

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

PRINTED: 08/30/2012
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345246	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 08/16/2012
NAME OF PROVIDER OR SUPPLIER CAMELOT MANOR NURSING CARE FAC			STREET ADDRESS, CITY, STATE, ZIP CODE 100 SUNSET ST GRANITE FALLS, NC 28630	
(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 226 SS=E	<p>483.13(c) DEVELOP/IMPLMENT ABUSE/NEGLECT, ETC POLICIES</p> <p>The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect, and abuse of residents and misappropriation of resident property.</p> <p>This REQUIREMENT is not met as evidenced by: Based on staff interviews and record reviews the facility failed to review criminal background checks upon hire and permitted employees to work in the facility for four (4) of four (4) employee files reviewed. (Employee #1, #2, #3 and #4).</p> <p>The findings are:</p> <p>A review of a facility policy titled "Abuse and Neglect" with a revised date of 2011 indicated efforts to prevent any and all possible abuse occurring in the facility and the facility has adapted the following preventative guidelines. I. Screen all employees! A). File criminal background checks for all employees: The Employee Authorization form for all Criminal Background checks and fingerprinting will be signed before the potential employee begins his/her first working day. This form shall be sent to the appropriate agency within the required 5 working days of the employee's date of hire. C). The facility will not hire an applicant with known history of abuse, if that information is known to the facility at the time of hire. If information is obtained i.e. vial criminal background checks the employee will be</p>	F 226	<p>To correct the cited deficiency for failure to review criminal background checks upon hire and permitting new hires to work in the facility before reviewing their criminal background checks the following corrective measures were taken:</p> <p>Revisions of the policy and procedures concerning pre-employment criminal background checks</p> <p>A 100% criminal background check audit was completed on all current employees to assure there was no threat to residents for mistreatment, neglect, abuse and misappropriation of resident property.</p> <p>Upon offer of employment, the potential hire will be asked to complete a consent for an on-line criminal background check.</p> <p>Upon consent from the potential hire, criminal background check is obtained on-line/visually from the Vantage Point on-line website.</p>	8/30/2012 8/16/2012 8/30/2012

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE: Sandy E. Ford TITLE: RT Don (X6) DATE: 9/11/12

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.

Original Signature Date: 9-6-12

SEP 12 2012
BY: _____

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F 226	Continued From page 1 terminated once the information is obtained. 1. A review of employee files revealed Employee #1 began employment in the facility on 04/24/12 as a nursing assistant. A review of a facility document titled "terminated employees" indicated Employee #1 was terminated on 08/02/12 and the reason for termination was "Criminal Background check unsatisfactory." During an interview on 08/15/12 at 2:01 PM the Director of Nurses (DON) explained the facility required all newly hired employees to be fingerprinted with the local police department and the fingerprints were sent by mail to the North Carolina State Bureau of Investigation for processing. She explained it sometimes took several weeks to get the results back. She further explained the criminal background results were supposed to be reviewed by the Staff Development Coordinator (SDC)/Assistant Director of Nurses (ADON) when they were received in the facility and if there was any criminal background history or questions, they were to be reviewed by the DON, the Assistant Administrator or Administrator for approval to work in the facility. During a follow up interview on 08/15/12 at 5:05 PM the DON stated it was her expectation that criminal background checks should be obtained and sent to the North Carolina State Bureau of Investigation within five (5) working days after an employee was hired and they should be reviewed promptly when the facility received the results. During an interview on 08/15/12 at 5:10 PM the Assistant Administrator stated when a criminal	F 226	Criminal background checks report will be reviewed by the Staff Development Coordinator within 24 hrs of consent by the potential hire for an on-line criminal background check. A criminal background check "review and approval form" will be completed on each new hire by the Staff Development Coordinator. a) In the absence of the Staff Development Coordinator, the Director of Nursing and/or Assistant Administrator will complete the process of review and complete the review and approval form on each new hire.. Information obtained will be reviewed by the Staff Development Coordinator, Department Manager and Administrator and/or Assistant Administrator and signatures obtained for approval or disapproval for potential hire to begin orientation and training in their job duties according to their job description. A log of applicants, who have been offered a position will be maintained by the Staff Development Coordinator. Log will include: a) Name b) Consent for on-line criminal background check	8/30/2012. 8/30/2012	

