

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>345000</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____  B. WING _____		(X3) DATE SURVEY COMPLETED  <b>C</b> <b>06/11/2015</b>
NAME OF PROVIDER OR SUPPLIER  <b>AUTUMN CARE OF BISCOE</b>			STREET ADDRESS, CITY, STATE, ZIP CODE <b>401 LAMBERT ROAD P O BOX 708 BISCOE, NC 27209</b>		
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F 253 SS=E	<p><b>483.15(h)(2) HOUSEKEEPING &amp; MAINTENANCE SERVICES</b></p> <p>The facility must provide housekeeping and maintenance services necessary to maintain a sanitary, orderly, and comfortable interior.</p> <p>This REQUIREMENT is not met as evidenced by: Based on observation and staff interviews, the facility failed to maintain clean wheelchairs on five of six halls. The findings included:</p> <p>On 6/8/15 at 12:05 PM and on 6/9/15 at 10:10 AM, tour of the 100, 400 and 500 halls was conducted. The wheelchairs of the residents in rooms 106, 110, 403A, 403B, 406B, 502A, 502B, 506A, and 505 were observed to be dirty and dusty. The frames were covered with dust and dried food particles and dirt.</p> <p>On 6/8/15 at 12:09PM, an observation of room 201's wheelchair revealed the frame of the wheelchair was dusty, dirty with food particles and the towel clothes taped around the frame on the front of the wheelchair where the leg rests would be attached were very brown in color and dirty in appearance.</p> <p>On 6/8/15 at 12:30PM, an observation of room 202's wheelchair revealed that the wheelchair frame had a film of dust/ dirty areas on the frame of the wheelchair.</p> <p>On 6/8/15 at 12:30PM, an observation of room 204's wheelchair revealed the frame and wheels of the chair had a film of dust, dirt and multiple food particles.</p>	F 253	<p>Wheelchair Cleaning PoC On 6/11/15 State surveyors observed wheelchairs that had dust, dirt, or food particles on them. Survey team concluded that they were not being cleaned appropriately. Survey team also suggested implementing a wheelchair cleaning schedule. Wheelchairs were being cleaned prior to the survey team entering the facility and continued to be cleaned throughout the week.</p> <p>Corrective action put in place for those immediately affected by the deficient practice: Wheelchairs that the survey team identified as dirty were immediately cleaned by Housekeeping director and Housekeeping staff on 6/10/15. These wheelchairs include: 100 Hall: 106A, 108A, 108B, 109B, 110 200 Hall: 201, 202, 204, 206, 210, 211A 400 Hall: 401A, 401B, 402A, 403A, 403B, 406B, 409A 500 Hall: 502A, 502B, 505, 506A 600 Hall: 601, 603, 616, 617, 622, 623, 625.</p> <p>Corrective action put in place for those residents having the potential to be</p>	6/11/15	

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

TITLE

(X6) DATE

Electronically Signed

07/04/2015

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 253	Continued From page 1  On 6/8/15 at 3:29PM, an observation of room 401A's wheelchair revealed a film of dust and dirt particles over the frame of the chair.  On 6/8/15 at 3:30PM, an observation of room 402A's wheelchair revealed a film of dust, dirt and food particles covering the frame of the wheelchair.  On 6/8/15 at 4:09PM, an observation of room 206's wheelchair revealed a film of dust on the frame of the wheelchair.  On 6/8/15 at 5:00PM, an observation of room 211A's wheelchair revealed the wheelchair frame and wheels was covered with a film of dust and dirt particles.  On 6/9/15 at 9:26AM, an observation of room 211A's wheelchair revealed the wheelchair frame and wheels was covered with a film of dust and dirt particles.  On 6/9/15 at 9:30AM, an observation of room 402A's wheelchair revealed a film of dust, dirt and food particles covering the frame of the wheelchair.  On 6/9/15 at 9:32AM, an observation of room 201's wheelchair revealed the frame of the wheelchair was dusty, dirty with food particles and the towel clothes taped around the frame on the front of the wheelchair where the leg rests would be attached were very brown in color and dirty in appearance.  On 6/9/15 at 9:35AM, an observation of room 204's wheelchair revealed the frame and wheels	F 253	affected by the same deficient practice: A room roster was printed off and all wheelchairs in the entire facility were cleaned by Housekeeping Director, Housekeeping Staff and Administrator on 6/10/15-6/11/15. These wheelchairs include: 101, 102, 103, 104, 105A, 106A, 106B, 107, 108A, 108B, 109A, 109B, 110, 111, 112, 114, 201, 202, 203, 204, 205, 206, 208, 209B, 210B, 211A, 211B, 212A, 214, 302, 303, 304, 305, 306, 307, 308, 310B, 311A, 312B, 314, 401A, 401B, 402A, 402B, 403A, 403B, 404B, 405A, 405B, 406A, 406B, 407B, 408B, 409A, 409B, 410A, 410B, 411B, 412A, 412B, 501A, 501B, 502A, 502B, 503A, 504B, 505A, 505B, 506A, 506B, 507A, 507B, 508A, 509A, 510A, 510B, 512A, 512B, 514A, 514B, 516, 601, 602, 603, 604, 605, 606, 607, 610, 611, 614, 615, 616, 617, 618, 619, 620, 621, 622, 623, 624, 625.  Measures put in place or systemic changes made to ensure the deficient practice will not occur: A wheelchair cleaning schedule was implemented on 6/11/2015. Wheelchairs are cleaned on a regular schedule by, but not limited to the following personnel: 1. 1st and 2nd Shift Housekeepers 2. 2nd and 3rd Shift CNAs 3. Housekeeping Director 4. Maintenance Director and Assistant  An in-service was completed by administrator with the nursing staff, housekeeping staff and maintenance staff on 6/10/2015-6/11/2015 on cleaning and		

