STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	345359	A. Building B. Wing	02/04/2022

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
Accordius Health at Creekside Care	604 Stokes Street East Ahoskie, NC 27910

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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)
F 0584 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	Honor the resident's right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 43222 Based on record review, resident interviews, and staff interviews, the facility failed to provide a sufficient supply of linen to meet the needs of the residents on 4 of 5 halls (West, [NAME] Annex, East, East Annex halls). The facility also failed to maintain clean and sanitary wheelchairs for 3 of 3 reviewed (Wheelchairs #1, #2, and #3) and tube feed pumps/poles for 2 of 2 reviewed (Tube Feed Pump #1 and #2). The findings included: 1. a. Resident #23 was readmitted to the facility on [DATE]. The most recent quarterly Minimum Data Set (MDS) dated [DATE] for Resident #23 was reviewed and revealed he was cognitively intact. During an interview with Resident #23 on 1/31/22 at 9:47 AM, he revealed there was a shortage of sheets and washcloths during the overnight shift sometimes. A nurse aide told him they were short on towels/washcloths and could not provide him a bed bath. He stated his bed sheets were changed in the morning when linens became available. b. Resident #19 was admitted to the facility on [DATE]. The most recent quarterly Minimum Data Set (MDS) dated [DATE] for Resident #19 was reviewed and revealed he was cognitively intact. During an interview with Resident #19 on 1/31/22 at 10:33 AM, he revealed whenever staff needed to change his sheets at night, they had to go search the other halls because his unit did not have any. He stated if staff could not find sheets, they used what they had, such as blankets, to change his bed. Resident #19 indicated washcloths and towels were short too. During an interview with Nurse Aide (NA) #13 on 1/28/22 at 4:21 PM, she revealed the South hall was mostly stocked with linens on overnight shift but other halls (West, [NAME] Annex, East, and East Annex halls) would request linens from them, which included sheets and washcloths. If more linens were needed during the overnight shift, staff would have to wait until the laundry shift began at 6:00 AM the next morning. NA #13 indicated there was not an extra stock of linen available in the facility. (continued on next page)

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE

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F 0584 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	An interview was conducted with Nurse #1 on 1/26/22 at 11:45 AM, and she revealed there had been a linen shortage in the building for the last 1.5 years since she began working in the facility. During the overnight shift, she stated there were not enough washcloths and sheets available and staff checked all halls for additional supply. Nurse #1 further stated she reported the linen issue to the nurse who relieved her in the morning. She indicated staff would have to improvise and use what they could when sheets and washcloths were not available. Nurse #1 stated there was no back up linen storage, and staff would have to wait until the morning shift for linens to be replenished. She further stated staff performed all care necessary to the best of their ability with limited supplies. Nurse #7 was interviewed on 1/28/22 at 9:33 AM, and she revealed the overnight shift was always short of linens. She stated NAs were unable to perform resident care tasks without sufficient linens to the morning shift. These tasks included baths and sheet changes after incontinence care. Nurse #7 indicated some staff hid/hoarded linens for their next shift because linens were never replenished on overnight. She stated she would ask the other units if they had linen to spare and they said no. An interview was conducted with Nurse #11 on 1/26/22 at 6:47 PM, and she revealed when she started her overnight shift for the past 3 months, there was no linen available for resident care (fitted shifts and towels). The night shift would warn her there was not any linen, and she notified management via the electronic medical record (EMR) dashboard forum. She stated they used gowns, pillowcases, and other materials to improvise for the lack of linen. Nurse #11 further stated she was unsure if there was a backup linen supply or when linens were replenished. An interview was conducted with the Housekeeping Manager (HM) on 1/26/22 at 10:12 AM, and she revealed she told the Director of Nursing (DON) and the Administrator within the last month that linens were being hidden in the building by staff. She stated linens have been found in multiple locations of resident rooms including under a mattress while a resident room was deep cleaned. She stated a lot of the washcloths were being used as wipes because there were not any wipes available in the building. The HM indicated dirty linen was not being returned to the laundry room, so they had to retrieve it from the halls 3-5 times daily and new linens had to be supplied on the halls. She stated from 12/13/21 through 12/22/21, the following amounts of new linen were provided: 12/13/21 - 6 flat sheets and 96 washcloths delivered 12/14/21 - 2 flat sheets, 1 fitted sheet, and 6 washcloths delivered 12/15/21 - 2 flat sheets, 1 fitted sheet, and 3 washcloths delivered 12/16/21 - 11 fitted sheet and 20 washcloths delivered 12/17/21 - 18 pillowcases delivered 12/22/21 - 10 flat sheets, 5 fitted sheets, and 36 washcloths delivered During an interview with the interim DON on 2/2/22 at 12:17 PM, she revealed she had heard that staff have been short of linen for at least 6 months. She stated she saw notifications had been posted on the EMR dashboard that the overnight shift was short of linens, including sheets and washcloths. The interim DON stated the HM was aware of this issue, and her expectation was for the HM to notify the Administrator of the linen concerns. (continued on next page)