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F 226	Continued From page 2 background check came back to the facility with a criminal history they were supposed to be reviewed on a case by case basis and she or the administrator had to approve whether the employee was permitted to work in the facility. During an interview on 08/16/12 at 11:00 AM a criminal background supervisor with the North Carolina State Bureau of Investigation was interviewed and reported that criminal background requests were processed and completed in 24 to 48 hours. She stated that requests were initially scanned into the computer data bank the same day they were received and when completed, mailed the same day. She added that her staff was setup to handle large volumes of requests and worked ten (10) hour shifts to ensure all requests were handled and processed within the 24 to 48 hour timeframe. She accessed computer records that specified Employee #1's criminal background request was received by the North Carolina State Bureau of Investigation on 06/18/12 at 5:13 PM and scanned into the national finger print database on 06/18/12 at 5:16 PM. She added the reports were completed and mailed to the facility on 06/19/12 at 10:55 AM by the United States Postal Service. During an interview on 08/16/12 at 2:30 PM the SDC/ADON stated she found the criminal background check for Employee #1 on her desk around the end of June and it was still sealed in the envelope. She verified she did not know what date it was received because they did not record when criminal background checks were mailed or when the results were received from the North Carolina State Bureau of Investigation.	F 226	<ul style="list-style-type: none"> c) Date of Review of background check d) Federal background check (for those applicants who have not resided in North Carolina for more than 5 years) e) Federal background check Date Sent and Date returned. f) Whether satisfactory or not g) Disposition of potential hires employment status. <p>The log will be reviewed by the Department Manager and Administrator and/or Assistant Administrator and signatures obtained of their approval for the disposition of the potential new hire.</p> <p>Education was provided to all Department Managers that hire employees on the New Hire criminal background check process.</p> <p>To ensure full compliance with the new procedures, the logs will be reviewed weekly x 6 weeks and twice weekly x 3 months for completeness and approval process by the Administrator and/or Assistant Administrator and/or D.O.N.</p> <p>Results of the 6 week monitoring will be reviewed by the QAA Committee during the October meeting and results of the 3 month monitoring will be reviewed during the January 2013 meeting.</p> <p>Ongoing review will be conducted to ensure compliance with procedure and quarterly reports presented to the QAA Committee.</p>	8/30/2012 8/30/2012 8/30/2012 9/6/2012.	

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F 226	Continued From page 3 2. A review of employee files revealed Employee #2 began employment in the facility on 04/24/12 as a housekeeper. A review of a document titled "terminated employees" indicated Employee #2 was terminated from employment on 06/29/12 and the reason for termination was "Background Check Failed." During an interview on 08/15/12 at 2:01 PM the Director of Nurses (DON) explained the facility required all newly hired employees to be fingerprinted with the local police department and the fingerprints were sent by mail to the North Carolina State Bureau of Investigation for processing. She explained it sometimes took several weeks to get the results back. She further explained the criminal background results were supposed to be reviewed by the Staff Development Coordinator (SDC)/Assistant Director of Nurses (ADON) when they were received in the facility and if there was any criminal background history or questions, they were to be reviewed by the Director of Nurses, the Assistant Administrator or Administrator for approval to work in the facility. During a follow up interview on 08/15/12 at 5:05 PM the DON stated it was her expectation that criminal background checks should be obtained and sent to the North Carolina State Bureau of Investigation within five (5) working days after an employee was hired and they should be reviewed promptly when the facility received the results. During an interview on 08/15/12 at 5:10 PM the Assistant Administrator stated when a criminal background check came back to the facility with a	F 226			

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F 226	<p>Continued From page 4</p> <p>criminal history they were supposed to be reviewed on a case by case basis and she or the administrator had to approve whether the employee was permitted to work in the facility.</p> <p>During an interview on 08/16/12 at 11:00 AM a criminal background supervisor with the North Carolina State Bureau of Investigation was interviewed and reported that criminal background requests were processed and completed in 24 to 48 hours. She stated requests were initially scanned into the computer data bank the same day they were received and when completed, mailed the same day. She added that her staff was setup to handle large volumes of requests and worked ten (10) hour shifts to ensure all requests were handled and processed within the 24 to 48 hour timeframe. She accessed computer records that specified Employee #2's criminal background request was received by the North Carolina State Bureau of investigation on 06/18/12 at 5:13 PM and scanned into the national finger print database on 06/18/12 at 5:16 PM. She added the reports were completed and mailed to the facility on 06/19/12 at 10:55 AM by the United States Postal Service.</p> <p>During an interview of 08/16/12 at 9:45 AM the Director of Housekeeping stated when a new employee was hired they had to be fingerprinted by the local police department and the fingerprints were mailed for processing. He further stated Employee #2 went through an initial orientation program after he was hired on 04/24/12 and was then put on the schedule to work. The Director of Housekeeping verified he was not aware Employee #2 had a criminal</p>	F 226			

