

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: FCL091018	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 04/04/2024
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NAME OF PROVIDER OR SUPPLIER HOUSE OF BLESSINGS FAMILY CARE HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 1421 ROSS MILL ROAD HENDERSON, NC 27537
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C 000	Initial Comments The Adult Care Licensure Section conducted an annual survey on 04/04/24.	C 000		
C 246	<p>10A NCAC 13G .0902(b) Health Care</p> <p>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.</p> <p>This Rule is not met as evidenced by: Based on interviews and record reviews, the facility failed to ensure referral and follow-up to meet the routine needs for 1 of 3 sampled residents (Resident #3) related to a colonoscopy.</p> <p>The findings are:</p> <p>Review of Resident #3's FL2 dated 07/25/23 revealed diagnoses included gastroesophageal disease (GERD).</p> <p>Review of an order from Resident #3's gastroenterologist dated 01/03/24 revealed Resident #3 was scheduled for a colonoscopy screening on 02/15/24.</p> <p>Review of Resident #3's February 2024 medication administration record (MAR) revealed: -There was an entry for polyethylene glycol (PEG) 350 electrolyte combination solution (used to cleanse the colon before certain medical test) begin at 5:00pm the evening before the procedure; drink 8 ounces of mix every 10 to 20 minutes until half of the solution is gone. -Refrigerate the other half of solution and begin drinking again five hours before scheduled procedure and must complete all of mixture. -There was a hand-written note "prep cancelled</p>	C 246		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

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C 246	<p>Continued From page 1</p> <p>01/26/24 per guardian".</p> <p>Telephone interview with a representative from Resident #3's gastroenterologist office on 04/04/24 at 3:37pm revealed:</p> <ul style="list-style-type: none"> -Resident #3 had a colonoscopy procedure scheduled for 02/15/24. -The facility called and cancelled Resident #3's colonoscopy on 01/26/24. -The facility had not rescheduled Resident #3's colonoscopy. -The facility would have to contact the gastroenterologist to reschedule the procedure. <p>Interview with Resident #3 on 04/04/24 at 3:53pm revealed:</p> <ul style="list-style-type: none"> -He had a colonoscopy years ago before he was admitted to the facility, but he did not know how long ago. -He did not know the results from the colonoscopy from before he was admitted to the facility. -He had a family member who had a history of colon cancer. -He had a routine colonoscopy scheduled about a month ago, but he was having some personal issues and his guardian told him he did not have to have the colonoscopy procedure. -He did not know if the appointment for the colonoscopy had been rescheduled. -He did not know who was supposed to reschedule the colonoscopy. -He wanted to have the procedure, so he was okay with it being rescheduled. <p>Telephone interview with Resident #3's guardian on 04/04/24 at 12:49pm revealed:</p> <ul style="list-style-type: none"> -She requested the facility cancel Resident #3's colonoscopy procedure scheduled in February 2024 because he was out of sorts and depressed 	C 246		

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C 246	<p>Continued From page 2</p> <p>and it would be too much for him to handle.</p> <ul style="list-style-type: none"> -She had not heard from the facility about a rescheduled date for the colonoscopy. -The facility was responsible for rescheduling the colonoscopy for Resident #3. -She assumed the facility would have rescheduled the procedure when they called to cancel in February 2024. -The facility should have rescheduled the appointment for Resident #3 because they were the ones who transported him to his appointments and procedures and stayed with him and knew what they could schedule. -She was not sure why Resident #3's primary care provider (PCP) had scheduled the colonoscopy. -She expected the facility to reschedule Resident #3's colonoscopy and then notify her of the date. <p>Interview with the medication aide/supervisor-in-charge (MA/SIC) on 04/04/24 at 12:12pm revealed:</p> <ul style="list-style-type: none"> -Resident #3 had a colonoscopy scheduled for 02/15/24. -She thought the gastroenterologist had scheduled the colonoscopy, but she did not know if there was a concern or if it was routine. -The appointment was cancelled because Resident #3 became depressed and his guardian said to cancel it. -Resident #3 had not done the preparation or taken the prep medication because the appointment was cancelled a few days before the appointment date. -The PEG was returned to the pharmacy. -She had not rescheduled the appointment for the colonoscopy because Resident #3's guardian had not said it was okay to reschedule the appointment. 	C 246		

