

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345298	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 05/19/2016
NAME OF PROVIDER OR SUPPLIER HUNTINGTON HEALTH CARE			STREET ADDRESS, CITY, STATE, ZIP CODE 311 S CAMPBELL STREET BURGAW, NC 28425		
(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 253 SS=D	<p>483.15(h)(2) HOUSEKEEPING & MAINTENANCE SERVICES</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 observations, staff/resident interviews and record review, the facility failed to replace missing control knobs and provide maintenance for proper functioning on air conditioning/heating units for one of 4 sampled resident 's rooms (Resident # 1) and 4 of 8 units in the resident eating and visiting areas. Findings included: On 5/18/2016 at 10:30 AM, an initial tour was conducted of the facility and revealed: -Missing control knobs for the heating/air conditioning unit in resident #1 's room -Missing control knobs and broken control panel for heating/air conditioning unit in the resident/family sitting area (Daisy Room) on the 100 hall -Missing control knobs for the heating/air conditioning unit in the resident/family sitting room on the entrance to the 400 hall -Missing control knobs for 1 of the 6 heating/air conditioning units in the main resident dining room and 1 unit out of the 6 was missing the power cable</p> <p>On 5/18/2016 at 4:40 PM an interview was conducted with Resident #1. Resident #1 was cognitively intact as stated in the quarterly Minimum Data Set dated 3/30/2016. The resident explained the heating/air conditioning unit in the room had not functioned properly for several</p>	F 253	<p>For Resident # 1:</p> <p>" On 05/18/2016, The Maintenance Director inspected and defrosted Resident # 1 air conditioning/heating unit. " On 05/18/2016, The Maintenance Director immediately audited all facility air conditioning/heating units to identify any units that have missing mechanical parts and need to be repaired or replaced. " On 05/19/2016, The Maintenance Director replaced the air conditioning/heating unit in Resident #1 room.</p> <p>For Resident #1 and all other Residents:</p> <p>" On 05/18/2016, The Maintenance Director immediately audited all facility air conditioning/heating units to identify any units that have missing mechanical parts and need to be repaired or replaced. " On 05/18/2016, the Administrator initiated a 30 day plan to clean all air conditioning/heating units to ensure all units maintain a sanitary, orderly, and comfortable environment. " In-servicing of Maintenance Director by Administrator on 05/19/2016 on Resident Rights to include the Residents</p>	6/3/16	

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

TITLE

(X6) DATE

Electronically Signed

06/06/2016

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 months. Resident #1 stated the problem had been reported, and the maintenance department was aware, but the unit was not repaired. Resident #1 also revealed there was no way to adjust the temperature due to the missing control knobs. Resident #1 indicated when the weather was warm there was no way to adjust the unit to cool the room and she had to go elsewhere in the facility to cool off. Resident #1 also reported the main dining room had been too warm recently due to some of the air conditioning units not in working order. Observation of the air conditioning unit in Resident #1 ' s room on 5/18/2016 at 4:40 PM revealed missing control knobs on the unit panel. There was no way to adjust the unit temperature. The front horizontal grids of the unit were noted to have solid ice on each grid from end to end. On 5/18/2016 at 5:10 PM, another tour of the facility was conducted and revealed the heating/air conditioning units previously identified remained in the same condition. On 5/19/2016 at 8:45 AM, a tour of the facility was conducted and revealed the heating/air conditioning units previously identified remained in the same condition. On 5/19/2016 at 9:30 AM, the facility maintenance log was reviewed and revealed 1 requisition for air conditioning/heating unit maintenance on 4/21/16 for Resident #1 ' s room. The log indicated the unit was repaired on 4/22/2016 and was signed by the Maintenance Director. During an interview on 5/19/2016 at 10:40 AM, the Maintenance Director stated he was aware of some issues with the heating/air conditioning units in the facility. The Maintenance Director reported he was unaware of issues with the unit in Resident #1 ' s room and further stated he did	F 253	right to be able to adjust the air conditioning/heating unit for their individual comfort level. " On 05/31/2016, the Administrator reviewed the audit results and ordered all mechanical parts needed for air conditioning/heating unit repair. " On 05/31/2016, The Administrator in-serviced the Maintenance Director on new audit tool created to monitor proper function of air conditioning units to include missing mechanical parts. " On 06/03/2016, The Administrator ordered 20 new air conditioning/heating units. Delivery is tentatively scheduled for 06/10/2016. Temperature will be monitored in all common areas to include dining rooms and day rooms by Maintenance Director/Designee to ensure comfortable and safe temperature levels. If the temperature of the common areas fall below 71 degrees or exceeds 81 degrees, the facility will immediately address with provisions of keeping acceptable temperatures. " For continued monitoring, the Maintenance Director/Designee will inspect 25% of air conditioning/heating units to ensure proper function of air conditioning units to include missing mechanical parts weekly times four weeks to total 100% and monthly thereafter. Results of air conditioning/heating unit audit will be reviewed by Administrator upon completion. " Results of air conditioning/heating unit audit to be presented at the next scheduled Quality Assurance Committee Meeting for review and again the following		

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F 253	Continued From page 2 an audit on the afternoon of 5/18/2016 of all the resident room heating/air conditioning units. The audit was reviewed and indicated Resident #1 ' s room was " good on 5/18/2015 and clean " . The Maintenance Director reported when the audit was conducted of Resident #1 ' s room at approximately 3:00 PM on 5/18/2016 the unit was frozen and the knobs were missing. The Maintenance Director reported he unplugged the unit and the ice melted. The Maintenance Director reported he forgot to write it on the audit paper. The Maintenance Director reported being aware of the missing control knobs and the broken control panel in the sitting areas and indicated the knobs were replaced in the past. The Maintenance Director stated there was no audit tool to check the units prior to 5/18/2016. The Maintenance Director was aware of the missing power cord to the unit in the dining room and revealed the cord must have been taken to use on another unit, but he wasn ' t sure which unit. The Maintenance Director indicated the cord was taken from the unit that was near the end of the room where fewer residents were seated for meals. The Maintenance Director reported currently no parts were ordered for the older units with knob controls, and plans were being made to get new digital units for the old units that needed replacing. An interview was conducted with the Administrator on 5/19/2016 at 11:30 AM. The Administrator stated the expectation was any missing mechanical parts for the heating/air conditioning units would be replaced and repaired promptly and the units be functional. The Administrator also indicated the expectation was for residents to be able to adjust the units for their individual comfort.	F 253	Quarterly Quality Assurance committee Meeting with determination at that time for continued need for monitoring. Completion Date: 06/03/2016		