

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL022005	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 10/11/2023
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NAME OF PROVIDER OR SUPPLIER HAYESVILLE HOUSE	STREET ADDRESS, CITY, STATE, ZIP CODE 480 OLD 64 WEST HAYESVILLE, NC 28904
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D 000	Initial Comments The Adult Care Licensure Section and the Clay County Department of Social Services conducted an annual survey and complaint investigation on 10/10/23-10/11/23.	D 000	Reponse to the Standard Deficiency does not constitute an admission or agreement by the facility of the truth of the facts alleged or conclusions set forth in the Statement of Deficiency or Corrective Action Report. The Plan of Correction is solely prepared as a matter of compliance with State Law.	
D 465	<p>10A NCAC 13F .1308(a) Special Care Unit Staff</p> <p>10A NCAC 13F .1308 Special Care Unit Staff (a) Staff shall be present in the unit at all times in sufficient number to meet the needs of the residents; but at no time shall there be less than one staff person, who meets the orientation and training requirements in Rule .1309 of this Section, for up to eight residents on first and second shifts and 1 hour of staff time for each additional resident; and one staff person for up to 10 residents on third shift and .8 hours of staff time for each additional resident.</p> <p>This Rule is not met as evidenced by: Based on interviews and record reviews, the facility failed to ensure required staffing hours were met on all three shifts based on a census of 36 for 6 sampled shifts from 09/23/23 through 09/24/23, a census of 35 for 6 sampled shifts from 09/30/23 through 10/01/23, and a census of 35 for 6 sampled shifts from 10/07/23 through 10/08/23.</p> <p>The findings are:</p> <p>Review of the facility's current license by the Division of Health Service Regulation effective 01/01/2023 revealed the facility was a licensed Special Care Unit (SCU) with a capacity of 60 residents.</p> <p>Review of the facility census record from 09/23/23 through 09/24/23 revealed there was a</p>	D 465	<p>It is the policy of Hayesville House to make sure that all rules are followed in accordance with rules under 10A NCAC 13F .1308(a) Special Care Unit Staff.</p> <p>These rules will be met by:</p> <p>ED, MCM and BOC have reviewed Rule .1308 and .1309 in order to comply with the correct staffing requirements for SCU. 10/18/23</p> <p>ED and BOC will interview and hire new applicants upon receipt of application for vacant positions. 11/30/23</p> <p>ED will complete bi-weekly staffing schedule and present to MCM for review. MCM will be responsible for replacing call-outs or no-calls. 11/30/23</p> <p>BOC and MCM will monitor staffing ratio compliance and report to ED weekly. 11/30/23</p> <p>ED will continue to hold admissions until staffing requirements are met per rule 10A NCAC 13F.1308(a) Special Care Unit Staff 10/18/23</p>	

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

Sherry Palmer

TITLE

Executive Director

(X6) DATE

10/19/23

STATE FORM

8899

RVLS11

If continuation sheet 1 of 5

Reviewed and acknowledged *Julie Grooms, RN* 10/23/23

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D 465	<p>Continued From page 1</p> <p>census of 36 residents which required 36 staff hours on first and second shifts and 28 staff hours on third shift.</p> <p>Review of the facility census record from 09/30/23 through 10/01/23, and 10/07/23 though 10/08/23 revealed there was a census of 35 residents which required 35 staff hours on first and second shifts and 27.5 staff hours on third shift.</p> <p>Review of the staff time records from 09/23/23 through 09/24/23 revealed:</p> <ul style="list-style-type: none"> -On 09/23/23, the census was 36 requiring 36 staff hours on first shift and a total of 24 staff hours were provided leaving a shortage of 8 hours. -On 09/23/23, the census was 36 requiring 28 staff hours on third shift and a total of 20.5 staff hours were provided leaving a shortage of 7.5 hours. -On 09/24/23, the census was 36 requiring 36 staff hours on first shift and a total of 24 staff hours were provided leaving a shortage of 8 hours. -On 09/24/23, the census was 36 requiring 36 staff hours on second shift and a total of 23 staff hours were provided leaving a shortage of 13 hours. -On 09/30/23, the census was 35 requiring 35 staff hours on first shift and a total of 24 staff hours were provided leaving a shortage of 11 hours. -On 09/30/23, the census was 35 requiring 35 staff hours on second shift and a total of 24 staff hours were provided leaving a shortage of 11 hours. -On 09/30/23, the census was 35 requiring 27.50 staff hours on third shift and a total of 24 staff hours were provided leaving a shortage of 3.5 	D 465		