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F 226	<p>Continued From page 5</p> <p>history until the SDC/ADON called him on 06/29/12 with the results of a criminal background check and Employee #2 was terminated from employment that same day.</p> <p>During an interview on 08/16/12 at 2:30 PM the SDC/ADON verified she did not know what date the criminal background check was received because they did not document when they were mailed or when the results were received from the North Carolina State Bureau of Investigation.</p> <p>3. A review of employee files revealed Employee #3 began employment in the facility on 04/24/12 as a nursing assistant. A review of a document titled "terminated employees" indicated Employee #3 gave voluntary notice to leave the facility on 06/18/12.</p> <p>A review of a document titled North Carolina State Bureau of Investigation dated 6/19/12 indicated a fingerprint check of Employee #1 with no criminal history record.</p> <p>During an interview on 08/15/12 at 2:01 PM the Director of Nurses (DON) explained the facility required all newly hired employees to be fingerprinted with the local police department and the prints were sent by mail to the North Carolina State Bureau of Investigation for processing. She explained it sometimes took several weeks to get the results back. She further explained the criminal background results were supposed to be reviewed by the Staff Development Coordinator (SDC)/Assistant Director of Nurses (ADON) when they were received in the facility and if there was any criminal background history or questions, they were to be reviewed by the DON, the</p>	F 226			

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F 226	<p>Continued From page 6</p> <p>Assistant Administrator or Administrator for approval to work in the facility.</p> <p>During a follow up interview on 08/15/12 at 5:05 PM the DON stated it was her expectation that criminal background checks should be obtained and sent to the North Carolina State Bureau of Investigation within five (5) working days after an employee was hired and they should be reviewed promptly when the facility received the results.</p> <p>During an interview on 08/16/12 at 11:00 AM a criminal background supervisor with the North Carolina State Bureau of Investigation was interviewed and reported that criminal background requests were processed and completed in 24 to 48 hours. She stated requests were initially scanned into the computer data bank the same day they were received and when completed, mailed the same day. She added that her staff was setup to handle large volumes of requests and worked ten (10) hour shifts to ensure all requests were handled and processed within the 24 to 48 hour timeframe.</p> <p>During an interview on 08/16/12 at 2:30 PM the SDC/ADON verified Employee #3 left the facility before her criminal background check was reviewed. She verified she did not know what date it was received because they did not document when criminal background checks were mailed or when the results were received from the North Carolina State Bureau of Investigation.</p> <p>4. A review of employee files revealed Employee #4 began employment in the facility on 04/24/12 as a nursing assistant and was still employed in</p>	F 226			

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F 226	<p>Continued From page 7 the facility.</p> <p>A review of a document titled North Carolina State Bureau of Investigation dated 06/19/12 indicated a fingerprint check of Employee #4 that revealed the following statement: "We are unable to process your request for following reasons: Fingerprint characteristics too low to be used. This occurs when the image quality is below acceptable levels. Fingerprint(s) are/is not rolled nail to nail and tip to first joint."</p> <p>During an interview on 08/15/12 at 2:01 PM the Director of Nurses (DON) explained the facility required all newly hired employees to get fingerprints with the local police department and they were sent by mail to the North Carolina State Bureau of Investigation for processing. She explained it sometimes took several weeks to get the results back. She further explained the criminal background results were supposed to be reviewed by the Staff Development Coordinator (SDC)/Assistant Director of Nurses (ADON) when they were received in the facility and if there was any criminal background history or questions, they were to be reviewed by the DON, the Assistant Administrator or Administrator for approval to work in the facility.</p> <p>During an interview on 08/15/12 at 4:55 PM the SDC/ADON stated Employee #4 had to get her fingerprints re-done but she did not know when they were mailed back to the North Carolina State Bureau of Investigation for processing.</p> <p>During a follow up interview on 08/15/12 at 5:05 PM the DON stated it was her expectation that criminal background checks should be obtained</p>	F 226			

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F 226	<p>Continued From page 8</p> <p>and sent to the North Carolina State Bureau of Investigation within five (5) working days after an employee was hired and they should be reviewed promptly when the facility received the results.</p> <p>During an interview on 08/15/12 at 5:10 PM the Assistant Administrator stated when a criminal background check came back to the facility with a criminal history they were supposed to be reviewed on a case by case basis and she or the administrator had to approve whether the employee was permitted to work in the facility.</p> <p>During an interview on 08/16/12 at 11:00 AM a criminal background supervisor with the North Carolina State Bureau of Investigation was interviewed and reported that criminal background requests are processed and completed in 24 to 48 hours. She stated that requests are initially scanned into the computer data bank the same day they are received and when completed, mailed the same day. She added that her staff was setup to handle large volumes of requests and worked ten (10) hour shifts to ensure all requests were handled and processed within the 24 to 48 hour timeframe.</p> <p>During an interview on 08/16/12 at 2:30 PM the SDC/ADON verified she did not know what date the criminal background check was received because they did not document when they were mailed or when the results were received from the North Carolina State Bureau of Investigation.</p>	F 226			