

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

PRINTED: 12/03/2019  
FORM APPROVED  
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>34G275</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____  B. WING _____		(X3) DATE SURVEY COMPLETED  <b>R</b> <b>11/14/2019</b>
NAME OF PROVIDER OR SUPPLIER  <b>SCI-ROANOKE HOUSE</b>			STREET ADDRESS, CITY, STATE, ZIP CODE <b>103 &amp; 105 CLEARFIELD DRIVE</b> <b>ROANOKE RAPIDS, NC 27870</b>		
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W 000	INITIAL COMMENTS	W 000			
W 111	<p>A revisit was conducted on 11/14/19 for all previous deficiencies cited on 9/5/19. Corrected deficiencies W186 and W249 have been corrected, with new noncompliance found.</p> <p><b>CLIENT RECORDS</b> CFR(s): 483.410(c)(1)</p> <p>The facility must develop and maintain a recordkeeping system that documents the client's health care, active treatment, social information, and protection of the client's rights.</p> <p>This STANDARD is not met as evidenced by: Based on observations, record reviews and interviews, the facility failed to assure the record was accurate. This affected 1 of 6 audit clients (#12) The finding is:</p> <p>Client #12's adaptive behavior scale contained inaccurate information.</p> <p>During observations on 11/14/19 at the follow-up survey, client #12 was observed assisting Staff F with preparing the breakfast meal. Throughout the observation, client #12 was observed to stir food in pots and bowls with staff assistance, modify biscuits, throw trash away in the trash can, scoop coffee and put it in the coffee filter, assist with cooking oatmeal and biscuits and gravy, and press buttons on the coffee pot.</p> <p>Review on 11/14/19 of client #12's adaptive behavior scale dated 10/5/19, sections on food preparation and general domestic activities, revealed that client #12 does not have meal preparation skills and general domestic activity</p>	W 111			

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

TITLE

(X6) DATE

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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W 111	Continued From page 1 skills.	W 111			
{W 240}	<p>Interview on 11/14/19 with client #12 revealed that she enjoys working and helping in the kitchen. Client #12 stated her favorite thing to do is "cook, especially eggs, bacon and sausage."</p> <p>Interview on 11/14/19 with Staff F revealed that client #12 enjoys helping staff with preparing meals for the home.</p> <p><b>INDIVIDUAL PROGRAM PLAN</b> CFR(s): 483.440(c)(6)(i)</p> <p>The individual program plan must describe relevant interventions to support the individual toward independence.</p> <p>This STANDARD is not met as evidenced by: Based on observations, record reviews and interviews, the facility failed to include information on individual program plans (IPP) to support their independence for 2 of 6 clients (#8 and #12) audited. The findings are:</p> <p>1. Client #8's IPP did not include any language to allow training for meal preparation skills.</p> <p>During morning observations in the home on 11/14/19 at 8:00 am, Staff A worked independently in the kitchen and was pureeing food in a blender for client's breakfast. Staff A walked into the dining room, approached client #8 at the table and scraped pureed contents from the blender onto the plate, that was served to client #8. After client #8 finished breakfast, he took his dirty dishes to the kitchen to clear.</p>	{W 240}			

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{W 240}	<p>Continued From page 2</p> <p>Review of the undated adaptive behavior scale (ABS) on 11/15/19 revealed that client #8 did not have food preparation goal, table setting or table clearing goals. In other areas on the ABS, client #8 had strengths in putting on clothes without help, washes hands without help, brush teeth with supervision and unties shoelaces without assistance.</p> <p>During an interview with the director on 11/14/19 regarding client #8's meal preparation skills, she explained that client #8 was too easily distracted for meal prep tasks. Director shared that client #8 had the skills to press a button to operate an appliance, transfer food onto a plate with some hand over hand assistance. Her expectation was for staff to allow him to assist with the meal preparation and explain what they are doing.</p> <p>2. During observations on 11/14/19, client #12 was observed assisting Staff F with preparing the breakfast meal. Throughout the observation, client #12 was observed to stir food in pots and bowls with staff assistance, modify biscuits, throw trash away in the trash can, scoop coffee and put it in the coffee filter, assist with cooking oatmeal and biscuits and gravy, and press buttons on the coffee pot.</p> <p>Review on 11/14/19 of client #12's IPP dated 10/10/19 revealed no training or active treatment program to foster client #12 in the area of meal preparation.</p> <p>Review on 11/14/19 of client #12's adaptive behavior scale, sections on food preparation and general domestic activities, revealed that client #12 does not have meal preparation skills and general domestic activity skills.</p>	{W 240}			

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{W 240}	Continued From page 3 Interview on 11/14/19 with client #12 revealed that she enjoys working and helping in the kitchen. Client #12 stated her favorite thing to do is "cook, especially eggs, bacon and sausage."  Interview on 11/14/19 with Staff F revealed that client #12 enjoys helping staff with preparing meals for the home.  Interview on 11/14/19 with the director revealed that she had been so focused on getting other assessments for other individual's in the home that she had not had time to focus on client #12's needs.	{W 240}			
W 435	<b>SPACE AND EQUIPMENT</b> CFR(s): 483.470(g)(1)  The facility must provide sufficient space and equipment in dining, living, health services, recreation, and program areas (including adequately equipped and sound treated areas for hearing and other evaluations if they are conducted in the facility) to enable staff to provide clients with needed services as required by this subpart and as identified in each client's individual program plan.  This STANDARD is not met as evidenced by: Based on observation and interviews, the facility failed to provide sufficient space, modifications or adaptive equipment in the kitchen for 1 of 6 audit clients (#12). The finding is:  Client #12 was unable to adequately assist with meal preparation.  During observations on 11/14/19 for the follow-up	W 435			

