

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

AMENDED

PRINTED: 10/31/2012  
FORM APPROVED  
OMB NO. 0938-0391

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:<br><br>345261 | (X2) MULTIPLE CONSTRUCTION<br>A. BUILDING _____<br>B. WING _____ | (X3) DATE SURVEY COMPLETED<br><br>C<br>10/11/2012 |
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| NAME OF PROVIDER OR SUPPLIER<br><br>ALLEGHANY CARE AND REHABILITATION CENTER | STREET ADDRESS, CITY, STATE, ZIP CODE<br>179 COMBS STREET<br>SPARTA, NC 28675 |
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| F 000         | INITIAL COMMENTS<br><br>No deficiencies were cited as a result of the complaint investigation.  | F 000 | "This Plan of Correction is prepared and submitted as required by law. By submitting this Plan of Correction, Alleghany Care & Rehabilitation Center does not admit that the deficiency listed on this form exist, nor does the Center admit to any statements, findings, facts, or conclusions that form the basis for the alleged deficiency. The Center reserves the right to challenge in legal and/or regulatory or administrative proceedings the deficiency, statements, facts, and conclusions that form the basis for the deficiency."<br><br>F242 | 11/2/2012 |
| F 242<br>SS=E | 483.15(b) SELF-DETERMINATION - RIGHT TO MAKE CHOICES<br><br>The resident has the right to choose activities, schedules, and health care consistent with his or her interests, assessments, and plans of care; interact with members of the community both inside and outside the facility; and make choices about aspects of his or her life in the facility that are significant to the resident.<br><br>This REQUIREMENT is not met as evidenced by:<br>Based on resident and staff interviews and record reviews, the facility failed to provide residents with the amount of baths/showers that they wanted each week for five of seven residents (#112, #29, #99, #79, and #20).<br><br>Findings include:<br><br>1. Resident #112 was admitted with diagnoses of aftercare of knee replacement surgery. The latest Minimum Data Set (MDS) dated 09/12/12 assessed the resident as cognitively intact and able to understand and make herself understood.<br><br>Interview with Resident #112 on 10/08/12 at 4:10 PM revealed each hall is scheduled two bath days per week and her days are Tuesdays and Fridays. Resident #112 said she has not ever been asked if she wanted more than two showers weekly and she further stated she wished she could have more than two showers a week to | F 242 |   |           |

