

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345232	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED 08/17/2023
NAME OF PROVIDER OR SUPPLIER THE GREENS AT HICKORY			STREET ADDRESS, CITY, STATE, ZIP CODE 3031 TATE BOULEVARD SE HICKORY, NC 28602		
(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 000	INITIAL COMMENTS A recertification and complaint investigation survey were conducted from 08/14/23 through 08/17/23. Event ID: H5Y611. The following intakes were investigated: NC00193963, NC00194321, NC00195056, NC00199674, NC00200184, NC00200201, NC00200442, NC00204062, NC00205254.	F 000			
F 584 SS=D	2 of the 18 allegations were substantiated and resulted in a deficiency. Safe/Clean/Comfortable/Homelike Environment CFR(s): 483.10(i)(1)-(7) §483.10(i) Safe Environment. The resident has a right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely. The facility must provide- §483.10(i)(1) A safe, clean, comfortable, and homelike environment, allowing the resident to use his or her personal belongings to the extent possible. (i) This includes ensuring that the resident can receive care and services safely and that the physical layout of the facility maximizes resident independence and does not pose a safety risk. (ii) The facility shall exercise reasonable care for the protection of the resident's property from loss or theft. §483.10(i)(2) Housekeeping and maintenance services necessary to maintain a sanitary, orderly, and comfortable interior; §483.10(i)(3) Clean bed and bath linens that are	F 584		8/31/23	

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

TITLE

(X6) DATE

Electronically Signed

08/31/2023

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 584	<p>Continued From page 1 in good condition;</p> <p>§483.10(i)(4) Private closet space in each resident room, as specified in §483.90 (e)(2)(iv);</p> <p>§483.10(i)(5) Adequate and comfortable lighting levels in all areas;</p> <p>§483.10(i)(6) Comfortable and safe temperature levels. Facilities initially certified after October 1, 1990 must maintain a temperature range of 71 to 81°F; and</p> <p>§483.10(i)(7) For the maintenance of comfortable sound levels.</p> <p>This REQUIREMENT is not met as evidenced by:</p> <p>Based on observations and staff interviews the facility failed to maintain a safe homelike environment when an electrical outlet was not secured to the wall (Room #114) and failed clean side rails on resident beds (Room #103 B, Room #108 A, Room #110 A, and Room #118 B) this affected 1 of 4 units in the facility (North).</p> <p>The findings included:</p> <p>1. An observation of Room #110 A on the North unit was made on 08/14/23 at 10:37 AM. The electrical outlet behind the resident bed was noted to be unsecured to the wall in which it was placed. The outlet had been placed inside the dry wall and a bit of caulk (flexible material used to seal cracks and gaps) had halfway been applied. The open wall space behind the outlet was visible. There was medical equipment plugged into the outlet.</p> <p>An observation of Room #110 A on the North unit</p>	F 584	<p>Regarding the alleged deficient practice of a safe clean homelike environment in accordance with professional standards as evidenced by:</p> <p>a. Room #114 was noted with an electrical outlet not secured to the wall.</p> <p>b. Room #103B, 108A, 110A, and 118B inside corner of side rails were noted with food crumbs, dirt, and debris.</p> <p>Room #114 electrical outlet repaired on 8/16/23. Room #103B, #108A, #110A, and #118B siderails cleaned and disinfected on 8/16/23.</p> <p>Resident rooms inspected by Housekeeping Supervisor or designee and all siderails cleaned by 8/18/23. Room electrical outlets inspected for unsecured outlets by Maintenance Director or Designee and repaired by</p>		

