

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: NH0546	(X2) MULTIPLE CONSTRUCTION A. BUILDING: <u>X</u> B. WING: _____	(X3) DATE SURVEY COMPLETED 02/22/2018
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NAME OF PROVIDER OR SUPPLIER: WELL SPRING
STREET ADDRESS, CITY, STATE, ZIP CODE: 3560 WILDFLOWER DRIVE GREENSBORO, NC 27410

(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
L000	<p>INITIAL COMMENTS</p> <p>A re-licensure survey and complaint investigation were conducted February 21 - 22, 2018. No deficiencies resulted from the complaint investigation.</p> <p>A plan of correction is required for the following deficiencies.</p> <p>§ 131E-100 Definitions</p> <p>As used in this Part, unless otherwise specified:</p> <p>(1) "Adult care home", as distinguished from a nursing home, means a facility operated as a part of a nursing home and which provides residential care for aged or disabled persons whose principal need is a home with the shelter or personal care their age or disability requires.</p> <p>Medical care in an adult care home is usually occasional or incidental, such as may be required in the home of any individual or family, but the administration of medication is supervised.</p> <p>Continuing planned medical and nursing care to meet the resident's needs may be provided under the direct supervision of a physician, nurse, or home health agency. Adult care homes are to be distinguished from nursing homes subject to licensure under this Part.</p> <p>This requirement is not met as evidenced by:</p> <p>Based on observation, record review and staff interview, the adult care home portion of the Willow Way Memory unit was not distinguished from the nursing home portion of the unit.</p> <p>Findings included:</p> <p>The memory care unit was initially observed on 2/21/18 at 10:00 AM. Nurse #1 said residents at the adult home level of care and nursing home</p>	L000	<p>Well-Spring has designated and distinguished the adult care home beds from the nursing home beds to meet the regulation 131E-100 Definitions in the following manner:</p> <ol style="list-style-type: none"> 1) Rooms 301- 310 are now designated as Adult Care Home beds. 2) Rooms 311- 320 are now designated as Skilled Nursing beds. 3) Charts for Adult Care are Green in color, and Skilled Nursing charts are Red in color. 4) Physician orders, which are part of each resident's medical record, identify the resident and his or her room as Adult Care or Skilled Nursing level of care. <p>Designations have been made and are in effect as of March 28, 2018.</p>	3/28/18

Division of Health Service Regulation

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

TITLE

(X5) DATE

Mush Rudenow, NHA Director of Health Services

3/28/18

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: NH0546	(X2) MULTIPLE CONSTRUCTION C. BUILDING: ___X___ D. WING: _____	(X3) DATE SURVEY COMPLETED 02/22/2018
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L000	<p>Continued From page 1</p> <p>level of care were mixed on the unit. She said skilled residents had red charts and adult care residents had green charts.</p> <p>Nurse #2 was interviewed on 2/22/18 at 8:04 AM. She said the care provided on the unit is the same for nursing home and adult care home residents. She said the green charts were for skilled care and the red charts were for adult care residents. Interview with the pharmacist who was charting on the unit revealed she treated all of the residents on the unit as skilled.</p> <p>The Director of Health Services (DHS) provided a facility layout and a Breakdown of Room Numbers and Beds within those Rooms (DHSR-Form 4504). The Memory Care layout did not designate a location for adult care rooms or nursing home rooms. The DHSR-Form 4504 listed the 20 rooms on the unit as follows:</p> <p>301 as SNF (Skilled Nursing Facility) 302 as AL (Assisted Living) Assisted living is the same as an adult care home bed. 303 and 304 as SNF 305 as AL 306 as SNF 307 and 308 as AL 309 as SNF 310 - 315 as AL 316-320 as SNF</p> <p>The rooms designated as SNF on the DHSR-Form 4504 matched up with the red charts on the unit.</p> <p>A review of the Memory Care layout revealed the adult care home rooms were not grouped together or apart from the nursing home rooms.</p>	L 000		