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F 0584 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	An interview was conducted with the Regional Director of Operations (RDO) on 2/2/22 at 4:55 PM, and she revealed laundry needed to perform an inventory with a par level of linen supply per resident that included 1 overstock supply. On 2/2/22 at 6:00 PM, the RDO indicated she spoke to the HM, and laundry did have a par inventory of linen but were not using them. She stated she explained to the HM that this process must be implemented, and a backup supply in the laundry room must be initiated to prevent a shortage of linen supply. 20710 2a. On 1/26/22 at 3:17 PM an observation was made in room [ROOM NUMBER]. Wheelchair #1 ' s frame was observed to have a buildup of debris and both wheelchair wheel spokes/rims were covered with dust particles. During a second observation on 1/27/22 at 2:39 PM of Wheelchair #1 was observed in the same condition as on 1/26/22. 2b. On 1/27/22 at 2:34 PM an observation was made in room [ROOM NUMBER]. Wheelchair #2 ' s frame was observed to have a buildup of debris and the wheelchair wheel spokes/rims were covered with dust particles. 2c. On 1/27/22 at 2:34 PM an observation was made in room [ROOM NUMBER]. Wheelchair #3 ' s frame was observed to have a buildup of debris and the wheelchair spokes/rims were covered with dust particles. In an interview on 1/28/22 at 10:31 AM the environmental services manager revealed staff followed a schedule and cleaned wheelchairs once a week at night. Staff would take the wheelchairs outside, use a disinfectant, hose the wheelchairs off and let dry overnight. She indicated it was her first week on the job and she was unable explain the condition of Wheelchairs #1, #2, and #3. In an interview on 2/02/22 at 4:15 PM the corporate nurse indicated she would want staff to clean resident rooms or any equipment that needed cleaning. 3a. On 1/25/22 at 12:03 PM an observation was made in room [ROOM NUMBER]. Tube Feed Pump #1 was observed with 5-6 dime size drops of a dried tan substance on the tube feed pole legs. A second observation of Tube Feed Pump #1 was conducted on 1/27/22 at 2:38 PM and revealed with 5-6 dime size drops of a dried tan substance on the tube feed pole legs. b. On 1/27/22 at 2:14 PM an observation was made in room [ROOM NUMBER]. Tube Feed Pump #2 was observed to have 2-3 dime size drops of a dried tan substance on the face of the pump. In an interview on 1/27/22 at 2:45 PM the housekeeper revealed they wiped down all the surface areas and equipment with daily cleaning. She was unable to explain the condition of Tube Pumps #1 and #2. In an interview on 2/02/22 at 4:15 PM the corporate nurse indicated she would want staff to clean resident rooms or any equipment that needed cleaning.

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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)
F 0600 Level of Harm - Immediate jeopardy to resident health or safety Residents Affected - Some	Protect each resident from all types of abuse such as physical, mental, sexual abuse, physical punishment, and neglect by anybody. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 20711 Based on record review and physician and staff interviews, the facility neglected to protect the residents' right to be free from abuse when Resident #29 physically abused Residents #39 and #53. Resident #53 sustained injuries that required emergency room evaluation. This was for 1 of 1 resident (Resident #29) reviewed for resident-to-resident abuse. Immediate Jeopardy began on 11/08/21 when the facility failed to implement effective interventions to protect residents from the physical abuse of Resident #29 resulting in the resident placing Resident #53 in a headlock and pulling her to the floor. Immediate Jeopardy was removed on 1/30/22 when the facility provided and implemented an acceptable credible allegation of Immediate Jeopardy removal. The facility will remain out of compliance at a lower scope and severity of E (no actual harm with a potential for minimum harm that is not Immediate Jeopardy) to ensure the monitoring of the systems put into place and to complete facility employee and agency in-services, orientation and training. The findings included: Resident #29 was admitted to the facility on [DATE] and had diagnoses of dementia with behavioral disturbance. A nurse's note dated 9/20/21 revealed Resident #29 yelled at another resident for being in his room and told him if he did not get out, he was going to make him get out. An entry on Resident #29's care plan dated 9/20/21 revealed the resident had a behavior problem (yelling at another resident and being rude and cursing at staff). The goal was for the resident to not harm self or others through the review date (1/31/22). The interventions included to intervene as necessary to protect the rights and safety of others; approach/speak in a calm manner; divert attention and remove from the situation and take to an alternate location as needed. The Quarterly Minimum Data Set (MDS) assessment dated [DATE] revealed Resident #29 had severe cognitive impairment and verbal behavioral symptoms directed towards others on 1-3 days during the lookback period. The MDS noted the resident was independent with transfers and ambulation in his room, in the corridor and on the unit. A nurse's note completed by Nurse #6 dated 11/8/21 at 7:58 PM revealed Resident #29 displayed aggressive behavior against another resident this shift. Resident found standing over a female resident (Resident #53) with her in a headlock position and pulled her onto the floor. This writer separated the two residents and explained to him that it was not okay for him to do that. Resident's previous behaviors have shown no signs of this as a potential incident, seemingly unpredictable and unavoidable. Will continue to monitor resident for behaviors and will inform oncoming shift. (Resident #53's 10/13/21 MDS indicated her cognition was moderately impaired and she had verbal behaviors on 1 to 3 days during the review period.) (continued on next page)

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F 0600 Level of Harm - Immediate jeopardy to resident health or safety Residents Affected - Some	On 2/1/22 at 9:52 AM an interview was conducted with Nurse #6 who stated on 11/8/21 she heard Resident #53 saying: Get off me. Nurse #6 further stated Resident #29 was behind Resident #53 and had his arm around her neck and pulled her to the floor. Nurse #6 stated another staff member helped her separate the two residents. Nurse #6 further stated there were no injuries for either resident. Nurse #6 stated she called the families of Resident #29 and Resident #53 and reported the incident to the previous Director of Nursing (DON). Nurse #6 stated she called the Medical Director who was the physician for Resident #53 and Physician #1 for Resident #29. An entry on the care plan dated 11/9/21 noted the resident was physically aggressive (putting a resident in a headlock) related to dementia. The interventions included monitor and document and report as needed any signs or symptoms of resident posing danger to self and others. Psychiatry consult as indicated and put stop sign on the outside of the resident's room to deter other residents from entering his room. A progress note completed by Nurse #3 dated 12/23/21 at 1:55 AM noted the nurse received report of a resident-to-resident situation occurring in the dining room with this resident (Resident #29) grabbing Resident #39 by the throat because he thought the resident was taking his food tray. Nurse #3 indicated this was communicated to her by the Med Aide on duty. Residents were noted to currently both be in bed with monitoring being done by staff. (Resident #39's 10/28/21 MDS indicated severely impaired cognition and no behavioral symptoms.) On 1/27/22 at 1:00 PM an interview was conducted with the Medication (Med) Aide #1 that was working on 12/23/21 when Resident #29 put his hands on the throat of Resident #39 in the dining room. Med Aide #1 stated she was setting up a supper tray for Resident #39 and Resident #29 thought the resident was getting his meal tray and he put both his hands around Resident #39's throat and she stopped him from going any further. Med Aide #1 stated that Resident #29 would get very upset if any of the residents started to go toward his room and would say that it was his room, and no one could go in there. On 2/2/22 at 9:08 AM a follow up interview was conducted with Med Aide #1. She stated on 12/23/21 when the incident occurred between Resident #29 and Resident #39 during the supper meal, she reported it to the nurse supervising her that evening. She was unable to recall who the nurse was or the time of the report. There were no new care plan interventions implemented after the 12/23/21 incident. A nurse's note completed by Nurse #1 dated 1/23/22 at 11:02 PM revealed Resident #53 was yelling help while in another resident's room. The Nursing Assistant (NA) found Resident #53 on the floor behind the door and Resident #29 was standing over Resident #53 attempting to hit her with a chair and kicked her. The assessment revealed Resident #53 had a knot on the left side of her head and a busted lip with a deep gash. 911 was called and Resident #53 was taken to the Emergency Department (ED) for evaluation. (continued on next page)

