

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>mh1013-142</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>10/18/2018</b>
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NAME OF PROVIDER OR SUPPLIER  <b>WINDEMERE GROUP HOME</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>2158 WINDEMERE DRIVE</b> <b>KANNAPOLIS, NC 28083</b>
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(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
V 000	<p>INITIAL COMMENTS</p> <p>A complaint and follow up survey was completed on 10-18-18. The complaint was unsubstantiated (#NC 00143659). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G 5600A Supervised Living for Adults Whose Primary Diagnosis is a Mental Illness.</p>	V 000		
V 118	<p>27G .0209 (C) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION REQUIREMENTS</p> <p>(c) Medication administration:</p> <p>(1) Prescription or non-prescription drugs shall only be administered to a client on the written order of a person authorized by law to prescribe drugs.</p> <p>(2) Medications shall be self-administered by clients only when authorized in writing by the client's physician.</p> <p>(3) Medications, including injections, shall be administered only by licensed persons, or by unlicensed persons trained by a registered nurse, pharmacist or other legally qualified person and privileged to prepare and administer medications.</p> <p>(4) A Medication Administration Record (MAR) of all drugs administered to each client must be kept current. Medications administered shall be recorded immediately after administration. The MAR is to include the following:</p> <p>(A) client's name;</p> <p>(B) name, strength, and quantity of the drug;</p> <p>(C) instructions for administering the drug;</p> <p>(D) date and time the drug is administered; and</p> <p>(E) name or initials of person administering the drug.</p> <p>(5) Client requests for medication changes or checks shall be recorded and kept with the MAR</p>	V 118		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 118	<p>Continued From page 1</p> <p>file followed up by appointment or consultation with a physician.</p> <p>This Rule is not met as evidenced by: Based on observation, record review and interviews, the facility failed to ensure that medications were being given according to physicians orders and ensure that the MAR was accurate, effecting 3 out of 3 audited clients (clients 1,2, and 3). The findings are:</p> <p>Finding #1:</p> <p>Review on 10-16-18 of client #1's physician orders revealed: -discontinue Omeprazole 20 mg twice a day and start pantaprozole 40 mg 2 times a day signed 10-2-18 -Nicotine patch apply one time daily dated 9-20-18 -gabapentin 300 mg two caps twice a day</p> <p>Review on 10-16-18 of Client #1's October 2018 MAR revealed: -Nicotine patch not signed for as being given. -Omeprazole 20 mg continued to be document as being given twice a day through the 15th, Pantaprozole 40 mg documented as being given twice a day except for Oct 6,7,8,9 and the 15th in the PM -AM medications for the 16th not documented -Gabapentin 300 mg not documented Oct. 15, PM medication</p> <p>Interview on 10-16-18 with the facility manager revealed:</p>	V 118		

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V 118	<p>Continued From page 2</p> <ul style="list-style-type: none"> <li>-Client #1 did not want to quit smoking so they sent the Nicotine patch back to the pharmacy.</li> <li>-He did not know why the Omeprazole was still being given.</li> <li>-They had talked to staff several times about keeping the MAR updated and signing it as soon as the medications were given.</li> </ul> <p>Finding 2:</p> <p>Review on 10-16-18 of physicians orders for client #2 revealed:</p> <ul style="list-style-type: none"> <li>-Physicians order for ensure or equivalent twice a day dated 10-8-18</li> </ul> <p>Review on 10-16-18 of client #2's October 2018 MAR revealed:</p> <ul style="list-style-type: none"> <li>-No ensure documented as being given.</li> <li>-October 16th AM medications not documented</li> </ul> <p>Interview on 10-16-18 with the Qualified Professional revealed:</p> <ul style="list-style-type: none"> <li>-Client #2 did not like the ensure, so they didn't give it to her.</li> <li>-They would get a discontinue order for it.</li> </ul> <p>Finding #3</p> <p>Review on 10-16-18 of client #3's physicians orders revealed:</p> <ul style="list-style-type: none"> <li>-Vitamin D 1.25 one cap on Thursday</li> </ul> <p>Review on 10-16-18 of client #3' s September 2018 MAR revealed:</p> <ul style="list-style-type: none"> <li>-Vitamin D 1.25 signed daily through the 21, except for the 8th</li> <li>-No am meds signed for October 16, AM</li> </ul>	V 118		

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V 118	Continued From page 3  Interview on 10-16-18 with the facility manager revealed: -He doesn't know why the vitamin D had been signed for, it was a documentation error as the pharmacy only sent 4 pills for the month. -He had spoken with staff repeatedly about documenting on the MAR as soon as the medication was given.  This deficiency constitutes a recited deficiency and must be corrected with 30 days.	V 118		
V 736	27G .0303(c) Facility and Grounds Maintenance  10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (c) Each facility and its grounds shall be maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor.  This Rule is not met as evidenced by: Based on interview and observation the facility was not maintained as clean, safe, orderly and odor free. The findings are:  Observation on 10-16-18 at approximately 4:00 pm of client of client #1's room revealed: -Strong smell of urine permeating the room -Several dirty (with what appeared to be feces) depends piled on floor -Dirty/clean clothes piled on the floor -Wet ( and smelled like urine) comforter on the floor. -Old cups sitting on the floor and dresser -Very little floor space visible because of debris and laundry on the floor.	V 736		

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V 736	<p>Continued From page 4</p> <p>Interview on 10-17-18 with the facility manager revealed:                      -Client #1 would refuse to clean his room.                      -They have had to call exterminators several times because of roaches in the room. (No roaches were visible at this time.)</p> <p>Interview on 10-17-18 with client #1 revealed:                      -He would not address the condition of his room but wanted to know why I was looking at it.</p> <p>Interview on 10-16-18 with the Qualified Professional revealed:                      -They had recommended client #1 for a higher level of care.                      -The staff repeatedly encouraged him to clean his room.</p>	V 736		