

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345194	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED 03/18/2015
NAME OF PROVIDER OR SUPPLIER GLENFLORA			STREET ADDRESS, CITY, STATE, ZIP CODE 5701 FAYETTEVILLE ROAD LUMBERTON, NC 28360		
(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) COMPLETION DATE	
F 170 SS=C	<p>483.10(i)(1) RIGHT TO PRIVACY - SEND/RECEIVE UNOPENED MAIL</p> <p>The resident has the right to privacy in written communications, including the right to send and promptly receive mail that is unopened.</p> <p>This REQUIREMENT is not met as evidenced by: Based on resident and staff interviews, the facility failed to deliver mail on Saturday to residents in the facility.</p> <p>The findings included:</p> <p>During an interview on 3/18/15 at 10:35 AM the Activity Director stated that she delivered mail to residents in the facility during the week. She revealed to her knowledge no one delivered mail to residents on Saturday.</p> <p>During an interview on 3/18/15 at 3:08 PM Resident #18 revealed that she received mail all during the week, but she did not receive mail on weekends. According to Resident #18 's Annual Minimum Data Set (MDS) dated 2/27/15, her cognition was intact.</p> <p>During an interview on 3/18/15 at 3:15 PM, the Administrator revealed that at one time mail was not delivered to the facility on Saturday, but now mail was being delivered to the facility on Saturday. He explained that no one in the facility delivered mail to residents on Saturday so mail was delivered to residents on Monday.</p> <p>During another interview on 3/18/15 at 4:39 PM, the Administrator revealed that he did not know</p>	F 170	<p>DISCLAIMER</p> <p>RESPONSE PREFACE: GlenFlora acknowledges receipt of the statement of deficiencies and proposes this plan of correction to the extent that the summary of findings is factually correct and in order to maintain compliance with applicable rules and provisions of quality of care of Residents. The plan of correction is submitted as a written allegation of compliance. GlenFlora's response to this statement of deficiencies and plan of correction does not denote agreement with the statement of deficiencies nor does it constitute an admission that any deficiency is accurate. Further, GlenFlora reserves the right to refute any deficiency on this statement of deficiencies through informal dispute resolution, formal appeal, and/or other administrative or legal procedures.</p> <p>F-170 Plan of Correction</p> <p>Following notification of unacceptable practice related to prompt/timely mail delivery GlenFlora requested the courier deliver facility mail to the main nursing</p>	4/2/15	

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

TITLE

(X6) DATE

Electronically Signed

04/02/2015

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

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OMB NO. 0938-0391

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F 170	Continued From page 1 when mail stopped being delivered to residents on Saturday, but it was something that could be changed.	F 170	station on 3/19/2015. On 3/20/2015 the facility administrator informed the weekend secretary and activities director of the expectation around resident mail delivery on Saturdays. On 3/31/2015 GlenFlora's leadership team decided to add a section to the weekend activity log enabling the secretary or his/her designee to confirm resident mail delivery (Attachment I). On 4/1/2015 nursing staff were in-serviced on the expectation of resident mail delivery on Saturday (Attachment II). The weekend activity log will be reviewed by the Activities Director and reported on quarterly during GlenFlora's Quality Assurance Committee meetings. Any negative trends will be reported to the facility administrator.		