

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>HAL025035</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>05/08/2026</b>
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NAME OF PROVIDER OR SUPPLIER  <b>THE GARDENS OF TRENT</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>2915 BRUNSWICK AVENUE NEW BERN, NC 28562</b>
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D 000	Initial Comments  The Adult Care Licensure Section conducted an annual and follow up survey, and complaint investigation on May 06, 2026 through May 08, 2026. The complaint investigation was initiated by the Craven County Department of Social Services on May 01, 2026.	D 000		
D 371	10A NCAC 13F .1004 (n) Medication Administration  10A NCAC 13F .1004 Medication Administration (n) The facility shall assure that medications are administered in accordance with infection control measures that help to prevent the development and transmission of disease or infection, prevent cross-contamination and provide a safe and sanitary environment for staff and residents.  This Rule is not met as evidenced by: Based on observations, record reviews, and interviews, the facility failed to ensure medications were administered in accordance with infection control measures by 1 of 1 medication aides (Staff A), observed during the 9:00am medication pass on 05/06/26, who did not sanitize her hands between the preparation and administration of medications to residents to prevent the transmission of disease, infection, prevent cross-contamination, to provide a safe and sanitary environment for residents.  The findings are:  Review of the facility's Hand Hygiene policy dated September 2021 revealed: -Hand hygiene can be obtained by proper	D 371		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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D 371	<p>Continued From page 1</p> <p>handwashing and/or use of alcohol-based hand rub.</p> <p>-Hand hygiene will be used to aid in the prevention of and spread /transmission of infections.</p> <p>-Staff is to follow proper hand hygiene procedures.</p> <p>-According to the Centers for Disease Control and Prevention, washing hands with soap and water is the best way to reduce the number of microbes on them in most situations.</p> <p>-If soap and water are not available, use an alcohol-based hand sanitizer that contains at least 60% alcohol.</p> <p>-Alcohol-based hand sanitizers can quickly reduce the number of microbes on hands in some situations, but sanitizers do not eliminate all types of germs.</p> <p>-Caregivers must always wash their hands before and after each shift worked, before and after using the restroom, before and after smoking, before and after handling food or eating, before and after cleaning any area of the community, after combing hair, after covering their mouth when sneezing and coughing, and any other appropriate time,</p> <p>-Caregivers must always wash their hands when assisting a resident, including before and after putting on disposable gloves, before and after resident contact involving personal care, before and after assisting a resident with eating, before food preparation and after handling meat, before assisting with medications, after removal of any personal protective equipment, after contact with any bodily fluids, after wiping a nose or mouth, after assisting a resident with restroom facilities, after providing perineal care, after changing undergarments, after providing first aid to any resident, employee, or volunteer, and after contact with contaminated materials.</p>	D 371		

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D 371	<p>Continued From page 2</p> <ul style="list-style-type: none"> <li>-If the hands are visibly soiled, handwashing will be performed.</li> <li>-If the hands are not visibly soiled, either handwashing or the use of an alcohol-based hand rub may be used to obtain hand hygiene.</li> <li>-The use of gloves does not replace handwashing or the use of alcohol-based hand rub.</li> <li>-Handwashing procedure, wet hands with water and apply soap, rub hands together for at least 20 seconds, rinse under running water and dry with disposable towel, use the towel to turn off the faucet, the use of gloves does not replace handwashing.</li> <li>-Alcohol-based hand rub procedure, either foam or gel alcohol-based hand rub may be used if hands are not visibly soiled, apply alcohol-based hand rub to palm of one hand (amount varies by product), rub hands together, covering all surfaces, focusing in particular on the fingertips and fingernails until dry, enough rub must be used to require at least 20 seconds to dry.</li> </ul> <p>Observation of the medication aide (MA), Staff A, during the medication pass on 05/06/26 between 9:00am and 9:24am revealed:</p> <ul style="list-style-type: none"> <li>-The MA unlocked the medication cart and removed a bottle of hand sanitizer from the bottom draw of the medication cart.</li> <li>-The MA sanitized her hands with the hand sanitizer at 9:00am.</li> <li>-The MA reviewed a resident's electronic medication administration record (eMAR) using the computer keyboard on the medication cart.</li> <li>-She removed two multi-dose medication packages (MDMP) from the medication cart and prepared seven oral medications that consisted of 8 tablets for a resident.</li> <li>-She removed a bottle of eye drops from the medication cart and took a pair of disposable gloves.</li> </ul>	D 371		