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C 246	<p>Continued From page 3</p> <p>Interview with the Administrator on 04/04/24 at 2:21pm and 4:03pm revealed:</p> <ul style="list-style-type: none"> -Resident #3's PCP had referred him to the gastroenterologist for a colonoscopy screening because of his family history of colon cancer. -The SIC/MA was responsible for scheduling appointments for the residents. -Resident #3's gastroenterologist had scheduled the colonoscopy screening and had ordered the colonoscopy preparation medication. -Resident #3 was having some emotional issues so his guardian called the facility and told them to cancel the colonoscopy because she felt was too much for him to handle. -The SIC/MA cancelled the appointment. -The PCP made the appointment for the colonoscopy procedure that was cancelled. -The facility staff called Resident #3's guardian and she was supposed to reschedule his colonoscopy. -She was going to follow-up with Resident #3's guardian within four to six weeks from the cancelled procedure date. -She had not followed up with the guardian yet because it had not been a month. <p>Attempted telephone interview with Resident #1's PCP on 04/04/24 at 1:40pm was unsuccessful.</p>	C 246		
C 330	<p>10A NCAC 13G .1004(a) Medication Administration</p> <p>10A NCAC 13G .1004 Medication Administration (a) A family care home shall assure that the preparation and administration of medications, prescription and non-prescription and treatments by staff are in accordance with:</p> <p>(1) orders by a licensed prescribing practitioner which are maintained in the resident's record; and</p>	C 330		

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C 330	<p>Continued From page 4</p> <p>(2) rules in this Section and the facility's policies and procedures.</p> <p>This Rule is not met as evidenced by: Based on observations, interviews, and record reviews, the facility failed to ensure medications were administered as ordered for 1 of 3 sampled residents (#1) related to an antibiotic.</p> <p>The findings are:</p> <p>Review of Resident #1's current FL-2 dated 06/06/23 revealed diagnoses included metabolic encephalopathy, diabetes, hypertension and cardiomyopathy.</p> <p>Review of Resident #1's after visit report from his primary care provider (PCP) dated 01/09/24 revealed: -He had diagnoses of acute right otitis media (a middle ear infection) and otitis externa of bilateral ears (inflammation of the inner ear). -There was an order for ofloxacin (used to treat infection) 0.3% eardrops instill five drops into bilateral ears twice daily. -There was an order for ofloxacin 0.3% eardrops instill 10 drops into bilateral ears once daily.</p> <p>Review of Resident #1's January 2024 medication administration record (MAR) revealed: -There was a hand-written entry for ofloxacin five drops in each ear twice daily the scheduled times had been scratched out. -Ofloxacin was documented as administered twice daily from 01/06/24 to 01/15/24 and once on 01/16/24; ofloxacin was administered 11 times. -The word "DONE" was hand-written across the remainder of the dates. -There was not an entry for ofloxacin 0.3%</p>	C 330		

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C 330	<p>Continued From page 5</p> <p>eardrops instill 10 drops into bilateral ears once daily on the MAR.</p> <p>Review of Resident #1's February 2024 MAR revealed: -There was an entry for ofloxacin 0.3% eardrops instill 10 drops into bilateral ears once daily. -There was a hand-written note "finished" "no refills" on the entry. -There was no entry for the ofloxacin 0.3% eardrops instill five drops into bilateral ears twice daily.</p> <p>Review of Resident #1's March 2024 MAR revealed: -There was an entry for ofloxacin 0.3% eardrops instill 10 drops into bilateral ears once daily. -There was a hand-written note "comp [completed] 02/24" on the entry. -There was no entry for the ofloxacin 0.3% eardrops instill five drops into bilateral ears twice daily.</p> <p>Review of Resident #1's April 2024 MAR from 04/01/24 to 04/04/24 revealed: -There was an entry for ofloxacin 0.3% eardrops instill 10 drops into bilateral ears once daily. -There was a hand-written note "comp [completed] 02/24 need discontinue order" on the entry. -There was no entry for the ofloxacin 0.3% eardrops instill five drops into bilateral ears twice daily.</p> <p>Observation of Resident #1's medications on hand on 04/04/24 at 12:00pm revealed there was no ofloxacin 0.3% available for administration.</p> <p>Telephone interview with a pharmacist from the facility's contracted pharmacy on 04/04/24 at</p>	C 330		