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F 0600 Level of Harm - Immediate jeopardy to resident health or safety Residents Affected - Some	On 1/27/22 at 10:51 AM an interview was conducted with Nursing Assistant (NA) #1 who was working on the SCU on 1/23/22. NA #1 stated that Nurse #1 told her she would be back in a few minutes and left the unit and she was the only staff on the unit. NA #1 stated she was in a room where 2 residents were trying to get out of bed, and she was trying to keep them from falling. NA #1 further stated there were 2 male residents trying to get out of the door to the unit and then she heard someone saying, Help me. Help me. He's going to kill me. NA #1 stated she went to the room of Resident #29 and observed Resident #53 on the floor and there was blood on the floor. NA #1 stated she had no choice but to leave the room and went to the door to the unit and called down the hall to Nurse #2 that she needed help. NA #1 stated she and Nurse #2 went back to the room and she observed Resident #53 on the floor and Resident #29 was holding a wooden chair over her and she told him he better not do that and he dropped the chair and kicked Resident #53 in the head and stated to get this (racial slur) out of his room. NA #1 stated she and Nurse #2 got the resident up and sat her in a chair and cleaned her up. NA #1 further stated Resident #29 was very angry and she had never seen him like this. NA #1 stated they had one Med Aide or Nurse and one NA on the unit and this was not enough staff to monitor the residents on the SCU. On 1/27/22 at 5:01 PM an interview was conducted with Nurse #2 who responded to NA #1's call for help on the night of 1/23/22. Nurse #2 stated NA #1 came on the hall next to the SCU and was hollering for help and when she got to the room, Resident #53 was standing in the doorway arguing and saying to get her out of his room. Nurse #2 stated that Resident #3 (a resident that resided in the room across the hall from Resident #29) was in his wheelchair at the door to keep Resident #29 from getting back in his room and Resident #53 was on the floor crying and had blood on her clothing and on the floor. Nurse #2 further stated they tried to calm Resident #29 and directed him to the dining room to sit down but he sat down for a second and came back to the room and said to get her out of his room. Nurse #2 stated they were trying to get him back to the dining room and another resident was trying to get out of the door to the unit and she and NA #1 got Resident #53 up off the floor to sit in a chair. Nurse #2 stated NA #1 told her that Resident #29 hit Resident #53 with the chair and knocked her to the floor. Nurse #2 stated she called the Director of Nursing (DON) for extra hands, and they sent Resident #53 to the hospital. Nurse #2 further stated the DON told her to make sure to document what had happened and to call the family and the doctor. She stated by this time Nurse #1 had returned to the unit and stated she would call the doctor and the family. Nurse #2 was asked about the staffing on the SCU, and she stated there was one nurse or med aide and one NA and this was not enough staff for the unit. Nurse #2 further stated there had been issues with residents on the SCU getting out of the unit and onto the general population unit and that traffic control was the main issue. She explained that there were a few residents that got up all the time but were not steady and some residents would walk the hall at night and try to get out of the unit and some residents would wander into other resident's rooms which was what happened on the night of 1/23/22. On 1/27/22 at 11:23 AM an interview was conducted with the Interim Director of Nursing (DON) who stated she received a phone call on 1/23/22 around 9:00 PM from Nurse #2 who told her about a situation between Resident #29 and Resident #53. The DON stated she called the Administrator to let her know what was going on. The DON stated the Administrator told them to call the physician and the family. The DON further stated at that time she received a text that the police were on the way to the facility, and she called the Administrator back and was told to keep the residents separated and do 15-minute checks on the two residents and she (Administrator) would deal with it in the morning. The DON stated she did not work on Monday (1/24/22) so she did not know what action was taken the next morning. (continued on next page)

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F 0600 Level of Harm - Immediate jeopardy to resident health or safety Residents Affected - Some	Review of the ED Record for Resident #53 dated 1/23/22 noted the resident was assaulted by another resident at the facility. Emergency Medical Technicians (EMT) reported resident was hit in the face with a wooden chair. The physical exam noted a lip laceration of the right upper lip and nasal swelling. Exam positive for neck pain at cervical back and laterally of the neck with signs of trauma and tenderness present. Pain with movement. Normal range or motion. A CAT (Computed Tomography) scan of the head was negative and showed a small Right Malar (cheek) contusion. A CAT scan of the cervical spine showed a small right malar (cheek) contusion. A CAT scan uses special x-ray equipment to help assess head injuries. Review of the police report dated 1/23/22 revealed a call was received regarding an assault on a female at the skilled nursing facility. The Nurse explained they would like the male resident (Resident #29) to be involuntarily committed. The report revealed that because of the resident's medical issues, the officer could not take the resident into custody. The female resident was picked up by EMS (Emergency Medical Services). The report indicated he advised the staff they could speak with the magistrate regarding the request for involuntary commitment orders. The case was closed. A Skin/Wound note completed by Nurse #5 dated 1/25/21 at 8:40 AM revealed Resident #53 had a bruise along the bridge of her nose that measured 4 centimeters (cm) by 3 cm along with an abrasion that was 2.3 cm by 0.1 cm. The resident was noted to be sniffling during the examination and the resident was asked if she had a cold and the resident stated: No, that man hit me across my nose. The right upper lip was swollen with abrasion 3.7 cm by 2.5 cm. An interview was conducted on 1/27/22 at 4:10 PM with the Medical Director (MD) who cared for Resident #53 in the facility. The MD stated he had been notified (on 1/25/22) of the incident between Resident #29 and Resident #53 and had not seen Resident #53 since the incident on 1/23/22. On 1/27/22 at 5:30 PM an interview was conducted with Physician #1 who cared for Resident #29 in the facility. The Physician stated Resident #29 had another resident (Resident #53) in a headlock several months ago and they were separated. Physician #1 stated he had not heard of any other issues with Resident #29 since that time and was not notified of an incident with this resident on 1/23/22. On 1/27/22 at 6:04 AM an interview was conducted with Nurse #3 who worked on the night shift in the Secure Care Unit (SCU). Nurse #3 stated if anyone went toward the room of Resident #29, he would get very upset. Nurse #3 further stated a Velcro STOP sign was put across his door and this had been somewhat effective but when Resident #29 came out of his room he would often forget to reattach the STOP sign in front of the door. On 1/28/22 at 9:20 AM an interview was conducted with Med Aide #2 who stated Resident #29 would get very upset if anyone went in his room and had been aggressive a number of times with other residents and she had expressed a concern to the previous Director of Nursing that Resident #29 was going to hurt someone. (continued on next page)