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F 584	<p>Continued From page 2</p> <p>was made on 08/15/23 at 9:07 AM. The electrical outlet behind the resident bed was noted to be unsecured to the wall in which it was placed. The outlet had been placed inside the dry wall and a bit of caulk had halfway been applied. The open wall space behind the outlet was visible. There was medical equipment plugged into the outlet.</p> <p>An observation of Room #110 A on the North Unit was made on 08/16/23 at 8:38 AM. The electrical outlet behind the resident bed was noted to be unsecured to the wall in which it was placed. The outlet had been placed inside the dry wall and a bit of caulk had halfway been applied. The open wall space behind the outlet was visible. There was medical equipment plugged into the outlet.</p> <p>The Maintenance Assistant was interviewed on 08/16/23 at 9:45 AM who confirmed that he was covering for the Maintenance Director who was out of work. He stated that anytime that there was a needed repair within the facility the staff (any staff) would fill out a repair slip and place it in the book at the nurse's station. Each morning the Maintenance Assistant stated he would check the book and make any needed repairs. The Maintenance Assistance accompanied the State Surveyor to Room #110 A on the North unit to observe the electrical outlet behind the resident bed. The Maintenance Assistant confirmed that no one had reported the outlet to him, and he was unaware of the condition of the outlet. He stated that it did not look very safe, and he would repair it immediately.</p> <p>The Administrator was interviewed on 08/17/23 at 11:08 AM and was made aware of the condition of the electrical outlet. Her only response was that the Maintenance Assistant had changed it right</p>	F 584	<p>8/18/23.</p> <p>Education provided to housekeeping staff by facility administrator and housekeeping supervisor on 8/18/23 regarding routine cleaning of siderails with education to continue upon return to work to be completed by 8/30/23. Education will be provided to newly hired and/or contracted staff upon the start of work.</p> <p>Education provided to Maintenance Director by facility administrator on 8/18/23 regarding conducting regular inspections on electrical outlets to identify if repair is needed.</p> <p>The Housekeeping Supervisor or designee will observe the rooms of (5) five random residents weekly x 2 weeks, weekly x 1 month, and monthly x 1 month to ensure siderails are cleaned routinely. Any areas discovered are addressed immediately.</p> <p>Maintenance Director or designee will observe the rooms of (10) ten random residents weekly x 3 months.</p> <p>Administrator will review the audits monthly to identify patterns and trends and will adjust plan to maintain compliance.</p> <p>Administrator will review the plan during Quality Assurance committee meetings and continue audits at the discretion of the committee.</p>		

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F 584	Continued From page 3 away. 2a. Observations of Room # 103 B on the North unit were made on 08/14/23 at 9:49 AM, 08/15/23 at 8:45 AM, and 08/16/23 at 8:34 AM. The inside corner of the side rails on the occupied resident bed were noted to be full of food crumbs, dirt, and debris. The left side rail contained more crumbs, dirt, and debris than the right-side rail contained. b. Observations of Room #108 A on the North unit were made on 08/14/23 at 10:15 AM, 08/15/23 at 8:47 AM, and 08/16/23 at 8:22 AM. The side rails on the occupied resident bed were full of food crumbs, dirt, and debris. The right-side rail contained more crumbs, dirt, and debris than did the left side rail. c. Observations of Room #110 A on the North unit were made on 08/14/23 at 11:33 AM, 08/15/23 at 9:08 AM, and 08/16/23 at 8:34 AM. The side rails on the occupied resident bed were full of food crumbs, dirt, and debris. The right-side rail contained more crumbs, dirt, and debris than did the left side rail. d. Observations of Room #118 B on the North unit were made on 08/14/23 at 2:18 PM and 08/16/23 at 8:40 AM. The side rails on the occupied resident bed were full of food crumbs, dirt, and debris. An interview was conducted with Housekeeper #1 on 08/16/23 at 9:00 AM who confirmed that she worked on North unit. She stated each morning she reported to work she would go to her assigned resident rooms and empty the trash, dust the rooms, and make sure all high touch surfaces were cleaned and sanitized before	F 584			

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F 584	<p>Continued From page 4</p> <p>cleaning the bathroom. Once the resident room and bathroom were cleaned Housekeeper #1 stated she would sweep and mop the room before moving to the next resident room. Housekeeper #1 stated that side rails were a high touch surface area, and they were cleaned with a disinfectant cleaner on a daily basis and of course as needed.</p> <p>Housekeeper #2 was interviewed on 08/16/23 at 9:04 AM who confirmed that she worked North unit anytime she was assigned to do so. She stated that each resident room was cleaned daily including weekends. She stated that first she would empty the trash can in the resident room before wiping down the bed side tables and other high touch surfaces and before she left, she would sweep and mop the floor. Housekeeper #2 confirmed that resident side rails were high touch surface areas and those were cleaned on a daily basis.</p> <p>The Director of Housekeeping was interviewed on 08/16/23 at 9:10 AM who confirmed that Housekeepers #1 and #2 were responsible for cleaning resident rooms on a daily basis. He stated that he checked behind the housekeepers and graded the cleanliness of their assigned rooms as way of ensuring they were doing what was expected of them. The Director of Housekeeping accompanied the State Surveyor to Room # 103 B, Room 108 A, Room #110 A, and Room #118 B and agreed that the residents side rails were full of food crumbs, dirt, and debris and stated that he would take care of it immediately.</p> <p>The Administrator was interviewed on 08/17/23 at 11:08 AM and indicated she was aware of the</p>	F 584			

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

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F 584	Continued From page 5 resident side rails but declined to further comment on the subject.	F 584			