

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345186	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 09/21/2017
NAME OF PROVIDER OR SUPPLIER FIVE OAKS MANOR			STREET ADDRESS, CITY, STATE, ZIP CODE 413 WINECOFF SCHOOL ROAD CONCORD, NC 28027		
(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 280 SS=E	<p>483.10(c)(2)(i-ii,iv,v)(3),483.21(b)(2) RIGHT TO PARTICIPATE PLANNING CARE-REVISE CP</p> <p>483.10 (c)(2) The right to participate in the development and implementation of his or her person-centered plan of care, including but not limited to:</p> <p>(i) The right to participate in the planning process, including the right to identify individuals or roles to be included in the planning process, the right to request meetings and the right to request revisions to the person-centered plan of care.</p> <p>(ii) The right to participate in establishing the expected goals and outcomes of care, the type, amount, frequency, and duration of care, and any other factors related to the effectiveness of the plan of care.</p> <p>(iv) The right to receive the services and/or items included in the plan of care.</p> <p>(v) The right to see the care plan, including the right to sign after significant changes to the plan of care.</p> <p>(c)(3) The facility shall inform the resident of the right to participate in his or her treatment and shall support the resident in this right. The planning process must--</p> <p>(i) Facilitate the inclusion of the resident and/or resident representative.</p> <p>(ii) Include an assessment of the resident's strengths and needs.</p> <p>(iii) Incorporate the resident's personal and cultural preferences in developing goals of care.</p>	F 280		10/20/17	

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

TITLE

(X6) DATE

Electronically Signed

10/11/2017

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.

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F 280	Continued From page 1 483.21 (b) Comprehensive Care Plans (2) A comprehensive care plan must be- (i) Developed within 7 days after completion of the comprehensive assessment. (ii) Prepared by an interdisciplinary team, that includes but is not limited to-- (A) The attending physician. (B) A registered nurse with responsibility for the resident. (C) A nurse aide with responsibility for the resident. (D) A member of food and nutrition services staff. (E) To the extent practicable, the participation of the resident and the resident's representative(s). An explanation must be included in a resident's medical record if the participation of the resident and their resident representative is determined not practicable for the development of the resident's care plan. (F) Other appropriate staff or professionals in disciplines as determined by the resident's needs or as requested by the resident. (iii) Reviewed and revised by the interdisciplinary team after each assessment, including both the comprehensive and quarterly review assessments.	F 280			

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F 280	<p>Continued From page 2</p> <p>This REQUIREMENT is not met as evidenced by:</p> <p>Based on record review, staff interview and resident interviews the facility failed to provide the resident the opportunity to participate in the care planning process for 3 of 3 residents. The findings included:</p> <p>1. Review of the Medical Record revealed Resident #130 was admitted to the facility on 8/11/14 and readmitted on 1/31/17 with diagnoses including chronic obstructive pulmonary disease, Alzheimer's Disease, depressive disorder and hyperlipidemia.</p> <p>A review of the Quarterly Minimum Data Set (MDS) dated 7/20/17 revealed the Brief Interview for Mental Status scored Resident #130 as moderately cognitively impaired. The resident did have some occasions of rejection of care or evaluation during the assessment period.</p> <p>Interview on 9/18/17 at 11:45 AM with Resident #130 revealed she had not been invited to a care plan meeting.</p> <p>Interview on 9/20/17 at 10:50 am with the MDS Nurse revealed that the facility mails out invitations to the care plan meeting to the Responsible Party of each resident. The MDS Nurse stated that the Interdisciplinary Team meets with the Responsible Party for Care Planning and after the meeting the resident is informed about what is discussed. The MDS Nurse stated, "I have never invited a resident to the care plan meeting."</p> <p>Interview on 9/20/17 at 11:11 am with the Social Worker revealed that she mails out an invitation</p>	F 280	<p>1. Corrective action accomplished for those residents found to have been affected by the deficient practice;</p> <p>a. Residents #130, #55, and #31 were interviewed on 10/6/2017 and asked if they wish to participate in their care plan and if they wish for any other parties to participate in their care plan. If they wished for other parties to attend their care plan they identified them to the interviewer so the party may be contacted. These interviews were documented on care plan audit tool.</p> <p>2. Corrective action will be accomplished for those residents having potential to be affected by the same deficient practice by;</p> <p>a. 100% audit of all facility residents to inquire about their wishes for care plan participation. All residents with the cognitive capacity to be interviewed and participate in the audit asked if they wish to participate in their care plan and if they wished for other parties to participate in their care plan. If they wish for other parties to participate in their care plan they identified the participating party for the interviewer. Audit documented by care plan team using care plan audit tool by the interviewer.</p> <p>3. Measures/Systemic changes put in place to ensure that the deficient practice does not recur;</p> <p>a. Upon scheduling of care plans, all residents capable of providing a participatory response will be asked if they wish to participate in their care plan and identify any other parties they wish to</p>		