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| LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE<br><i>Juli Braswell, NHA</i> | TITLE<br>Administrator | (X6) DATE<br>10/31/12 |
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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 242 | <p>Continued From page 1</p> <p>reduce odors.</p> <p>Interview with Director of Nursing on 10/11/12 at 9:00 AM revealed that bathing choices are assessed during the preadmission screen and during the annual assessment by the social worker as part of her social services assessment. When asked how it is decided how often residents get baths, the director of nursing said baths and showers are automatically scheduled two times a week, and if a resident makes a request to have an additional shower, the shower team does everything possible to accommodate that request.</p> <p>Interview with the social worker on 10/11/12 at 11:15 AM revealed she evaluates residents upon admission and annually as part of her social services assessment by asking them or their families about the following two preferences: if they prefer a shower for bathing, and if they prefer bathing at night. The social worker said she does not assess their choices regarding how many baths/showers they would choose per week during admission or at any other time.</p> <p>Interview with shower team-Nurse Aide (NA) #4 on 10/11/12 at 9:30 AM revealed the administrator assigns each resident showers by room number so that each resident is scheduled to have two showers per week. NA #4 said she and NA#3 get a shower schedule each day and they go and ask each resident if they are ready for their shower. NA #4 said if the resident says they don't want their shower right then, they will try to come back later in the day to offer that resident their shower again. NA #4 said she does not ask residents about their preferences</p> | F 242 | <p>regarding type and frequency of baths within 72 hours of admission and added to bath schedule.</p> <p>3. Registered Nurses, Licensed Practical Nurses and Certified Nursing Assistant Staff were re-educated by the Administrator and/or Director of Nursing Services on 10-15-2012, 10-24-2012 &amp; 10-25-2012 on providing resident choices related to baths; type and frequency.</p> <p>4. Activity Director, Clinical Case Manager or Social Services Director will perform random audits of at least 10% of residents to ensure residents are being offered choices related to baths; type and frequency 2 x weekly for 1 month then 1 x weekly for 2 months. Administrator will monitor results of audit, update bath schedules as needed and report findings of audit to Performance Improvement Committee monthly x 3 months.</p> |  |
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| F 242 | <p>Continued From page 2</p> <p>regarding how many baths or showers they would like each week and they are automatically scheduled for their two showers per week.</p> <p>Interview with Administrator at 10/11/12 at 1:00 PM revealed that every resident is put on the shower schedule for 2 shower days per week. The administrator said that if a resident specifically requests an additional shower, the staff do all they can to accommodate that request. The administrator said the residents may not know they have a choice regarding how many showers they can have each week. The administrator said she expects residents' choices about frequency of showers to be routinely assessed by facility staff.</p> <p>2. Resident #29 was admitted with diagnoses including diabetes, muscular wasting, and disuse atrophy.</p> <p>Interviews with staff (Nurse #1 and NAs #1 and #2) on 10/11/12 at 2:00 PM revealed that Resident #29 is reliable when telling you what he wants and needs.</p> <p>Interview with Resident #29 on 10/08/12 at 1:15 PM revealed that even though he has never been asked by facility staff how often he would like to have baths or showers, he would like to have more than 2 showers per week. Resident #29 said was told he was pre-assigned two showers per week on designated days. Resident #29 said he does not like that he cannot choose when and how to shower in this facility.</p> <p>Interview with Director of Nursing on 10/11/12 at 9:00 AM revealed that bathing choices are</p> | F 242 |  |  |
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| F 242  | <p>Continued From page 3</p> <p>assessed during the preadmission screen and during the annual assessment by the social worker as part of her social services assessment. When asked how it is decided how often residents get baths, the director of nursing said baths and showers are automatically scheduled 2 times a week, and if a resident makes a request to have an additional shower, the shower team does everything possible to accommodate that request.</p> <p>Interview with the social worker on 10/11/12 at 11:15 AM revealed that although she has no role in periodically polling residents about their bathing choices, she does evaluate them upon admission and annually as part of her social services assessment by asking them or their families about the following two preferences: if they prefer a shower for bathing, and if they prefer bathing at night. The social worker said she does not assess their choices regarding how many baths they would choose per week during admission or any other time.</p> <p>Interview with shower team-Nurse Aide (NA) #4 on 10/11/12 at 9:30 AM revealed the administrator assigns each resident showers by room number so that each resident is scheduled to have two showers per week. NA #4 said she and NA#3 get a shower schedule each day and they go and ask each resident if they are ready for their shower. NA #4 said if the resident says they don't want their shower right then, they will try to come back later in the day to offer that resident their shower again NA #4 said she does not ask residents about their preferences regarding how many baths or showers they would like each week and they are automatically</p> | F 242   |   |

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| F 242  | <p>Continued From page 4</p> <p>scheduled for their two showers per week.</p> <p>Interview with Administrator on 10/11/12 at 1:00 PM revealed that every resident is put on the shower schedule for 2 shower days per week. The administrator said that if a resident specifically requests an additional shower, the staff do all they can to accommodate that request. The administrator said the residents may not know they have a choice regarding how many showers they can have each week. The administrator said she expects residents' choices about frequency of showers to be routinely assessed by facility staff.</p> <p>3. Resident #99 was admitted on with diagnoses of aftercare from traumatic hip fracture. The latest MDS dated 8/29/12 assessed the resident as cognitively intact and able to understand and make herself understood.</p> <p>Interview with Resident #99 on 10/9/12 at 11:45 AM revealed she would like to have a shower three times a week but had been told that residents staying on her hall were assigned showers only on Wednesday and Saturday. Resident #99 said she has never been asked if she would like more showers per week.</p> <p>Interview with Director of Nursing on 10/11/12 at 9:00 AM revealed that bathing choices are assessed during the preadmission screen and during the annual assessment by the social worker as part of her social services assessment. When asked how it is decided how often residents get baths, the director of nursing said baths and showers are automatically scheduled 2 times a week, and if a resident makes a request</p> | F 242  |   |                      |   |

