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HAYESVILLE HOUSE

480 OLD HWY 64 W

HAYESVILLE, NC 28904

Date:	9/25/19
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Pages Including This One:	
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Comments:

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL022005	(X2) MULTIPLE CONSTRUCTION A. BUILDING: 01 B. WING _____	(X3) DATE SURVEY COMPLETED 08/28/2019
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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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C 000	<p>Initial Comments</p> <p>Report of a Construction Section Biennial Survey by Ed Miller, conducted on August 28, 2019.</p> <p>Records indicate this facility was originally constructed and licensed as a nursing home. The facility was licensed for the first time as an Adult Care Home on 6-29-2012, (submitted on 5-23-2011). The facility is currently licensed as a 60 Bed Special Care Unit. Therefore, the facility was surveyed for conformance with 2005 Rules for Licensing of Adult Care Homes of Seven or More Beds in effect at the time of initial licensure and applicable portions of the 2009 Edition of the North Carolina State Building Code(s), Institutional Occupancy.</p> <p>Deficiencies were cited that require a Plan of Correction.</p>	C 000	<p>Response to the cited deficiencies 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 Deficiencies or Corrective Action Report. The Plan of Correction is solely prepared as a matter of compliance with State Law.</p> <p>It is the policy of Hayesville House to make sure that all rules are followed in accordance with rules under Section .0300 - PHYSICAL PLANT 10A NCAC 13F .0305 PHYSICAL ENVIRONMENT, .0306 HOUSEKEEPING AND FURNISHINGS, AND .0311 OTHER REQUIREMENTS.</p>	
C 160	<p>Outside Premises-Clean, Safe</p> <p>SECTION .0300 - PHYSICAL PLANT 10A NCAC 13F .0305 PHYSICAL ENVIRONMENT (m) The requirements for outside premises are: (1) The outside grounds of new and existing facilities shall be maintained in a clean and safe condition;</p> <p>This Rule is not met as evidenced by: 1. Based on observation, the outside grounds are not maintained in a safe condition. Findings on August 28, 2019: a. Back Exits - the sidewalks and porches do not have a smooth transition with the adjacent ground creating a tripping/step hazard.</p>	C 160	<p>These rules will be met by:</p> <p>C 160 Outside Premises-Clean, Safe</p> <p>1 a. Back Exits - AgeMark Maintenance Staff and Landscaping Crew to provide enough dirt to build up the adjacent ground for a smooth transition to sidewalks and porches without creating a tripping/step hazard.</p>	10/4/19

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

Sherry Palmer, ED

TITLE

Executive Director

(X6) DATE

9/25/19

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C 164	Continued From page 1	C 164		
C 164	<p>Housekeeping and Furnishings-Clean, Repaired</p> <p>SECTION .0300 - PHYSICAL PLANT 10A NCAC 13F .0306 HOUSEKEEPING AND FURNISHINGS</p> <p>(a) Adult care homes shall:</p> <p>(1) have walls, ceilings, and floors or floor coverings kept clean and in good repair;</p> <p>(2) have no chronic unpleasant odors;</p> <p>(3) have furniture clean and in good repair;</p> <p>(e) This Rule shall apply to new and existing facilities.</p> <p>This Rule is not met as evidenced by:</p> <p>1. Based on observation, the building walls are not kept in good repair. Findings on August 28, 2019:</p> <p>a. Corridor near Bedrooms 102 - the handrail's end return is missing exposing rough edges.</p> <p>2. Based on observation, the building mechanical systems are not kept clean and in good repair. Findings on August 28, 2019:</p> <p>a. Beauty Shop - the ventilation system with its radiation damper has an excessive accumulation of dust/lint.</p>	C 164	<p>Age Mark maintenance staff and Landscaping crew to maintain outside grounds to insure clean and safe conditions.</p> <p>Hazard Walk through completed by management monthly during safety meeting.</p> <p>C 164 Housekeeping and Furnishing - Clean, Repaired</p> <p>1 a. Handrail near Bedrooms 102 replaced by AgeMark maintenance staff.</p> <p>Handrails to be monitored by staff for missing parts and reported to management.</p> <p>Work order for repairs to be placed on computer for AgeMark maintenance staff.</p> <p>2 a. Ventilation system in Beauty Shop cleaned by housekeeping.</p>	<p>9/23/19</p> <p>10/4/19</p> <p>10/4/19</p> <p>9/18/19</p> <p>9/18/19</p>
C 166	<p>Housekeeping-Maintained Free of Hazards</p> <p>SECTION .0300 - PHYSICAL PLANT 10A NCAC 13F .0306 HOUSEKEEPING AND FURNISHINGS</p> <p>(a) Adult care homes shall:</p> <p>(5) be maintained in an uncluttered, clean and orderly manner, free of all obstructions and hazards;</p> <p>(e) This Rule shall apply to new and existing</p>	C 166	<p>Housekeeping staff to clean vent weekly due to weekly Beauty Shop visits and excessive dust/lint.</p> <p>Vent cleaning added to Checklist for Housekeeping to complete weekly.</p> <p>Checklist report given to ED</p>	<p>10/1/19</p> <p>10/1/19</p> <p>10/1/19</p>