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F 0600 Level of Harm - Immediate jeopardy to resident health or safety Residents Affected - Some	On 1/28/22 at 9:30 AM Nurse #17 stated in an interview that Resident #29's behaviors have escalated verbally and physically over the last couple of months. Nurse #17 further stated they have morning hall meetings, and the Administrator attended these meetings and the staff have expressed concerns during these meetings that Resident #29 was going to hurt somebody, and that he did not need to be on the SCU. Nurse #17 stated the staffing on the SCU was not adequate and the staff have expressed this concern to the Administrator but they were told that one Nurse or Med Aide and one NA was adequate staffing for the unit. On 1/27/22 at 11:58 AM an interview was conducted with the Administrator who stated Resident #53 had a fall on 1/22/22 and busted her lip and had an abrasion. The Administrator further stated the next day (1/23/22) Resident #29 and Resident #53 had an interaction and she was in the midst of that investigation now. The Administrator stated that NA #1 was in another room and heard someone needed help and found Resident #29 holding a chair and believed Resident #53 was hit with the chair. The Administrator further stated it seemed to her if he hit her with a chair, she would have had other injuries and the NA assumed the resident was hit with the chair. The Administrator stated Resident #29 was moved off the unit the next morning. The Administrator further stated she interviewed both residents after the 11/8/21 incident and one resident resided on one end of the hall and the other resident resided on the other end of the hall and when she interviewed them, neither of the residents had any recollection of the event on 11/8/21. The Administrator stated head to toe assessments were done, statements were obtained, and the Physician and the families had been notified and the Nurse Practitioner reviewed both residents. The Administrator stated she was not aware that Resident #29 had kicked Resident #53 in the head during the incident on 1/23/22. The Administrator stated the police were notified and the family did not choose to press charges. The Administrator stated the STOP sign on the door was an intervention as a result of the 11/8/21 incident. The Administrator stated there had been concerns from the staff about the staffing on the SCU and that she believed two staff members for 13 residents on the SCU was adequate. The Administrator stated when one of the staff took a meal break there was still one person on the unit and if there was an issue, they should call for additional help. The Administrator stated she thought the incident on 11/8/21 was an isolated incident and she was not aware of the incident on 12/23/21. The Administrator was notified of the Immediate Jeopardy at F600 on 1/28/22 at 1:32 PM. The facility provided a credible allegation of Immediate Jeopardy removal on 1/30/22. The allegation of Immediate Jeopardy removal indicated: Credible Allegation of Immediate Jeopardy Removal: (continued on next page)

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F 0600 Level of Harm - Immediate jeopardy to resident health or safety Residents Affected - Some	Resident #29 displayed aggressive behaviors against Resident #53 on 11/8/2021. Resident #29 was found standing over Resident #53 with her in a headlock position and pulled her onto the floor. Nurse #6 separated the two residents and explained to Resident #29 that it was not okay for him to do that. Resident #53 did not have any injuries related to this incident. Resident #29's care plan was updated on 11/9/2021 and noted the resident was physically aggressive (putting a resident in a headlock) related to dementia. The physician was notified on 11/8/2021 of incident. Resident #29 and Resident #53 were evaluated by the Nurse Practitioner on 11/9/2021. Medication changes were made for Resident #29 due to his behavior change; therefore, a psychiatric evaluation was not obtained. The initial report was submitted to the State Survey Agency on 11/8/2021 and final investigation finding submitted on 11/12/2021. The police were not notified of this incident. The interventions included to monitor Resident #29, document and report as needed any signs or symptoms of resident posing danger to self and others. Additionally, facility to obtain as indicated and put stop sign on the outside of the resident's room to deter other residents from entering his room. Resident #29 displayed aggressive behavior on 12/23/2021 against Resident #39. Both residents were in the dining room when Resident #29 grabbed Resident #39 by the throat because he thought Resident #39 was taking his food tray. The residents were immediately separated by staff and increased monitoring (increase in frequency of being aware of his whereabouts, needs and behavior) was initiated and remained in place for the duration of the shift without further behaviors exhibited by the resident. A 24-hour reportable was not submitted to the State Survey Agency by the facility nor were the police notified at the time of the incident. For compliance purposes, a 24-hour report was sent to the State Survey Agency by the Regional Director of Operations on 1/29/2022 @ 3pm. Police were contacted on 1/29/2022 @ 10:30pm. Physician was notified of the incident on 1/28/2022 @ 1pm by the Administrator. The final investigation (5-day report) will be concluded and sent to the State Survey Agency. Resident #29 displayed aggressive behavior on 1/23/2022 against Resident #53. NA #1 stated that Nurse #1 told her she would be back in a few minutes and left the unit and she was the only staff on the floor. The NA stated she was in a room where 2 residents were trying to get out of bed, and she was trying to keep them from falling. The NA further stated there were 2 male residents trying to get out of the door to the unit and then she heard someone saying, Help me. Help me. He's going to kill me. The NA stated she went to the room of Resident #29 and observed Resident #53 on the floor and there was blood on the floor. The NA stated she had no choice but to leave the room and went to the door to the unit and called down the hall to Nurse #2 that she needed help. The NA stated she and Nurse #2 went back to the room and she observed Resident #53 on the floor and Resident #29 was holding a wooden chair over her and she told him he better not do that and he dropped the chair and kicked Resident #53 in the head and stated to get this (racial slur) out of his room. The police were immediately notified of the incident on 1/23/2022. The physician was made aware by the Social Worker on 1/25/2022. (continued on next page)