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| F 242 | <p>Continued From page 5</p> <p>to have an additional shower, the shower team does everything possible to accommodate that request.</p> <p>Interview with the social worker on 10/11/12 at 11:15 AM revealed that although she has no role in periodically polling residents about their bathing choices, she does evaluate them upon admission and annually as part of her social services assessment by asking them or their families about the following two preferences: if they prefer a shower for bathing, and if they prefer bathing at night. The social worker said she does not assess their choices regarding how many baths they would choose per week during admission or any other time.</p> <p>Interview with shower team-Nurse Aide (NA) #4 on 10/11/12 at 9 30 AM revealed the administrator assigns each resident showers by room number so that each resident is scheduled to have two showers per week. NA #4 said she and NA#3 get a shower schedule each day and they go and ask each resident if they are ready for their shower. NA #4 said if the resident says they don't want their shower right then, they will try to come back later in the day to offer that resident their shower again. NA #4 said she does not ask residents about their preferences regarding how many baths or showers they would like each week and they are automatically scheduled for their two showers per week.</p> <p>Interview with Administrator on 10/11/12 at 1:00 PM revealed that every resident is put on the shower schedule for 2 shower days per week. The administrator said that if a resident specifically requests an additional shower, the</p> | F 242 |  |  |
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| F 242 | <p>Continued From page 6</p> <p>staff do all they can to accommodate that request. The administrator said the residents may not know they have a choice regarding how many showers they can have each week. The administrator said she expects residents' choices about frequency of showers to be routinely assessed by facility staff.</p> <p>4. Resident #79 was admitted to the facility with diagnoses including aftercare for healing traumatic fracture of hip. The latest MDS dated 07/10/12 assessed the resident as cognitively intact and able to understand and make herself understood.</p> <p>Interview with Resident #79 on 10/8/12 at 3:35 PM revealed the facility makes the schedule for residents to have two showers weekly on assigned days (hers are Wednesday and Sunday) Resident #79 said she does not think having 2 showers per week is enough and she would prefer to take them more often but she has never been asked about her shower preferences by facility staff.</p> <p>Interview with Director of Nursing on 10/11/12 at 9:00 AM revealed that bathing choices are assessed during the preadmission screen and during the annual assessment by the social worker as part of her social services assessment. When asked how it is decided how often residents get baths, the director of nursing said baths and showers are automatically scheduled 2 times a week, and if a resident makes a request to have an additional shower, the shower team does everything possible to accommodate that request.</p> | F 242 |  |  |
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| F 242 | <p>Continued From page 7</p> <p>Interview with the social worker on 10/11/12 at 11:15 AM revealed that although she has no role in periodically polling residents about their bathing choices, she does evaluate them upon admission and annually as part of her social services assessment by asking them or their families about the following two preferences: if they prefer a shower for bathing, and if they prefer bathing at night. The social worker said she does not assess their choices regarding how many baths they would choose per week during admission or any other time.</p> <p>Interview with shower team-Nurse Aide (NA) #4 on 10/11/12 at 9:30 AM revealed the administrator assigns each resident showers by room number so that each resident is scheduled to have two showers per week. NA #4 said she and NA#3 get a shower schedule each day and they go and ask each resident if they are ready for their shower. NA #4 said if the resident says they don't want their shower right then, they will try to come back later in the day to offer that resident their shower again. NA #4 said she does not ask residents about their preferences regarding how many baths or showers they would like each week and they are automatically scheduled for their two showers per week.</p> <p>Interview with Administrator on 10/11/12 at 1:00 PM revealed that every resident is put on the shower schedule for 2 shower days per week. The administrator said that if a resident specifically requests an additional shower, the staff do all they can to accommodate that request. The administrator said the residents may not know they have a choice regarding how many showers they can have each week. The</p> | F 242 |  |  |
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| F 242 | <p>Continued From page 8</p> <p>administrator said she expects residents' choices about frequency of showers to be routinely assessed by facility staff.</p> <p>5. The latest MDS for Resident #20 dated 08/07/12 assessed the resident as being cognitively intact and able to understand and make himself understood.</p> <p>Interview with Resident #20 on 10/9/12 at 9:45 AM revealed that he believed that even though each resident was assigned two showers weekly according to their room number, he would prefer to have a shower every day. Resident #29 said the number of showers residents get is already decided and residents on his hall get them on Wednesday and Saturday. Resident #29 said no one ever asked him when he wanted to take a shower or how many times a week did he want to take a shower.</p> <p>Interview with Director of Nursing on 10/11/12 at 9:00 AM revealed that bathing choices are assessed during the preadmission screen and during the annual assessment by the social worker as part of her social services assessment. When asked how it is decided how often residents get baths, the director of nursing said baths and showers are automatically scheduled 2 times a week, and if a resident makes a request to have an additional shower, the shower team does everything possible to accommodate that request.</p> <p>Interview with the social worker on 10/11/12 at 11:15 AM revealed that although she has no role in periodically polling residents about their bathing choices, she does evaluate them upon admission</p> | F 242 |  |  |
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| F 242  | Continued From page 9<br><br>and annually as part of her social services assessment by asking them or their families about the following two preferences: if they prefer a shower for bathing, and if they prefer bathing at night. The social worker said she does not assess their choices regarding how many baths they would choose per week during admission or any other time.<br><br>Interview with shower team-Nurse Aide (NA) #4 on 10/11/12 at 9:30 AM revealed the administrator assigns each resident showers by room number so that each resident is scheduled to have two showers per week. NA #4 said she and NA #3 get a shower schedule each day and they go and ask each resident if they are ready for their shower. NA #4 said if the resident says they don't want their shower right then, they will try to come back later in the day to offer that resident their shower again. NA #4 said she does not ask residents about their preferences regarding how many baths or showers they would like each week and they are automatically scheduled for their two showers per week.<br><br>Interview with Administrator on 10/11/12 at 1:00 PM revealed that every resident is put on the shower schedule for 2 shower days per week. The administrator said that if a resident specifically requests an additional shower, the staff do all they can to accommodate that request. The administrator said the residents may not know they have a choice regarding how many showers they can have each week. The administrator said she expects residents' choices about frequency of showers to be routinely assessed by facility staff. | F 242  |   |                      |   |
| F 247  | 483.15(e)(2) RIGHT TO NOTICE BEFORE   | F 247  |   |                      |   |