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D 465	Continued From page 2 hours. -On 10/01/23, the census was 35 requiring 35 staff hours on second shift and a total of 28.5 staff hours were provided leaving a shortage of 6.5 hours. -On 10/01/23, the census was 35 requiring 27.5 staff hours on third shift and a total of 24 staff hours were provided leaving a shortage of 3.5 hours. -On 10/07/23, the census was 35 requiring 35 staff hours on first shift and a total of 25.75 staff hours were provided leaving a shortage of 9.25 hours. -On 10/07/23, the census was 35 requiring 35 staff hours on second shift and a total of 33 staff hours were provided leaving a shortage of 2 hours. -On 10/08/23, the census was 35 requiring 35 staff hours on first shift and a total of 24 staff hours were provided leaving a shortage of 11 hours. -On 10/08/23, the census was 35 requiring 35 staff hours on second shift and a total of 27.5 staff hours were provided leaving a shortage of 7.5 hours. Telephone interview with a resident's family member on 10/10/23 at 3:10pm revealed: -They were at the facility every weekend. -The staffing was always short on Saturday and Sunday. -She did not know how the few staff that were present on Saturday and Sunday managed to provide the personal care for residents that was needed. Interview with a medication aide (MA) on 10/11/23 at 11:30am revealed: -She worked on weekends. -The facility was frequently short staffed on	D 465		

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D 465	<p>Continued From page 3</p> <p>weekends.</p> <p>-The personal care aides (PCAs) would often need her assistance with residents, but she was unable to provide it immediately and the PCAs would get upset.</p> <p>-She always helped, but she could not immediately stop and help the PCA to assist residents out of bed, provide incontinence care, or get vital signs when she was in the middle of preparing medication for administration.</p> <p>Interview with a PCA on 10/11/23 at 11:40am revealed:</p> <p>-She worked on weekends.</p> <p>-Staffing was often short but they were able to manage to provide all the necessary care even though it was sometimes very challenging.</p> <p>Interview with a second PCA on 10/11/23 at 11:49am revealed:</p> <p>-She worked on weekends.</p> <p>-The facility was usually short of staff on the weekends.</p> <p>-It was much more difficult to get all the resident care done on the weekends, but it was manageable.</p> <p>-She has asked for assistance from the MA on the weekend, but sometimes you had to wait if the MA was in the middle of preparing medications for a resident.</p> <p>Interview with the Special Care Coordinator (SCC) on 10/11/23 at 2:45pm revealed:</p> <p>-She did not prepare the staff schedule for the facility.</p> <p>-She was made aware by the Administrator on Mondays if the facility had been short staffed over the weekend.</p> <p>-She was not sure what the state regulations were regarding staffing since she did not prepare</p>	D 465		

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D 465	<p>Continued From page 4</p> <p>the staff schedule.</p> <p>-She thought the state regulations were 1 staff to 8 residents on 1st and 2nd shift and 1 staff to 10 residents on 3rd shift, but she was not sure if that was correct.</p> <p>Interview with the Administrator on 10/11/23 at 2:52pm revealed:</p> <p>-For the past several weeks, she and the Activity Director have been completing the staffing schedule.</p> <p>-Weekends had been problematic for about a month due to staff leaving who worked the weekends regularly.</p> <p>-She completed the schedule according to the census to provide 1 staff per 8 residents on first and second shifts and 1 staff per 10 residents on third shift.</p> <p>-She thought she was scheduling enough staff hours on the weekends.</p> <p>-Since the facility has been short staffed, she has temporarily stopped admitting new residents.</p>	D 465		