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	345359	A. Building B. Wing	02/04/2022

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F 0600 Level of Harm - Immediate jeopardy to resident health or safety Residents Affected - Some	Resident #53 was sent to the emergency room for evaluation. The emergency room (ER) Record for Resident #53 dated 1/23/22 noted the resident was assaulted by another resident at the facility. The physical exam noted a lip laceration of the right upper lip and nasal swelling. Exam positive for neck pain at cervical back and laterally of the neck with signs of trauma and tenderness present. Pain with movement. Normal range or motion. A CAT scan of the head was negative and showed a small Right Malar (cheek) contusion. A CAT scan of the cervical spine showed a small right malar (cheek) contusion. Of note, Resident #53 had the above noted injuries when she arrived to theER on [DATE]. These injuries were sustained from an unwitnessed fall on 1/22/22. According to the ER report dated 1/22/22, Resident #53 arrived to the ER after sustaining an unwitnessed fall. Resident #53 had her upper lip sutured by the ER Physician and she tolerated the procedure well. Administrator submitted 24-hour reportable to the State Survey Agency on 1/24/22 and initiated investigation; although, incident occurred 1/23/22. The police were immediately notified of the incident on 1/23/2022. Because all residents are at risk when the facility fails to protect residents from being physically abused by other residents, the following plan has been formulated to address this issue: On 1/23/2022 at approximately 9:30pm (21:30) Resident #29 was placed on 1:1 staff supervision until seen by Psychiatry and deemed safe to remove from 1:1 supervision. Further, a care conference was held on 1/28/2022 with the facility Interdisciplinary Team (IDT) to include the Administrator, Director of Nursing, Social Worker and Resident #29's Responsible Party. The Psychiatrist and Medical Director were notified of the care conference by the Social Worker but unable to attend. The purpose of the care conference was to discuss on-going medication management and alternate interventions to manage residents' aggressive behavior towards others. On 1/28/2022, the plan of care was reviewed and revised by the IDT for Resident #29 to protect all residents at risk. This plan of care includes the following: 1:1 supervision until seen by psychiatry and deemed safe to remove from 1:1 supervision; intervene to protect the safety of others; remove from situation and take to alternate location as needed; monitor behavior episodes and attempt to determine underlying cause with consideration of location, triggers, time of day, persons involved and situations; document behaviors, potential causes and what de-escalates the behavior, stop sign on door of Resident #29 room to deter other residents from wandering into Resident #29 room. On 1/28/2022, an ad hoc Quality Assurance and Performance Improvement (QAPI) meeting was held by facility IDT (department heads), Regional Clinical Consultant and Regional Director of Operations on 1/28/2022 to review the behavioral management policy to ensure it included strategies to manage residents' behaviors toward others. Additionally, the committee discussed the incident(s) involving Resident #29 and developed an immediate action plan based upon root cause analysis to address and remove immediate and future risk potential. Based upon root cause analysis of each incident, Resident #29's primary trigger is individuals invading his personal space and his inability to make sound response decisions secondary to his cognition status and diagnosis of dementia. This was identified during the review of each incident with the involved residents and comments made by Resident #29. On 1/28/2022, the administrative staff which includes the Administrator, Director of Nursing were educated by the Regional Director of Operations and the Regional Director of Clinical Services on responding to emergency situations such as physical abuse. This education will include strategies for prevention of physical abuse and identifying the likelihood based upon resident assessments and any exhibited behaviors. (continued on next page)

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	345359	A. Building B. Wing	02/04/2022

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F 0600 Level of Harm - Immediate jeopardy to resident health or safety Residents Affected - Some	Beginning 1/26/2022, current facility and agency staff on each shift, including Nursing, Activities, Social Work, Dietary, housekeeping and maintenance, will be re-educated by the Regional Director of Nursing and/or Administrator on F600 and the Prevention of Abuse or/and Neglect. The education will be communicated verbally and telephonically by the Director of Nursing. Written education will be available for review prior to the staff member working their assigned shift. Assistant Director of Nursing will utilize a master employee list to track completion of education. No staff will be allowed to work until education is completed. Education will also be included during orientation for newly hired staff. Beginning 1/28/2022, all staff will be educated by the Director of Nursing on the facility behavioral management policy to include managing resident behaviors and prevention of resident-to-resident altercations. This will include identifying contributing factors such as situational, physical environment, and organizational factors. An emphasis will be placed upon ensuring supervision of residents to aid in preventing physical assault between residents. If the resident is displaying aggressive behaviors towards others, the resident will be monitored closely which will include 1 to 1 observation if the resident continues to have behaviors. If the resident continues to have aggressive behaviors towards others despite facility interventions, the facility will transfer the resident (including Resident #29) to the hospital for an immediate psychological evaluation to protect risk to others. The education will be communicated verbally and telephonically by the Director of Nursing. Written education will be available for review prior to the staff member working their assigned shift. will utilize a master employee list to track completion of education. No staff will be allowed to work until education is completed. Education will also be included during orientation for newly hired staff. On 1/28/2022, the Administrator and Social Worker completed an audit for F600 via abuse questionnaire with cognitively intact residents and the Licensed Nurses completed body audits on cognitively impaired residents to ensure other residents are free from abuse, including resident-to-resident. No additional concerns identified. On 1/28/2022, the Administrator and Director of Nursing reviewed with the IDT, Licensed Nurses and Nurse Aides all residents on the secure unit with behaviors that could potentially affect the safety of other residents. Those identified as not currently having psychiatry services were referred to psychiatrist for consult and medication review. Effective 1/28/2022, the facility Administrator, Director of Nursing, Social Worker and Charge Nurse will perform facility tours (including off shifts and weekends) daily of the memory unit to observe for any residents with behaviors which would need additional interventions. Additionally, the Administrator and Director of Nursing will monitor staffing levels every shift (including coverage during breaks and lunches) on the memory care unit to ensure adequate staff to provide supervision to residents to prevent physical abuse. Effective 1/28/2022, the facility Administrator will conduct questionnaires weekly with Licensed Staff and Nurse Aides related to how to respond to residents with physical behaviors and interventions. Effective 1/28/2022, the Administrator and Director of Nursing will be ultimately responsible to ensure implementation of this immediate jeopardy removal for this alleged noncompliance. Alleged date of IJ Removal: 1/30/22 (continued on next page)

