A complaint investigation was conducted on site on 7/6/20 and then additional offsite interviews were conducted on 7/7/20, 7/8/20, and 7/16/20. Event ID# HYPL11. One of the four complaint allegations were substantiated resulting in the deficiency F559.

F 559

Choose/Be Notified of Room/Roommate Change
CFR(s): 483.10(e)(4)-(6)

§483.10(e)(4) The right to share a room with his or her spouse when married residents live in the same facility and both spouses consent to the arrangement.

§483.10(e)(5) The right to share a room with his or her roommate of choice when practicable, when both residents live in the same facility and both residents consent to the arrangement.

§483.10(e)(6) The right to receive written notice, including the reason for the change, before the resident's room or roommate in the facility is changed.

This REQUIREMENT is not met as evidenced by:

1. Resident #1 was discharged on 5/15/20.
2. All residents identified with room changes since 7/1/2020 were reviewed to ensure that written notifications were completed.
3. An in-service was conducted on 7/21/2020 by the Administrator for Social Services and the Inter-disciplinary team to ensure prior to changing a room or
Review of Resident #1’s most recent Minimum Data Set (MDS) revealed a quarterly assessment with an Assessment Reference Date (ARD) of 3/31/20. Review of the assessment revealed the resident was coded as moderately cognitively impaired.

An interview and record review were conducted with the facility Social Worker (SW) on 7/6/20 at 11:38 AM. She stated she was the person responsible for notifying family members and residents about room changes or roommate changes. She stated Resident #1 received a new roommate on 4/8/20. The SW stated she had not remembered notifying the family of Resident #1 about him receiving a new roommate on 4/8/20. The SW explained she was unable to provide a reason as to how come she had not notified the family of Resident #1 about him receiving a roommate. The SW further explained she should have notified the resident’s family and she should have documented the notification in the progress notes.

An interview was conducted with Resident #1’s family member on 7/6/20 at 3:50 PM who stated she had not been notified verbally or through written notification regarding her father receiving a new roommate on 4/8/20.

During a second interview with Resident #1’s family member on 7/16/20 at 3:50 PM she stated roommate a written advance notice will be provided to the resident and/or responsible party using the Resident Room Status Change Form.

4. Potential room changes and/or notifications of new roommates will be reviewed each morning in daily morning meeting and written notification will be implemented using the Resident Room Status Change Form by Social Services. The Administrator and/or Social Worker will review all room changes for written notification daily for 2 weeks, then weekly for 4 weeks, then monthly for 3 months and quarterly thereafter. The Social Worker will bring the results of the written notification review to the QAPI (Quality Assurance Performance Improvement) committee monthly for 3 months and quarterly thereafter to ensure compliance and continued quality improvement.
### Name of Provider or Supplier

**Compass Healthcare and Rehab Rowan, LLC**

**Address:**
- **Street Address:** 1404 S Salisbury Avenue
- **City:** Spencer
- **State:** NC
- **Zip Code:** 28159

### Statement of Deficiencies and Plan of Correction

- **Provider/Supplier/CLIA Identification Number:** 345288
- **Date Survey Completed:** 07/16/2020

### Summary Statement of Deficiencies

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She had not become aware of her father having a new roommate until 4/11/20 when she was notified via a phone call.

During an interview with the Administrator on 7/16/20 at 3:01 PM she stated it was her expectation for the resident and/or the resident’s family member to be made aware of a new roommate coming to a resident’s room. The Administrator further stated the facility had been conducting several room changes and unfortunately, in this circumstance the proper notification was not completed.