

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL067023	(X2) MULTIPLE CONSTRUCTION A. BUILDING: 01 B. WING _____	(X3) DATE SURVEY COMPLETED C 09/20/2016
NAME OF PROVIDER OR SUPPLIER ONSLow HOUSE		STREET ADDRESS, CITY, STATE, ZIP CODE 34 MCDANIEL DRIVE JACKSONVILLE, NC 28546		
(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	<p>Initial Comments</p> <p>Report of a Complaint Survey by Ed Miller on September 20, 2016.</p> <p>The Complaint alleged that the facility had roaches in the resident's area.</p> <p>Based on information gathered from our files, the Facility was first licensed or submitted for licensure on or about September 18, 1986 for One-Hundred Sixty (160) Beds. Based on the above information, the facility is required to meet the 1984 Minimum and Desired Standards and Regulations for Homes for the Aged and Disabled; the applicable portions of the 2005 Rules for Adult Care Homes of Seven or More Beds; and the 1978 North Carolina State Building Code (Revision 5) Section 409- Institutional Occupancy- Unrestrained Deficiencies were cited during the Survey and further action is required.</p> <p>The Complaint was substantiated.</p> <p>Deficiencies were cited during the Survey and further action is required.</p>	C 000	<p>Responses to the cited deficiencies do not constitute an admission or agreement by the facility of the truth of the facts alleged or conclusion set forth in the Statement of Deficiencies or Corrective Action Report, the Plan of Correction is prepared solely as a matter of compliance with state law.</p>	
C 110	<p>Construction-Meet Sanitary Requirements</p> <p>SECTION .0300 - PHYSICAL PLANT 10A NCAC 13F .0302 DESIGN AND CONSTRUCTION (e) The sanitation, water supply, sewage disposal and dietary facilities shall comply with the rules of the North Carolina Division of Environmental Health, which are incorporated by reference, including all subsequent amendments. The "Rules Governing the Sanitation of Hospitals, Nursing and Rest Homes, Sanitariums, Sanatoriums, and</p>	C 110		

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE



TITLE
Administrator

(X6) DATE
11/2/16

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C 166	Continued From page 2	C 166		
C 166	Housekeeping-Maintained Free of Hazards SECTION .0300 - PHYSICAL PLANT 10A NCAC 13F .0306 HOUSEKEEPING AND FURNISHINGS (a) Adult care homes shall: (5) be maintained in an uncluttered, clean and orderly manner, free of all obstructions and hazards; (e) This Rule shall apply to new and existing facilities. This Rule is not met as evidenced by: 1. Based on Observation, the facility failed to keep the facility free of obstructions and hazards. Findings on September 20, 2016: a. Dining Room - there was a floor drain near the back Kitchen door had a grate at least 3/4 inch below the finish floor, creating a tripping hazard. 2. Based on observation, review of documentation and interview of Executive Director, the facility failed to keep the facility uncluttered and clean resulting in the presence of roaches and vermin in multiple locations in the facility. Findings on September 20, 2016: a. Corridor near Managers Offices - there were dead roaches in the ceiling light fixture. b. Break Room - the vending machines had food debris in there dispensing ports. c. Corridor handrails - the space between the wall and the handrail had food debris build-up. d. Kitchen - mice and roach dropping were noted in the Pantry. e. Kitchen - drawers with utensils have food debris in them. f. Kitchen - plastic tubs need through cleaning.	C 166	10A NCAC 13F .0306 1.a Dining Room - floor drain near the door to the kitchen with 3/4 inch grate below the finished floor has been repaired and made flush with the current flooring in an effort to prevent a possible tripping hazard . 2.a-d Contracted Exterminator/Pest Control Company will visit the facility on a weekly basis and focus on following areas of concern:Corridor near managers offices (ceiling light fixtures),Vending Machine Dispensing ports,Corridor handrails (between the wall and handrails) and the kitchen pantry. Met with current pest control company technician to discuss and review strategies in an effort to minimize pest control concerns and issues. Any and all repairs and service recommendations made by the pest control company will put in writing by the pest control company for review by the ED. ED will forward applicable information to the housekeeping supervisor and enter all of the Pest Control/Exterminator recommendations/repairs on the Mpulse system. 2d.-H. Facility will ensure that Kitchen pantry, drawers with utensils and plastic tub area is free of food debris. Met with Dietary Manager and reviewed and discussed areas of concern listed in this summary. Dietary Manager will continue to monitor weekly kitchen cleaning schedule to ensure areas are clean and free of debris. (2d. - h.)	10/28/16 10/28/16 10/27/16

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C 166	Continued From page 3 g. Kitchen - trash on table shelf instead of trash can. h. Pantry - the supply of cooking oil was leaking on to the floor for some time. Based on observation, the facility failed to keep the facility clean and orderly. Findings on September 20, 2016: a. Dining Room - the large HVAC returns are all most completely closed up with lint. b. Dining Room - there was a floor drain was over 50 percent closed.	C 166	Continued from page 3 Facility will assure that ceilings, floors and walls are maintained in good repair in a an uncluttered, clean orderly manner, free of all obstructions and hazards. Housekeeping Supervisor will share monitoring report in department head meeting and complete a work order request for any repairs or maintenance needed. (see page 3) POC-cross-reference 2a-H. on page 4 a. Dining Room -Large HVAC returns have been cleared by facility Maintenance and will be maintained monthly by BMS-Facility Maintenance from this point forward. b. District Manager-BMS concluded that the particular floor drain reference is no longer needed in the dining room area. It no longer has a functional purpose. Drain cleared and sealed.	10/28/16 10/28/16 10/28/16