Division of Health Service Regulation

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D 371	<p>Continued From page 3</p> <ul style="list-style-type: none"> <li>-She locked the medication cart.</li> <li>-She took the medication cup with the 8 oral tablets, the bottle of eye drops, and a cup of water to the resident in the dining room.</li> <li>-She handed the medication cup with the 8 oral tablets to the resident with the cup of water and observed the resident take and swallow the oral medications.</li> <li>-She donned gloves and administered the eye drops to the same resident.</li> <li>-She removed the gloves and returned to the medication cart with the eye drop bottle and the empty medication cup.</li> <li>-She disposed of the gloves and the empty medication cup, unlocked the medication cart and returned the eye drop bottle to the medication cart drawer.</li> <li>-She documented the resident's medications on the eMAR using the computer keypad.</li> <li>-She did not wash or sanitize her hands.</li> <li>-She reviewed the eMAR for the next resident using the computer keyboard on the medication cart.</li> <li>-She removed a MDMP for a second resident and prepared three oral medications in a medication cup.</li> <li>-She locked the medication cart.</li> <li>-She took the three oral medications in the medication cup with a cup of water to the second resident in the dining room and administered the 3 oral medications to the second resident with the cup of water and observed the resident take and swallow the medications.</li> <li>-She returned to the medication cart and disposed of the empty medication cup and documented on the resident's eMAR using the computer keyboard.</li> <li>-She did not sanitize her hands.</li> <li>-She reviewed the eMAR for the next resident using the computer keyboard on the medication</li> </ul>	D 371		

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D 371	<p>Continued From page 4</p> <p>cart.</p> <p>-She unlocked the medication cart to prepare medication for a third resident.</p> <p>-She removed a MDMP for a third resident and placed three oral medications in a medication cup.</p> <p>-She locked the medication cart and took the medication cup that contained three oral medications to the third resident in the dining room with a cup of water.</p> <p>-She administered the three oral medications to the third resident with the cup of water and observed her take ans swallow the medications.</p> <p>-She returned to the medication cart and disposed of the empty medication cup and documented the resident's medications on the eMAR using the computer keyboard.</p> <p>-She did not sanitize her hands.</p> <p>-She reviewed the eMAR for the next resident using the computer keyboard on the medication cart.</p> <p>-She unlocked the medication cart and removed a MDMP for the fourth resident and put 2 oral medications in a medication cup.</p> <p>-She unlocked the controlled substance drawer of the medication cart and removed an individual medication bubble card and popped the controlled substance into the same medication cup and returned the controlled substance card to the controlled substance drawer and locked the controlled substance drawer.</p> <p>-She removed two individual medication bubble cards and popped the two medications into the same medication cup.</p> <p>-She removed an additional individual medication bubble card for an as needed medication that the resident requested and popped the as needed medication into the same medication cup.</p> <p>-She locked the medication cart.</p> <p>-She took the medication cup containing the six</p>	D 371		

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D 371	<p>Continued From page 5</p> <p>oral medications to the fourth resident in the dining room with a cup of water.</p> <p>-She administered the medications to the fourth resident with the cup of water and observed her take and swallow the medications.</p> <p>-She returned to the medication cart and disposed of the empty medication cup and documented the resident's medications on the eMAR using the computer keyboard.</p> <p>-She did not sanitize her hands.</p> <p>-She reviewed the eMAR for the next resident using the computer keyboard on the medication cart.</p> <p>-She unlocked the medication cart, unlocked the controlled substance drawer and removed an individual medication bubble card and popped the controlled substance into a medication cup for a fifth resident.</p> <p>-She returned the controlled substance medication card to the controlled substance drawer and locked the controlled substance drawer.</p> <p>-She removed a MDMP from the medication cart and emptied the MDMP that contained 5 oral medications into the medication cup that contained the controlled substance for the fifth resident.</p> <p>-She locked the medication cart and took the medication cup containing the 6 oral tablets to the fifth resident in the dining room with a cup of water.</p> <p>-She administered the medication cup of 6 oral tablets to the fifth resident with the cup of water and observed her take and swallow the medications.</p> <p>-She returned to the medication cart and disposed of the empty medication cup and documented the resident's medications on the eMAR using the computer keyboard.</p> <p>-She unlocked the medication cart and retrieved</p>	D 371		

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D 371	<p>Continued From page 6</p> <p>the bottle of hand sanitizer from the bottom drawer of the medication cart and sanitized her hands at 9:24am.</p> <p>Interview with Staff A on 05/06/26 at 2:49pm revealed:</p> <ul style="list-style-type: none"> <li>-She washed her hands or used hand sanitizer before starting the medication pass.</li> <li>-She used hand sanitizer between each resident.</li> <li>-She always used gloves for fingerstick blood sugar checks, when she administered insulin, and when eye drops were administered.</li> <li>-She always used hand sanitizer before and after donning gloves.</li> <li>-She did not realize she had not sanitized her hands between each resident observed on the medication pass.</li> <li>-She usually used hand sanitizer between each resident but was nervous during the medication pass.</li> </ul> <p>Interview with the Director of Resident Care (DRC) on 05/06/26 at 3:52pm revealed:</p> <ul style="list-style-type: none"> <li>-The MAs were to wash their hand at the start of the medication pass.</li> <li>-The MAs were to use hand sanitizer between each resident during the medication pass.</li> <li>-The MAs were to wash their hands if they were visibly soiled.</li> </ul> <p>Interview with the Administrator on 05/06/26 at 4:05pm revealed:</p> <ul style="list-style-type: none"> <li>-The MAs were expected to wash their hands at the beginning of the medication pass.</li> <li>-The MAs were to use hand sanitizer between each resident during the medication pass.</li> <li>-The MAs were to wash their hands after using gloves, such as using gloves to administer eye drops.</li> </ul>	D 371		