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C 166	Continued From page 2 facilities. This Rule is not met as evidenced by: 1. Based on Observation, the Building was not maintained free of hazards, if compressed gas cylinders fall, breaking their valves, propelling the cylinder, and turning it into a dangerous projectile. Findings on August 28, 2019: a. Bedroom 305 - a portable medical oxygen cylinder is standing up on a refrigerator not physically secured in a rack, stand or chained to the structure. b. Soiled Utility/Oxygen Room - a helium cylinder is standing up on the floor not physically secured in a rack, stand or chained to the structure. c. Resident Care Manager Office - a portable medical oxygen cylinder is standing up on a desk not physically secured in a rack, stand or chained to the structure.	C 166	C 166 Housekeeping-Maintained Free of Hazards 1 a. Portable medical oxygen cylinder removed from Bedroom 305 1 b. Helium cylinder secured to wall in Soiled Utility/Oxygen Room by AgeMark Staff with chain and lock. 1 c. Portable medical oxygen cylinder removed from Resident Care Manager Office. Staff In - Service on Safety and Proper Storage of Compressed Gas Cylinders Medical Equipment supplier to provide proper stand and extra stands for portable Cylinder	8/28/19 10/4/19 8/28/19 10/7/19 10/1/19
C 189	Building Equipment Maintained Safe, Operating SECTION .0300 - PHYSICAL PLANT 10A NCAC 13F .0311 OTHER REQUIREMENTS (a) The building and all fire safety, electrical, mechanical, and plumbing equipment in an adult care home shall be maintained in a safe and operating condition. (k) This Rule shall apply to new and existing facilities with the exception of Paragraph (e) which shall not apply to existing facilities. This Rule is not met as evidenced by: 1. Based on observation, the building's emergency equipment was not maintained in a	C 189	C 189 BUILDING EQUIPMENT MAINTAINED SAFE, OPERATING 1 a. Age Mark Maintenance Staff replaced Front Left Exit Chevron directional indicator Age Mark maintenance staff to do monthly checks. Exit Indicators added to checklist for AgeMark Staff	9/18/19 9/18/19 9/18/19

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C 189	Continued From page 3 safe and operating condition. This would affect all if they could not promptly find their way to an exit during an emergency. Findings on August 28, 2019: a. Front Left Exit - the exit sign has a chevron directional indicator punch-out removed, indicating that you should turn right to exit, but the way out is straight. 2. Based on observation, the Building was not maintained in a safe and operating condition, because the door(s) protecting the opening in the smoke barrier do not close completely and latch to restrict fire and smoke. This could affect all residents, staff, and visitors by not containing the smoke of the fire in the compartment of origin. Findings on August 28, 2019: b. Smoke Barrier 100 Wing - the back leaf, of the double-egress cross-corridor doors, does not latch into the frame when the fire alarm system released the doors. 3. Based on Observation, the Building was not maintained in a safe and operating condition, because some building components failed to function as originally intended or are missing. This could affect all residents, staff and visitors if the component does not function and cannot contain smoke/fire in the fire compartment of origin Findings on August 28, 2019: a. Cross-Corridor Doors on Central Wing - the left panic hardware device is missing its cover, where the vertical rod latches to the push bar. 4. Based on observation, the Building was not maintained in a safe and operating condition, because the commercial kitchen hood's fire suppression system lacked the inspections, maintenance, and documentation required to	C 189	C 189 Building Equipment Maintained Safe, Operating 2 b. Age Mark Staff adjusted Smoke Barrier door 100 Wing- The back leaf of the double-egress cross-corridor doors is latching into the frame when the fire alarm system released the door. 3 a. AgeMark Staff ordered replacement part. AgeMark Staff replaced the hardware missing on the Cross-Corridor Doors on Central Wing. 4 c. Commercial Kitchen Hood Fire Suppression System inspected by First Fire Inc on 9/12/2019. AgeMark Staff to do monthly inspection Log/Check list for all inspections in AgeMark Booklet Ed to sign off on monthly Checks	9/18/19 9/18/19 10/4/19 9/12/19 10/1/19 10/1/19 10/1/19