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION                             |  | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:<br><br>345261 | (X2) MULTIPLE CONSTRUCTION<br>A. BUILDING _____<br>B. WING _____   |                      | (X3) DATE SURVEY COMPLETED<br><br>C<br>10/11/2012 |
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| F 247<br>SS=B  | Continued From page 10<br>ROOM/ROOMMATE CHANGE<br><br>A resident has the right to receive notice before the resident's room or roommate in the facility is changed.<br><br>This REQUIREMENT is not met as evidenced by:<br>Based on resident and staff interviews and record review, the facility failed to notify three of three residents of a new roommate (#104, #112, and #79).<br><br>The findings include:<br><br>1. The latest Minimum Data Set (MDS) for Resident #104 dated 07/12/2012 assessed the resident as cognitively intact and able to understand and make herself understood.<br><br>Interview with Resident #104 on 10/8/12 at 3:45 PM revealed resident had returned to her room after lunch recently and a new roommate was living in the room. Resident #104 reported she had thought she was entering the wrong room because a different woman was in the bed and no one had told her. Resident #104 also said it made her feel anxious to not know what is happening.<br><br>Review of Resident #104's medical record revealed no notification of roommate change.<br><br>Interview with the Social Worker on 10/11/12 at 11:15 AM revealed that although documentation of notification of room changes were filed in medical records of the resident moving to a | F 247  | 1. Resident #112 was discharged home on 10/19/2012. Residents #104 & #79 were interviewed by the Social Worker on 10/31/2012 to assure they were familiar with roommate and properly introduced with documentation in place in both medical records.<br><br>2. All room changes completed since 10-8-2012 were audited by Social Services Director on 10/31/2012 to assure appropriate documentation was in place of resident notifications.<br><br>3. Staff were re-educated on 10/15/2012, 10/24/2012 & 10/25/2012 by Administrator and/or Director of Nursing Services related to appropriate notification to residents effected of room changes.<br><br>4. Audits of 50% of documentation notifying effected residents of room changes will be completed by the Administrator weekly x 1 month, then monthly for 2 months. Findings will be submitted to the Performance Improvement Committee by the Administrator monthly x 3 months with follow up as needed. | 11/2/2012            |   |