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F 0600 Level of Harm - Immediate jeopardy to resident health or safety Residents Affected - Some	On 1/31/22 the Credible Allegation of Immediate Jeopardy removal was validated by onsite verification. Multiple interviews were conducted with regular staff as well as agency staff who stated they had received education on abuse and neglect and examples of each were included in the training. The staff stated the education included who to notify if abuse was suspected and the requirements of notification to the DON, Administrator, state agency and law enforcement. The staff stated the education also included prevention of resident-to-resident abuse. Verification of this education for staff was completed on 1/30/22 and the facility's Immediate Jeopardy removal date of 1/30/22 was validated.

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F 0684 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	Provide appropriate treatment and care according to orders, resident's preferences and goals. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 41772 Based on record review, staff interview and primary care physician interview, the facility failed to follow physician orders to monitor a resident's blood sugar that had the potential for missed doses of sliding scale insulin medication for 1 of 1 resident reviewed for medications (Resident #409). The findings included: Resident #409 was admitted to the facility on [DATE] with diagnoses that included end stage renal disease, type 2 diabetes mellitus and left toe amputation. A review of the 5 Day Admission Minimum Data Set (MDS) assessment dated [DATE] revealed Resident #409 was cognitively intact. Resident #409 's MDS did not indicate that he had received any insulin injections prior to admission. A review of a physician's order dated 1/25/22 revealed an order that read in part Admelog SoloStar 100 UNIT/ML (milliliter) Solution pen-injector-INJECT AS PER SLIDING SCALE: IF 150 - 199 = 1 unit; 200 - 249 = 2 units; 250 - 299 = 3 units; 300 - 349 = 4 units; 350 - 399 = 5 units; 400 - 450 = 6 units IF GREATER THAN 450 MG/DL NOTIFY MD AND DOCUMENT. SUBCUTANEOUSLY BEFORE MEALS AND AT BEDTIME FOR DM. The order was in confirmation pending status on the electronic medical administration record. There were no other medications ordered for DM. A review of Resident #409's Medication Administration Record for January 2022 revealed no order for blood glucose monitoring. Resident #409 was discharged from the facility on 1/29/22. A review of the hospital emergency department summary dated 1/29/21 revealed that Resident #409 had an elevated glucose level of 184. (A normal blood glucose level is 70 -105 and since the blood sugar level is 184 the glucose is elevated.) An interview was conducted with Nurse #10 on 1/31/22 at 11:18 AM. Nurse #10 stated the admission nurse was responsible for putting in the orders from the hospital discharge summary of a newly admitted resident. Nurse #10 stated that Resident #409's insulin medication did not show on the MAR for her to administer. An interview was conducted with the Director of Nursing (DON) on 1/31/22 at 9:49 AM. The DON stated that an order would not show up on the MAR until a nurse confirmed the order. The DON stated she had put Resident #409's orders in remotely. The DON stated that it was Nurse #15's responsibility to review and accept the pending confirmation on an order. The order for Admelog insulin was pending and there was no order for monitoring blood sugars. A follow up interview was conducted with Nurse #10 on 1/31/22 at 3:49 PM. Nurse #10 was able to show there was Admelog insulin pen on the cart for Resident #409. Nurse #10 stated that she saw the insulin pen in the left top drawer but thought that the medication was administered on another shift since it did not show up for her to administer during her 7:00 AM to 7:00 PM shift. Nurse #10 stated that she did not recall seeing a pending confirmation for the medication in the physician orders. (continued on next page)

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	345359	A. Building B. Wing	02/04/2022

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F 0684 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	An interview was conducted with the primary care physician on 2/1/22 at 9:57 AM. The physician stated that he was not made aware that Resident #409 had not received any insulin since admission. The physician stated that he expected Resident #409 to have an order for glucose monitoring before meals and at bedtime to administer the sliding scale insulin. He further stated that he had no recollection of the facility notifying him for glucose monitoring or the missed insulin doses. Resident #409 was at risk for complications related to high or low glucose levels. A follow up interview was conducted with the DON on 2/2/22 at 3:18 PM. The DON stated she expected that the nurses caring for the resident would verify the order with the physician. The DON also stated that she expected the nurse to get an order from the physician for glucose monitoring with the frequency of blood sugar checks.

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F 0686 Level of Harm - Actual harm Residents Affected - Some	Provide appropriate pressure ulcer care and prevent new ulcers from developing. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 45045 Based on observation, record review, resident, staff, physician, and wound clinic nurse interviews, the facility failed to assess and identify skin changes for 1 of 4 residents who was at risk for pressure ulcer development. (Resident #40). Findings included: Record review of hospital discharge record dated 11/17/21 revealed Resident #40 had a surgical debridement (removal of dead tissue) of necrotic sacral pressure ulcer. Resident #40 was admitted to the facility on [DATE] with diagnoses which included multiple sclerosis, contractures and paralysis of the lower extremities, and a stage 3 pressure ulcer to sacrum. Record review of Resident #40 ' s facility admission assessment dated [DATE], completed by Nurse #8, revealed skin was normal with no skin integrity issues documented. Record review of Weekly Pressure Wound Observation Tool dated 11/18/21 completed by Wound Nurse revealed Resident #40 had a stage 4 sacral pressure ulcer with measurements of 12 x 0.8 x 1.6 centimeters (cm). The wound bed had 50% granulation (new tissue) and 20% slough (yellow, stringy) tissue with moderate drainage and no odor. Record review of in-house wound provider report dated 11/18/21 revealed Resident #40 ' s sacral pressure wound measurements were 12 x 0.8 x 1.6 cm. The wound had granulation tissue and slough tissue, with moderate drainage, and no odor present. Treatment recommendation clean with Dakin ' s, moist to dry Dakin ' s dressing, cover with dry clean dressing, change twice daily and with every incontinence episode. The treatment plan was discussed with the facility staff which included facility pressure ulcer prevention protocol and turn and reposition. Record review of Resident #40 ' s Minimum Data Set (MDS) Admission assessment dated [DATE] revealed she was cognitively intact and was total dependence on staff for bed mobility, transfers, bathing, and personal hygiene. Resident #40 had a stage 4 pressure ulcer to sacrum. She was at risk for pressure ulcer development and was not on a turn/repositioning program. A physician order dated 11/20/21 for Dakin ' s moist to dry, dry clean dressing, change twice a day and with every incontinence episode. Record review of the Registered Dietitian (RD) progress note dated 11/22/21 Resident #40 ' s Admission RD Assessment revealed she was at increased risk for weight loss related to pressure ulcer and variable PO (by mouth) intake. RD recommendations for multivitamin daily, vitamin C twice daily, zinc sulfate daily, Prostat (liquid protein) twice a day for wound healing and house supplement twice daily for weight management and nutritional support. A physician order dated 11/23/21 for Dakin ' s moist to dry, dry clean dressing, change daily and with every incontinent episode. (continued on next page)

