of residents' appointments and transported them to medical appointments. -Resident #1 had a Medicare wellness appointment today, 12/08/21 with her PCP, but her appointments were double booked as she also had an appointment with her dentist today. -He scheduled the dental appointment for Resident #1 on 12/07/21. -The dentist's office did not call him back until around 5:00pm on 12/07/21 with the appointment for 12/08/21 at 11:15am. -Resident #1 told him she preferred to go to the dental appointment because she had broken a tooth. -He did not know why he did not cancel or reschedule Resident #1's wellness appointment. -He knew Resident #1 had a pulmonologist appointment on yesterday, on 12/07/21. -He had an emergency with another resident in another one of his facilities, so he could not take Resident #1 to the pulmonologist appointment. -There was no one else to take Resident #1 to	C 246	As a result of the State visit on 12/8, the appointment was unfortunately not honored. The appointment was rescheduled for 1/6/22. Resident #1 was attended to by the healthcare professionals. The health and wellness of all our residents remain our utmost priority.	

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C 246	Continued From page 6 her pulmonologist appointment. -He rescheduled Resident #1's appointment with the pulmonologist, but he did not do so until around the time of the appointment because of the emergency with the other resident.	C 246		
C 288	10A NCAC 13G .0905(a) Activities Program 10A NCAC 13G .0905 Activities Program (a) Each family care home shall develop a program of activities designed to promote the residents' active involvement with each other, their families, and the community. This Rule is not met as evidenced by: Based on observations, interviews, and record reviews, the facility failed to implement a program of activities to promote the residents' active involvement with each other and the community. The findings are: Observation of the facility on 12/08/21 at various times between 10:15am to 1:15am and 2:30pm to 7:00pm revealed no activities were offered to the residents. Review of the activity calendar for December 2021 revealed: -The activity calendar for December 2021 was posted on the wall behind the dining table. -There were 14 hours of activities listed for each week in December 2021 and there was an activity scheduled daily. -Activities for the month of December 2021 included crafts, sing-a-long, drawing, spelling bee, church, walk around the block, toss ball, reading, name that tune, devotion-singing, movie	C 288		

Division of Health Service Regulation

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C 288	Continued From page 7 time, dancing, word game, story time, movie quiz, tv church, sharing healthy tips, birthday party for the month, arts and crafts, board games, art day, chess, and playing cards. -The activity for 12/08/21 was walk around the block and was scheduled from 10:00am until 11:00am Observation of the residents on 12/08/21 at various times between 10:15am and 7:00pm revealed: -There was a resident laying on the couch in the living room. -There was a resident who left the facility for an appointment and returned. -There was another resident who was dropped off at the store and returned. -There was one resident in bed throughout the visit. -There was one resident visiting other residents in their rooms. -There were two residents sitting in the living room. Interview with a resident on 12/08/21 at 10:24am revealed: -There were no activities offered in the facility, but she would like to participate in activities. -She was just talking to another resident this week about planning an outing for the two of them. -She had not seen an activities calendar. Interview with a second resident on 12/08/21 at 10:29am revealed: -There had been no activities offered to residents since she was admitted to the facility about a month ago. -She wanted to do activities and thought volleyball or other outdoor activities would be fun.	C 288	This facility had only one resident for many months. As a result, all activities were tailored to coloring which the resident wanted to do daily. When other residents were admitted, it offered the administrator the opportunity to reintroduce activities daily.	01/12/22 (KB 01/14/22)

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C 288	Continued From page 8 Interview with a third resident on 12/08/21 at 10:33am revealed: -There were no activities offered at the facility. -He would participate in activities if offered. -He and another resident had just planned to take the bus to a local restaurant for an outing. Interview with the Medication Aide (MA)/Personal Care Aide (PCA) on 12/08/21 at 6:40pm revealed: -The staff on duty were responsible for leading activities during their shift. -She started working in the facility in November 2021 and had not seen an activity calendar for November 2021 or December 2021. -She had not done any activities with the residents since she started working at the facility. -She usually sat with some of the residents in the living room and watched television and other residents preferred to stay in their rooms. Interview with the Administrator on 12/08/21 at 6:43pm revealed: -The MA/PCAs were responsible for doing activities with the residents. -For a long time, there was only 1 resident in the facility. -He knew residents should be provided the opportunity to participate in 14 hours of activities daily. -Staff had not been conducting activities with residents recently because staff had been focused on the holidays and taking care of the residents' medical needs.	C 288	The activity director has spent some time with staff members, to explain the importance of keeping all residents active. Simple activities will continue to be offered daily to residents. Some of these activities include playing cards, chess and uno, coloring, and monopoly among other things.	
C992	G.S. § 131D-45 G.S. § 131D-45. Examination and screening for G.S. § 131D-45. Examination and screening for	C992		