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C 189	Continued From page 4 ensure a properly working system. This could affect residents, staff, and visitors if the commercial kitchen hood's suppression system fails to operate properly when needed. Findings on August 28, 2019: c. Kitchen -since March 2019, when the last semi-annual maintenance was performed on the commercial kitchen hood's fire suppression system, there has been no documentation of the monthly in-house/owner inspections. 5. Based on observations, the Building fire safety was not maintained in a safe and operating condition. This could expose all to fire/smoke if not contained in room of origin. Findings on August 28, 2019: a. External Mechanical Room - there is a hole with pipe not firestopped as it penetrates the fire-resistance-rated ceiling assembly. b. External Mechanical Room - there is a hole not sealed as it penetrates the smoke tight corridor wall. c. External Electrical Room - there is a gap around a conduit not firestopped as it penetrates the fire-resistance-rated ceiling assembly. d. External Electrical Room - there is an open-ended sleeve with a cable bundle not firestopped as it penetrates the fire-resistance-rated ceiling assembly. 6. Based on observation, the Facility failed to maintain the electrical system in a safe and operating condition. Findings on August 28, 2019: a. Beauty Shop - a grounding prong is broken off in the ground-fault circuit-interrupter (GFCI) electrical power receptacle. b. Bedroom 306 - two multiple plug adaptors, without integral overcurrent protection, are attached to electrical power receptacles.	C 189	C 189 Building Equipment Maintained Safe, Operating 5 a. AgeMark Staff applied firestop caulk into the hole that penetrates the fire-resistance-rated ceiling in External Mechanical Room. 5 b. AgeMark Staff applied firestop caulk into the hole that penetrates the smoke tight corridor wall. 5 c. AgeMark Staff applied firestop caulk around gap near a conduit that penetrates the fire-resistance-rated ceiling assembly. 5 d. AgeMark Staff applied firestop caulk into a open-ended sleeve with a cable bundle that penetrates the fire-resistance-rated ceiling assembly. 6 a. AgeMark Staff removed grounding prong from ground-fault circuit-interrupter(GFCI) electrical power receptacle in Beauty Shop. 6 b. Multiple Plug adaptors removed from Bedroom 306. Family to provide appropriate adaptor with Built in circuit breaker or fuse. Management to request appropriate adaptors upon admission and ongoing.	9/18/19 9/18/19 9/18/19 9/18/19 9/18/19 9/18/19 9/23/19

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C 189	Continued From page 5 c. Business Office - a power tap (power strip) is plugged into another power tap. Power taps must connect directly to permanently installed branch circuit electrical power receptacles. d. Dining Room Porch - the front ground-fault circuit-interrupter (GFCI) electrical power receptacle does not have electrical power, therefore it cannot be tested for ground fault. e. Dining Room Porch - the front ground-fault circuit-interrupter (GFCI) electrical power receptacle is missing its weather resistant cover. f. Dining Room Porch - the back ground-fault circuit-interrupter (GFCI) electrical power receptacle does not trip when its test button is pushed or when tested with a ground fault receptacle tester & circuit analyzer. g. Exterior Door to Dryer Room - the ground-fault circuit-interrupter (GFCI) electrical power receptacle is missing its weather resistant cover. h. Residents Care Manager Office-a electrical power receptacle has a broken cover plate. 7. Based on observation, the smoke tight corridor doors are not maintained in a safe and operating condition. Findings on August 28, 2019: a. Privity Dining Room - the corridor door does not latch into its frame when closed. 8. Based on Observation, corridor doors are not maintained in a safe and operating condition. Doors are blocked open or held open by unapproved devices or methods. All occupants in the facility could be affected if doors cannot be closed or closed rapidly with a light push or pull of the door to limit the spread of smoke and fire to the area of origin. Findings on August 28, 2019: a. Activity Room - the corridor door has a chair	C 189	C 189 Building Equipment Maintained Safe, Operating 6 c. BOM removed one power tap (power strip) from desk. 6 d. AgeMark Staff replaced the front GFCI non-working receptacle on Dining Room Porch. 6 e. AgeMark Staff replaced the Weather Resistant Cover on the Dining Room Porch receptacle. 6 f. AgeMark Staff replaced the back GFCI receptacle on Dining Room Porch. 6 g. AgeMark Staff replaced the Weather Resistant Cover on the Exterior Door to Dryer Room. 6 h. AgeMark Staff replaced the broken cover plate on the electrical power receptacle in RCM office. 7 a. AgeMark Staff replaced the hardware to the Private Dining Room Door entering into the corridor. 8 a. AgeMark Staff installed a magnet device to help hold door open in Activity Room leading to Corridor. Staff In-Service on Appropriate Devices or methods to keep doors open. Staff In-Service on Fire Safety.	9/18/19 9/18/19 9/18/19 9/18/19 9/18/19 9/18/19 10/4/19 10/4/19 10/7/19 10/7/19