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F 0686 Level of Harm - Actual harm Residents Affected - Some	Record review of Resident #40 ' s care plan dated 11/23/21 revealed a care plan for a stage 4 pressure ulcer to sacrum. Interventions in place which included monitoring effectiveness of treatment, monitoring of any skin changes, and weekly treatment documentation to include measurement of each area of skin breakdown with width, length, depth, type of tissue and exudate (drainage). Resident #40 care plan for nutritional problem or potential nutritional problem related to pressure wound. Interventions in place which included RD evaluation and supplements as ordered. Record review of the Weekly Skin Review dated 11/24/21 revealed Resident #40 had an open, pre-existing area to sacrum. No other skin integrity issues documented. Record review of the Weekly Pressure Wound Observation Tool dated 11/25/21 completed by Wound Nurse revealed Resident #40 had a stage 4 sacral pressure ulcer with measurements of 12 x 11 x 1 cm. The wound bed had 50% granulation tissue, 50% slough tissue with moderate drainage and no odor. Record review of in-house wound provider report dated 11/25/21 revealed Resident #40 had a bedside debridement (cleaning of wound) with post procedure wound measurements of 12 x 11 cm. The treatment plan was discussed with the facility staff which included facility pressure ulcer prevention protocol and turn and reposition. Record review of RD progress note dated 11/26/21 revealed Resident #40 had significant weight loss. Resident #40 had nutritional supplement in place twice daily and new recommendation for house supplement and fortified foods at all meals. Record review of Wound Clinic Treatment Report dated 11/30/21 revealed Resident #40 ' s sacral pressure ulcer measurements were 13 x 8.5 x 3.0 cm with undermining (extends under the skin) of 4 cm from 5 o ' clock to 7 o ' clock. The wound bed observed with moderate pink granulation tissue, minimal necrotic tissue, and no odor. The treatment plan included silver cell dressing to cover with dry dressing and tape changed daily rinse with saline. Offloading will make sure resident in a low-air-loss mattress and on a turn schedule. Follow-up in two weeks. Record review of the Weekly Skin Review dated 11/30/21 revealed Resident #40 had an open, pre-existing area to sacrum. No other skin integrity issues documented. Record review of RD progress note dated 12/13/21 revealed Resident #40 continued with significant weight loss with interventions in place. New recommendations for Glucerna supplement twice daily and ice cream with lunch and supper. Record review of Wound Clinic Treatment Report dated 12/14/21 revealed Resident #40 ' s sacral pressure ulcer had improved with measurements of 10 x 6 x 3.0 cm with unchanged undermining. The wound bed observed with moderate pink granulation tissue, minimal necrotic tissue, and no odor. The treatment plan included silver cell dressing cover with dry dressing and tape to be changed daily rinse with saline. Follow-up in 1 week. Record review of the Weekly Skin Review dated 12/20/21 revealed Resident #40 had an open, pre-existing area to sacrum with treatment in place. No other skin integrity issues documented. Record review of the Weekly Skin Review dated 12/28/21 revealed Resident #40 had an open, pre-existing area to sacrum with treatment in place. No other skin integrity issues documented. (continued on next page)

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F 0686 Level of Harm - Actual harm Residents Affected - Some	Record review of Resident #40 ' s electronic medical record revealed the Weekly Skin Review was not completed the weeks of 12/6/21, 12/13/21, 1/3/22, 1/10/22, 1/17/22, and 1/24/22. Record review of Resident #40 ' s Weekly Pressure Wound Observation Tool was not completed for the months of December or January. A physician order dated 1/3/22 for Hydrogel-soaked cling dressing to sacral wound on time a day for wound care. During an interview on 1/25/22 at 2:32 pm Resident #40 revealed she had pressure ulcers to her heels but was not sure if they were getting better or worse. During an observation of wound care on 1/27/22 at 10:32 am Resident #40 sacral pressure ulcer observed to have a strong odor and slough covering wound bed. No rinsing or cleansing of wound prior to new dressing placed. Resident #40 observed with a round, approximately half dollar size wound with black base on side of right foot that did not receive treatment. During an interview on 1/27/22 at 10:35 am the Wound Nurse stated she thought the foot wound was a vascular wound, and she did not treat the foot wound. She stated she was pretty sure Resident #40 had the wound on her foot upon admission but was unable to state why no documentation was available about the wound. The Wound Nurse stated Resident #40 was seen initially by in-house wound provider but was changed to the wound clinic for wound management but was not sure about treatment of the foot wound or if the physician was aware of it. The Wound Nurse stated Resident #40 would benefit from an air mattress, but she stated she did not receive a recommendation from wound clinic or a physician order for the air mattress. The Wound Nurse was unable to state when Resident #40 was last seen at the wound clinic. She stated the Weekly Pressure Ulcer Observation Tool was required to be completed every week. The Wound Nurse reported she worked on a medication cart at times and did not complete the Weekly Pressure Ulcer Observation Tool as required. During an interview on 1/27/22 at 11:54 am the Director of Nursing (DON) stated she expected Resident #40 to have an air mattress because of the stage 4 sacral pressure ulcer. She stated a recommendation for an air mattress could come from the Wound Nurse, Physician, or wound clinic but she was not aware of a recommendation for air mattress. During a telephone interview on 1/27/22 at 5:30 pm Physician #1 revealed he was not certain if he had seen the wound on Resident #40 ' s foot. He stated that he would have ordered a treatment if he was aware. Physician #1 stated the nurse was able to make a recommendation for an air mattress for Resident #40 and he would have approved the order. Physician #1 was not notified of recommendation from wound clinic for a low-air-loss mattress. Record review of RD progress note dated 1/28/22 revealed Resident #40 continued with significant weight loss with multiple interventions in place. RD recommendations for discontinue house supplement and increase Glucerna to three times a day between meals, Prostat twice daily, assist with eating, and update food preferences. (continued on next page)