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F 280	<p>Continued From page 3</p> <p>to the Responsible Party for the care plan meeting. The Social Worker stated, "Sometimes the Responsible Party would rather the resident not be present at the meeting. Unless the resident is the Responsible Party they are not given an invitation letter." The Social Worker stated that after the care plan meetings the Interdisciplinary Team makes a round and lets the residents know what was discussed at the care plan meetings.</p> <p>2. Review of the Medical Record revealed Resident #55 was admitted to the facility on 12/5/11 and readmitted on 3/10/17 with diagnoses including chronic kidney disease, dysphasia and hemiplegia following cardio vascular accident.</p> <p>A review of the Quarterly Minimum Data Set (MDS) dated 7/6/17 revealed the Brief Interview for Mental Status scored Resident #55 as moderately cognitively impaired. The resident did have some occasions of rejection of care or evaluation during the assessment period.</p> <p>Interview on 9/18/17 at 1:40 PM with Resident #55 revealed he had not been invited to a care plan meeting.</p> <p>Interview on 9/20/17 at 10:50 am with the MDS Nurse revealed that the facility mails out invitations to the care plan meeting to the Responsible Party of each resident. The MDS Nurse stated that the Interdisciplinary Team meets with the Responsible Party for Care Planning and after the meeting the resident is informed about what is discussed. The MDS Nurse stated, "I have never invited a resident to the care plan meeting."</p>	F 280	<p>participate in their care plan. Responses will be documented in the resident record. A monitoring tool will be completed weekly by care plan team for 12 weeks to document all interviews and responses of residents.</p> <p>b. Additional training to care plan team to include the resident's right to participate in the development and implementation of his or her person-centered plan of care.</p> <p>c. All new members of the care plan team will receive training on the resident's right to participate in the development and implementation of his or her person-centered plan of care during initial orientation</p> <p>4. Monitoring of corrective action to ensure the deficient practice will not recur;</p> <p>a. Report of audit findings will be reviewed monthly times 3 months during facility Quality Assurance meeting for accuracy and completion.</p>		

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F 280	<p>Continued From page 4</p> <p>Interview on 9/20/17 at 11:11 am with the Social Worker revealed that she mails out an invitation to the Responsible Party for the care plan meeting. The Social Worker stated, "Sometimes the Responsible Party would rather the resident not be present at the meeting. Unless the resident is the Responsible Party they are not given an invitation letter." The Social Worker stated that after the care plan meetings the Interdisciplinary Team makes a round and lets the residents know what was discussed at the care plan meetings.</p> <p>3. Review of the Medical Record revealed Resident #31 was admitted to the facility on 12/20/16 with a diagnosis of Pulmonary Fibrosis, Atrial Fibrillation, Diabetes, Osteoporosis, and a malignant neoplasm of the large intestine.</p> <p>A review of the Quarterly Minimum Data Set (MDS) dated 6/22/17 revealed the Brief Interview for Mental Status scored Resident #31 as cognitively intact and she had no behaviors.</p> <p>Interview on 9/18/17 at 10:20 am with Resident #31 revealed she had not been invited to a care plan meeting.</p> <p>Interview on 9/20/17 at 10:50 am with the MDS Nurse revealed that the facility mails out invitations to the care plan meeting to the Responsible Party of each resident. The MDS Nurse stated that the Interdisciplinary Team meets with the Responsible Party for Care Planning and after the meeting the resident is informed about what is discussed. The MDS Nurse stated, "I have never invited a resident to the care plan meeting."</p>	F 280			

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

PRINTED: 11/16/2017
FORM APPROVED
OMB NO. 0938-0391

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