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F 253	<p>Continued From page 2 of the chair had a film of dust, dirt and multiple food particles.</p> <p>On 6/9/15 at 9:40AM, an observation of room 202's wheelchair revealed that the wheelchair frame had a film of dust/ dirty areas on the frame of the wheelchair.</p> <p>On 6/9/15 at 9:43AM, an observation of room 401A's wheelchair revealed a film of dust and dirt particles over the frame of the chair.</p> <p>On 6/9/15 at 9:46AM, an observation of room 401B's wheelchair revealed the frame of the wheelchair was dusty and had food particles on the frame/ wheels of the chair.</p> <p>On 6/9/15 at 9:48AM, an observation of room 206's wheelchair revealed a film of dust on the frame of the wheelchair.</p> <p>On 6/9/15 at 10:22AM, an observation of room 108B's wheelchair revealed the wheelchair frame had a film of dust, dirty areas and food particles covering the frame of the wheelchair and wheels.</p> <p>On 6/9/15 at 10:40AM, an observation of room 109B's wheelchair revealed the frame was dusty and dirty with food particles noted on the frame of the wheelchair.</p> <p>On 06/10/2015 at 3:57PM, the housekeeping supervisor stated nursing staff would fill out a repair requisition form if a wheelchair needed cleaning and staff would put the wheelchair in the wash area for cleaning. He stated housekeeping used to have a routine wheelchair cleaning schedule but stopped the wheelchair cleaning</p>	F 253	<p>reporting dirty wheelchairs.</p> <p>Facility plans to monitor its performance to ensure solutions are sustained:</p> <ol style="list-style-type: none"> <li>1. Housekeeping Director, Maintenance Director or Administrator will inspect and sign off on the wheelchair schedule to ensure all wheelchairs for that week have been cleaned. Cleaning schedule was initiated on 6/11/15. This will be completed indefinitely.</li> <li>2. Weekly audit will be turned into Administrator after Housekeeping Director, Maintenance Director or Administrator has completed inspection. This will be completed indefinitely.</li> <li>3. Administrator or Director of Nursing will complete a weekly audit for a month and then every month for 3 months.</li> <li>4. Audits and POC will be reviewed by Quality Assurance Committee. Any area of continued concern will be brought back to the QA committee by the Administrator for further action plan.</li> </ol> <p>Dates corrective action will be completed: 6/11/2015</p>		

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

PRINTED: 07/14/2015  
FORM APPROVED  
OMB NO. 0938-0391

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F 253	<p>Continued From page 3</p> <p>schedule about three to four months ago because there was a lot of extra stuff to do in housekeeping. At that time, the two second shift housekeepers (3:00PM-11:00PM) were supposed to clean the wheelchairs after the resident was out of the chair on the evening shift and he (the housekeeping supervisor) would clean the ones the second shift housekeepers did not clean. The housekeeping supervisor stated he did not keep a record of when and what wheelchairs were cleaned.</p> <p>On 6/10/2015 at 4:00PM, the maintenance requisitions from January 2015 through June 2015 were reviewed and revealed three requests had been submitted for wheelchair cleaning.</p> <p>On 6/10/15 at 4:09PM, a tour of the facility was conducted with the housekeeping supervisor. The following wheelchairs were noted to have visible dust, food particles and/or dirt on the frame of the wheelchair: 100 hall--room 106, 108A, 108B, 109B, 110 200 hall-room 201,202,204,206,211A 400 hall-401A, 401B, 402A, 403A, 403B, 406B, 409A 500 hall-502A, 502, 505, 506A 600 hall-601,603, 616,617, 622, 623, 625.</p> <p>On 06/10/2015 at 4:20PM, housekeeper #1 stated he worked 3-11pm shift. He stated sometimes he cleaned wheelchairs on his shift if the wheelchair was dirty. Housekeeper #1 stated there was not a schedule regarding the cleaning of the wheelchairs.</p> <p>On 06/10/2015 at 4:25PM, housekeeper #2 stated she had worked at the facility for fifteen years and worked on the 3-11 PM shift. She</p>	F 253			

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F 253	<p>Continued From page 4</p> <p>stated there was not a schedule for the cleaning of the wheelchairs. She stated the housekeeping supervisor informed them of the wheelchairs that needed to be cleaned. Housekeeper #2 stated there had never been a schedule for routine wheelchair cleaning and most of the time, the wheelchairs were cleaned on first shift.</p> <p>On 6/10/15 at 5:00PM, Administrative staff #1 stated there was a wheelchair/gerichair maintenance audit done monthly by maintenance (no set date) once a month. The audit for April 2015 indicated the wheelchair in room 102 was washed and the wheelchair in room 312A was cleaned. The audit for May 2015 was reviewed and there was no documentation that any wheelchairs had been washed. Administrative staff #1 stated if there was not a check mark on the audit sheet, it did not mean the wheelchair wasn't cleaned. He stated it could indicate that the wheelchair was clean when it was observed by the maintenance staff. Administrative staff #1 stated there was a system in place but a better system might be needed.</p>	F 253			