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W 435	<p>Continued From page 4</p> <p>survey, client #12 was observed to assist with preparing breakfast from 7:35am until 8:30am. At 7:37am, client #12 wanted to scoop the coffee from the coffee tin into the coffee filter. Client #12 was unable to reach the counter due to the leg rests on her wheelchair and the height of the counter. Staff F was observed to swing her leg rests to the side to try to get client #12 closer but was still unable to. Staff F then had client #12 hold the tin of coffee in her lap and the staff held the coffee filter. Client #12 scooped the coffee into the filter and the staff put the filter in the coffee pot. Client #12 asked to press the buttons on the coffee pot but was unable to reach the pot until the staff moved it from the counter to let her hit the on button. At 7:52am, Staff F asked client #12 to assist with stirring the sausage gravy. However, client #12 could not reach the pot. Staff F was observed to put the pot in her lap and client #12 was able to stir. At 8:04am, client #12 wanted to put the water in the bowl to make oatmeal. However, client #12 was not able to reach the sink. Staff F was observed to put the bowl in client #12's lap and gave her water from a pitcher to pour into the bowl to stir the oatmeal.</p> <p>Interview on 11/14/19 with client #12 revealed that she likes to help in the kitchen. Client #12 stated her favorite thing to do is "cook, especially eggs, bacon and sausage but sometimes it is hard because it to tight and she can't reach things."</p> <p>Interview on 11/14/19 with Staff F revealed that client #12 enjoys helping staff with preparing meals for the home and helping in the kitchen but it is hard. Staff F stated that is why she has to put the bowls and things down to client #12 because the counters are too high, the kitchen is so tight, and client #12 just cannot reach things. Staff F</p>	W 435			

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W 435	Continued From page 5 stated that client #12 only stands to transfer with staff assistance so she is unable to even stand for short periods of time to get up to the counters.  Interview on 11/14/19 with the director revealed that they would need to look at getting some grabbers, pointers or something to help client #12 when she is in the kitchen. The director stated that she had been so focused on getting other assessments for other individual's in the home that she had not had time to focus on client #12's needs.	W 435			
{W 460}	<b>FOOD AND NUTRITION SERVICES</b> CFR(s): 483.480(a)(1)  Each client must receive a nourishing, well-balanced diet including modified and specially-prescribed diets.  This STANDARD is not met as evidenced by: Based on observations, record reviews and interviews the facility failed to follow dietary orders for 3 of 7 audit clients (#2, #4 and #7). The findings are:  Staff did not follow dietary order for prescribed prune juice serving at meal.  1. During breakfast observations in the home on 11/14/19 from 8:00-8:30 am, Staff C halfway filled an 8 ounce glass with prune juice for client #2. Client #2 independently drunk 3 ounces of the prune juice, before finishing her meal and leaving the table. In addition, on the table, was a meal card for each client. On client #2's meal card, it specified for her to receive 8 ounces of prune juice at meals.	{W 460}			

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{W 460}	Continued From page 6  Review on 11/14/19 of the November 2019 physician's orders for client #2 revealed that she would receive 8 ounces of prune juice with each meal, for constipation.  During an interview with Staff C on 11/14/19 revealed that client #2 was supposed to receive 4 ounces of prune juice at each meal. The nurse was standing nearby and told Staff C that client #2's prune juice order was for 8 ounces. The nurse had commented that client #2 had been dealing with bowel issues for the past few weeks, with medications adjusted since she had been expressing pain and discomfort and had changes in her stool formation.  2. Client #4 and client #7 did not receive prune juice at breakfast.  a. During breakfast observations on 11/14/19 during the follow-up survey, client #7 was observed eating breakfast from 8:30am until 9:02am. At no time during the observation of breakfast was client #7 given prune juice.  Review on 11/14/19 of diet roster (undated) displayed in the dining room of the home revealed that client #7 should receive 4 ounces of prune juice with her breakfast.  Interview on 11/14/19 with the director revealed that the diet roster displayed in the home is the most current diet. The director confirmed that client #7 should have received prune juice with her breakfast.  b. During breakfast observations on 11/14/19	{W 460}		

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{W 460}	Continued From page 7 during the follow-up survey, client #4 was observed eating breakfast from 8:30am until 9:04am. At no time during the observation was client #4 given prune juice.  Review on 11/14/19 of diet roster (undated) displayed in the dining room of the home revealed that client #4 should receive 4 ounces of prune juice at each meal.  Interview on 11/14/19 with the director revealed that the diet roster displayed in the home is the most current diet. The QIDP confirmed that client #4 should have received prune juice at breakfast.	{W 460}		