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C992	Continued From page 9 the presence of controlled substances required for applicants for employment in adult care homes. (a) An offer of employment by an adult care home licensed under this Article to an applicant is conditioned on the applicant's consent to an examination and screening for controlled substances. The examination and screening shall be conducted in accordance with Article 20 of Chapter 95 of the General Statutes. A screening procedure that utilizes a single-use test device may be used for the examination and screening of applicants and may be administered on-site. If the results of the applicant's examination and screening indicate the presence of a controlled substance, the adult care home shall not employ the applicant unless the applicant first provides to the adult care home written verification from the applicant's prescribing physician that every controlled substance identified by the examination and screening is prescribed by that physician to treat the applicant's medical or psychological condition. The verification from the physician shall include the name of the controlled substance, the prescribed dosage and frequency, and the condition for which the substance is prescribed. If the result of an applicant's or employee's examination and screening indicates the presence of a controlled substance, the adult care home may require a second examination and screening to verify the results of the prior examination and screening. This Rule is not met as evidenced by: Based on interviews and record reviews, the facility failed to ensure documentation of an examination and screening for the presence of controlled substances was completed for 3 of 3 sampled staff (Staff A, B, and C) prior to hire.	C992		

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C992	Continued From page 10 The findings are: Review of the facility's license revealed the license was effective on 06/08/21. 1. Review of Staff A's, Medication Aide (MA)/Personal Care Aide (PCA), personnel record revealed: -There was no hire date listed for Staff A. -There was a certificate dated 05/01/21 for Staff A documenting she successfully passed a random drug test. -There was no documentation of the test batch number or test results. Attempted telephone interview with Staff A on 12/08/21 at 5:44pm was unsuccessful. Interview with the Administrator on 12/08/21 at 4:41pm revealed Staff A's hire date was 05/01/21. Refer to interview with the Administrator on 12/08/21 at 4:41pm. 2. Review of Staff B's, Medication Aide (MA)/Personal Care Aide (PCA), personnel record revealed: -There was no hire date listed for Staff B. -There was a certificate dated 11/10/21/21 for Staff B documenting she successfully passed a random drug test. -There was no documentation of the test batch number or test results. Interview with Staff B on 12/08/21 at 5:09pm revealed she remembered doing a drug test at the facility in August 2021, but she had not done a drug test since she started working at the facility on 11/26/21.	C992	All staff undergo the random in house drug test conducted by the administrator. A photograph of the test used and the results will be properly documented. This will be done religiously going forward. A company may be used to supplement in house drug testing. This will be done by an external entity in the community. Their results will be saved in staff records.	01/12/22 (KB 01/14/22)

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C992	Continued From page 11 Interview with the Administrator on 12/08/21 at 4:41pm revealed Staff B's hire date was 11/26/21. Refer to interview with the Administrator on 12/08/21 at 4:41pm. 3. Review of Staff C's, Medication Aide (MA)/Personal Care Aide (PCA), personnel record revealed: -There was no hire date listed for Staff C. -There was no documentation of a drug screening. Telephone interview with Staff C on 12/08/21 at 5:46pm revealed: -She worked at a sister facility, but she filled in at the facility about 3 times. -She last worked at the facility on last weekend. -She did not have a drug screening at the facility. Interview with the Administrator on 12/08/21 at 4:41pm revealed: -Staff C's hire date was June 2021. -Staff C worked at another one of his facilities, but she filled in at the facility in June 2021 and a few other times as needed. -Staff C did not have a drug screening at this facility. -He thought that Staff C was "okay" to work at the facility since she met all requirements at the other facility. Refer to interview with the Administrator on 12/08/21 at 4:41pm. Interview with the Administrator on 12/08/21 at 4:41pm revealed: -He was responsible for ensuring staff had drug screenings upon hire.	C992	Drug testing will be done by either of the following ways. A. It can be performed in house with the results and test batch numbers properly documented. B. Conducted by an off site company located within the community.	

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C992	Continued From page 12 -He completed drug screenings at the facility for staff. -He did not know he needed information regarding the test and results. -He thought the certificate was sufficient to document staff passing the drug test.	C992		