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C 189	Continued From page 6 holding the door open. 9. Based on observation, the facility failed to properly maintain the fire extinguishers and associated equipment. This could hamper staff's ability to extinguish a small fire and permit it to grow larger. Findings on August 28, 2019: a. Exterior Mechanical Room - the last documentation of the portable fire extinguisher's monthly inspections was in March 2018 b. Exterior Electrical Room - the last documentation of the portable fire extinguisher's monthly inspections was in May 2018	C 189	C 189 Building Equipment Maintained Safe, Operating 9 a. AgeMark Staff to do monthly checks of all portable Fire Extinguisher's Checklist created for all area Fire Extinguishers in building and Exterior Rooms. AgeMark Staff to replace missing or broken tags. AgeMark checklist to be placed in notebook for ED to review.	10/4/19 10/4/19
C 191	Unvented & Portable Elec. Heaters Prohibited SECTION .0300 - PHYSICAL PLANT 10A NCAC 13F .0311 OTHER REQUIREMENTS (b) There shall be a heating system sufficient to maintain 75 degrees F (24 degrees C) under winter design conditions. In addition, the following shall apply to heaters and cooking appliances. (2) Unvented fuel burning room heaters and portable electric heaters are prohibited. (k) This Rule shall apply to new and existing facilities with the exception of Paragraph (e) which shall not apply to existing facilities. This Rule is not met as evidenced by: 1. Based on Observation, the facility failed to prevent the use of portable electric heaters in an Adult Care Home. This could affect residents, staff, and visitors if heater is the ignition source of a fire. The danger increases if used by resident or combustible material is near. Findings on August 28, 2019:	C 191	C191 Unvented & Portable Elec. Heaters Prohibited 1 a. Portable Electric Heater removed from Resident Care Managers Office.	9/18/19 10/4/19 9/18/19

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C 191	Continued From page 7 a. Resident Care Managers Office - a portable electric heater was found in this room.	C 191		
C 199	Exhaust Ventilation SECTION .0300 - PHYSICAL PLANT 10A NCAC 13F .0311 OTHER REQUIREMENTS (g) The spaces listed in this Paragraph shall be provided with exhaust ventilation at the rate of two cubic feet per minute per square foot. This requirement does not apply to facilities licensed before April 1, 1984, with natural ventilation in these specified spaces: (1) soiled linen storage; (2) soil utility room; (3) bathrooms and toilet rooms; (4) housekeeping closets; and (5) laundry area. (k) This Rule shall apply to new and existing facilities with the exception of Paragraph (e) which shall not apply to existing facilities. This Rule is not met as evidenced by: 1. Based on Observation and testing with a thin plastic sheet, the facility failed to maintain the ventilation system in rooms required to be mechanically exhausted. Findings on August 28, 2019: a. 300, 400 and Central Wings - the required exhaust ventilation system does not work.	C 199	C 199 Exhaust Ventilation 1 a. AgeMark Staff removed non-working fan from 300, 400 and Central Wings. AgeMark ordered new fans to replace the non-working equipment. AgeMark replaced non-working fans to the Exhaust Ventilation System. Invoice Attached if required AgeMark to do monthly Checks of exhaust ventilation. Check list for all areas to be inspected by AgeMark monthly should be provided to ED. ED to sign monthly Checklist.	9/18/19 9/18/19 10/4/19 10/4/19 10/4/19 10/4/19