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| F 247 | <p>Continued From page 11</p> <p>different room, documentation of notification of roommate changes were not filed in medical records of residents who were not moving but experiencing a change in roommate. Interview also revealed that although Social Worker attempted to notify people of upcoming room or roommate changes, there were times room changes occurred when she wasn't working or wasn't aware of the change and she didn't know who completed the notification or if anyone did during those times. The social worker said she had not notified Resident #104 of the roommate change prior to the change.</p> <p>Interview with the Administrator on 10/11/12 at 2:40 PM revealed she expected residents experiencing a room change or roommate change for any reason will receive advance notification of the upcoming change. Interview with the Administrator on 10/11/12 at 1:00 PM revealed the roommate change for Resident #104 was made without notification of Resident #104.</p> <p>2. The latest Minimum Data Set (MDS) for Resident #112 dated 09/07/12 assessed the resident as cognitively intact and able to understand and make herself understood.</p> <p>Interview with Resident #112 on 10/8/12 at 4:10 PM revealed the resident had been living in a semi-private room by herself until recently when a patient was brought into her room to live, without her notice.</p> <p>Interview with the Social Worker on 10/11/12 at 11:15 AM revealed although documentation of notification of room changes were filed in medical records of the resident moving to a different</p> | F 247 |  |  |
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| F 247  | <p>Continued From page 12</p> <p>room, documentation of notification of roommate changes were not filed in medical records of residents who were not moving but experiencing a change in roommate. Interview also revealed that although Social Worker attempted to notify people of upcoming room or roommate changes when she was working and aware of the changes, there were times room changes occurred when she wasn't working or wasn't aware of the change and she didn't know who completed the notification or if anyone did during those changes.</p> <p>Interview with the Administrator on 10/11/12 at 2:40 PM revealed she expected residents experiencing a room change or roommate change for any reason will receive advance notification of the upcoming change.</p> <p>3. The latest Multiple Data Set (MDS) for Resident #79 dated 0710/12 assessed the resident as cognitively intact and able to understand and make herself understood.</p> <p>Interview with Resident #79 on 10/11/12 at 1:15 PM revealed she has had three or four roommates in the past few months and has not been notified by facility staff about any of the changes. Resident #79 said when one roommate moved out, she didn't know until the maintenance staff came to move her roommate's belongings.</p> <p>Review of Resident #79's medical record revealed no notification of any roommate change since her admission in 2011.</p> <p>Interview with the Social Worker on 10/11/12 at 11:15 AM revealed although documentation of</p> | F 247   |   |   |

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| F 247  | <p>Continued From page 13</p> <p>notification of room changes were filed in medical records of the resident moving to a different room, documentation of notification of roommate changes were not filed in medical records of residents who were not moving but experiencing a change in roommate. Interview also revealed that although Social Worker attempted to notify people of upcoming room or roommate changes when she was working and aware of the changes, there were times room changes occurred when she wasn't working or wasn't aware of the change and she didn't know who completed the notification or if anyone did during those changes.</p> <p>Interview with the Administrator on 10/11/12 at 2:40 PM revealed she expected residents experiencing a room change or roommate change for any reason will receive advance notification of the upcoming change.</p> | F 247   |   |   |