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C 330	<p>Continued From page 6</p> <p>1:04pm revealed: -The pharmacy had never received an order for ofloxacin 0.3% eardrops instill five drops into bilateral ears twice daily. -They had received an order for ofloxacin 0.3% eardrops instill ten drops into bilateral ears once daily with one refill but never dispensed the eardrops. -The order was on hold but there was no other information noted and the facility never requested it again. -Ofloxacin eardrops were an antibiotic used to treat ear infections. -Possible outcomes of not administering the antibiotic eardrops as ordered could include the infection would get worse; the eardrops would have been soothing.</p> <p>Telephone interview with a pharmacist from the facility's back up pharmacy on 04/04/24 at 2:33pm revealed: -Resident #1 had an order for ofloxacin 0.3% instill five drops bilateral into ears twice daily; there was one refill on the order. -A ten-day supply of ofloxacin eardrops instill 5 drops in each ear twice daily was dispensed on 01/05/24; there no other dispense dates. -There was not an order for ofloxacin 0.3% eardrops instill 10 drops into each ear once daily. -Ofloxacin was an antibiotic used to treat infection and swimmers' ear.</p> <p>Interview with Resident #1 on 04/04/24 at 3:46pm revealed: -He had a bad cold with an ear infection during the winter. -His ear hurt really bad; it felt like he was hearing underwater. -He did not like the eardrops, but he took them anyway.</p>	C 330		

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C 330	<p>Continued From page 7</p> <ul style="list-style-type: none"> -They were administered twice daily; he did not know how many days they were administered. -His ears stopped hurting after he took the eardrops. -He had not seen his PCP since he had the ear infection. <p>Interview with the medication aide/supervisor-in-charge (MA/SIC) on 04/04/24 at 12:12pm revealed:</p> <ul style="list-style-type: none"> -She needed the pharmacy to discontinue Resident #1's ofloxacin eardrops and remove them from the MAR. -Resident #1 had seen by his PCP because he had a cold. -She thought the order for his ofloxacin was written for only one week or about five days. -The PCP ordered other medications for Resident #1's cold on the same day and since they were only ordered for five days so she thought the ofloxacin was as well. -When the ofloxacin eardrops ran out she did not request an order for a refill. -Resident #1's PCP wrote the order for five refills for his ofloxacin eardrops. -She had to contact the pharmacy and requested a refill for eardrops. -She had called the PCP today, 04/04/24, and left a message to request a discontinue order for the ofloxacin. -She meant to contact the PCP before 04/04/24 but she had forgotten. -She had contacted the pharmacy to remove the ofloxacin from the MAR in February 2024 but was told they needed a discontinue order from the PCP. -She did not know about the order for the ofloxacin instill 10 drops once daily; the pharmacy had only sent the ofloxacin with the order to instill 5 drops twice daily. 	C 330		

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C 330	<p>Continued From page 8</p> <p>-She had not seen the orders from Resident #1's PCP for the ofloxacin eardrops.</p> <p>Interview with the Administrator on 04/04/24 at 1:40pm revealed:</p> <p>-The SIC/MA was responsible for requesting a refill from the pharmacy for the residents' medication when there was only seven days of medication left to administer.</p> <p>-Resident #3 other antibiotics that were only administered for seven days and no refills.</p> <p>-If Resident #3 had more refills available for his eardrops then the SIC/MA should have requested a refill before they ran out.</p> <p>-Resident #3 did not complain of continued pain or problems with his ears after the first bottle of eardrops were administered.</p> <p>Attempted telephone interview with Resident #1's PCP on 04/04/24 at 1:40pm was unsuccessful.</p>	C 330		