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L 000	<p>Continued From page 2</p> <p>The DHS was interviewed on 2/22/2018 at 1:20 PM about why the adult care home was not distinguished from the nursing home on the memory care unit. She said all care was provided at the skilled level. She said the fee didn't change for the residents and when the residents' level of care changed, it did not require a room change.</p> <p>Interview with the Executive Director on 2/22/2018 at 2:46PM, revealed the rooms were designated on the daily census, by chart color and in the physician orders.</p> <p>§ 131E-114. Special care units; disclosure of information required.</p> <p>(a) A nursing home or combination home licensed under this Part that provides special care for persons with Alzheimer's disease or other dementias in a special care unit shall make the following disclosures pertaining to the special care provided that distinguishes the special care unit as being especially designed for residents with Alzheimer's disease or other dementias. The disclosure shall be made annually, in writing, to all of the following:</p> <p>(1) The Department, as part of its licensing procedures.</p> <p>(2) Each person seeking placement within a special care unit, or the person's authorized representative, prior to entering into an agreement with the person to provide special care.</p> <p>(b) Information that must be disclosed in writing shall include, but is not limited to, all of the following:</p> <p>(1) A statement of the overall philosophy and mission of the licensed facility and how it reflects the special needs of residents with dementia.</p>	L 000	<p>NCGS §131E--114 -- Special Care units: disclosure of information required</p> <p>Well•Spring has not included in its past license renewal applications annual disclosures pertaining to the Willow Way Memory Unit because admission to the unit is not open to the public but only to already admitted residents within the closed CCRC community. Well•Spring does not solicit outside admission to the unit and does not advertise the unit to the general public.</p> <p>To address the survey finding, Well•Spring will:</p> <ol style="list-style-type: none"> 1) Remove mention of the Willow Way Memory Unit from its website until the requested disclosures are on file at the Licensure Section; 2) Send a letter to the Licensure Section to amend its 2018 license application to provide the requested disclosures; 3) Include the requested disclosures and Alzheimer's Special Care Unit Data Supplement Sheet with its 2019 License Renewal Application; 4) Continue to provide to its residents information about the Willow Way Memory Unit and will include in the information the disclosures identified in §NCGS 131E-114. <p>Well•Spring has completed the annual Renewal Application in the same manner for the past 20 years, and this issue has not previously been raised</p>	3/21/18

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L 000	<p>Continued From page 3</p> <p>(2) The process and criteria for placement, transfer, or discharge to or from the special care unit.</p> <p>(3) The process used for assessment and establishment of the plan of care and its implementation, as required under State and federal law.</p> <p>(4) Typical staffing patterns and how the patterns reflect the resident's need for increased care and supervision.</p> <p>(5) Dementia-specific staff training.</p> <p>(6) Physical environment features designed specifically for the special care unit.</p> <p>(7) Alzheimer's disease and other dementia-specific programming.</p> <p>(8) Opportunities for family involvement.</p> <p>(9) Additional costs or fees to the resident for special care.</p> <p>(c) As part of its license renewal procedures and inspections, the Department shall examine for accuracy the written disclosures made by each licensed facility subject to this section.</p> <p>(d) Nothing in this section shall be construed as prohibiting a nursing home or combination home that does not offer a special care unit from admitting a person with Alzheimer's disease or other dementias. The disclosures required by this section apply only to a nursing home or combination home that advertises, markets, or otherwise promotes itself as providing a special care unit for persons with Alzheimer's disease or other dementias.</p> <p>(e) As used in this section, the term "special care unit" means a wing or hallway within a nursing home, or a program provided by a nursing home, that is designated especially for residents with Alzheimer's disease or other dementias, or other special needs disease or condition, as determined by the Medical Care Commission, which may include mental</p>	L 000		

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L 000	<p>Continued From page 4</p> <p>disabilities. (2000-154, s. 6.)</p> <p>This requirement is not met as evidenced by:</p> <p>Based on observation, record review and staff interview, the facility failed to make annual disclosures pertaining to the special care unit for residents with Alzheimer's and other dementias to the State. Findings included:</p> <p>The 2018 Renewal Application to Operate a Nursing Home indicated the facility had 60 general nursing facility (NF) beds and 72 general adult care home (ACH) beds. The Alzheimer's Special Care unit beds for both the NF and ACH was marked 0. There was no special care unit disclosure.</p> <p>The facility's website, http://www.well-spring.org/ was reviewed. Under Healthcare Services, it listed Willow Way Memory Support . It says, "Willow Way Memory Support is a specialized memory care area that caters to residents that are suffering from Alzheimer's disease, dementia and other causes of memory impairment in Greensboro, NC."</p> <p>The memory care unit was initially observed on 2/21/18 at 10:00 AM. Entry through the unit was through closed doors. The doors were locked from the inside and required a code to unlock the doors. The records for three sampled residents were reviewed in the unit and each resident (# 11, #12 and #13) had a form of dementia.</p> <p>Interview with the Director of Health Services (OHS) on 2/22/2018 at 1:20 PM revealed she did not think this requirement applied to the facility because they were not marketing to the public. She said all residents were given the Well-Spring</p>	L 000		

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L 000	Continued From page 5 Level of Criteria. This booklet described all of Well-Spring's level of care, including Willow Way Memory Support.	L 000		

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