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F 0686 Level of Harm - Actual harm Residents Affected - Some	During an interview on 1/28/22 at 11:20 am the RD revealed Resident #40 was followed since admission related to risk for inadequate nutrition and presence of pressure ulcer. She stated multiple interventions were implemented including ice cream, fortified foods, supplements, and updating food preferences but Resident #40 continued to have weight loss. The RD stated Resident #40 continued to be seen by RD related to weight loss and nutritional support for wound healing. During an interview on 1/31/22 at 9:50 am Nurse Aide (NA) #10 revealed that Resident #40 had a wound on her backside. She stated she would tell the nurse if new skin issues were seen. She stated she turns and repositions every two hours. NA #10 stated that Resident #40 had pillows under her legs, but she had not noticed wounds on Resident #40 ' s feet. During an interview on 1/31/22 at 9:58 am NA #16 revealed Resident #40 had a wound on her backside and one on her foot. She was not able to recall when she first noticed the wound on the foot but stated she told the nurse that was working. During an interview on 1/31/22 at 10:08 am Nurse #10 revealed Resident #40 had a sacral pressure ulcer but did not recall any other wounds. She stated that she does not recall being told by NA about a new wound on her foot at any time and she did not observe any foot wounds for Resident #40. Nurse #10 stated the Weekly Skin Review was to be completed by the cart nurse, but it was not scheduled on a specific day. She stated the assessment would generate in the electronic medical record for the nurse to know it was assigned so she was not able to state why the Weekly Skin Review was not completed for Resident #40. During an interview on 1/31/22 at 11:07 am Nurse #8 revealed she observed a sacral pressure ulcer for Resident #40 upon admission but was unable to state why she did not document on the admission assessment. Nurse #8 stated she was not aware of foot wounds for Resident #40. Nurse #8 reported the Weekly Skin Review was required to be completed for all types of wounds and it was done weekly. She was unable to state why the Weekly Skin Review was not completed for Resident #40. During an interview on 1/31/22 at 12:49 pm the Wound Nurse revealed she was not aware Resident #40 had not been seen by the wound clinic since December and she was not able to state if the physician was aware. She stated Resident #40 was COVID positive in the beginning of January and the wound clinic would not take COVID positive at the office. The Wound Nurse stated that she did not measure the sacral pressure ulcer for Resident #40 because the physician did not ask her to. She was unable to state why she did not obtain wound measurements of sacral pressure ulcer or new observed wounds to the foot to notify the physician of the status of Resident #40 ' s wounds. The Wound Nurse did not recall if she received information from the wound clinic regarding treatment recommendations, low-air-loss mattress, and turning and repositioning for Resident #40. She reported nursing was expected to put a copy of the wound clinic consult report under her door, but it was not being done. She stated the administration was aware of the problem. The Wound Nurse stated she did not try to contact the wound clinic to obtain a copy of the report when Resident #40 returned from the appointments. During an interview on 1/31/22 at 4:11 pm the Regional Director of Operations revealed the expectation was for all wounds to be discussed in clinical meeting and weekly during the risk meeting. She is not certain when the facility had the risk meeting, but wounds would have been discussed including interventions and progress of wounds. The Regional Director of Operations stated the low-air-loss mattress was placed for Resident #40 on 1/28/22. (continued on next page)

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	345359	A. Building B. Wing	02/04/2022

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
Accordius Health at Creekside Care	604 Stokes Street East Ahoskie, NC 27910

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F 0686 Level of Harm - Actual harm Residents Affected - Some	Record review of Physician #1 ' s progress note dated 1/31/22 revealed Resident #40 was seen via telehealth for follow-up to sacral pressure wound. Physician #1 ' s assessment revealed diagnoses of failure to thrive, and inanition (lack of nourishment) for Resident #40. Review of Weekly Pressure Wound Observation Tool dated 1/31/22 completed by Wound Nurse revealed the following wound information and measurements: Wound #1: Sacral pressure wound, worsening. Measurements 12.4 x 11.8 x 1 cm, slough and necrotic (dead) tissue. Wound #2: New wound to right heel, deep tissue injury, blister. Measurements 2.4 x 2.1 x 0 cm. Wound #3: New wound to left lateral foot, unstageable with necrotic tissue. Measurements 3.5 x 3.6 x 0 cm. Wound #4: New wound to right hip, stage 2. Measurement 2.5 x 2.5 x 0 cm. Wound #5: New wound to right medial foot, unstageable with necrotic tissue. Measurements 2.8 x 3.0 x 0 cm. During an interview on 2/1/22 at 6:45 am Nurse #11 revealed Resident #40 had a pressure ulcer to her sacrum but was not aware of other wounds. She stated she did not normally complete the Weekly Skin Assessment for Resident #40 because she worked the overnight shift, and it was normally completed on day shift. During an interview on 2/1/22 at 9:38 am the DON revealed the Wound Nurse was responsible to complete the Weekly Pressure Wound Observation. She stated the Wound Nurse rounds with the in-house wound provider and was responsible to complete the assessment for all residents with pressure ulcers including any resident being seen by wound clinic. The DON stated the Wound Nurse was to review the wound clinic recommendations and order changes and was responsible to communicate with the physician and floor nurse. The DON reported the floor nurse assigned to Resident #40 was to complete the Weekly Skin Review as scheduled. During an interview on 2/1/22 at 10:06 am Physician #1 revealed he would review wound clinic reports that were given to him and determine if new orders were needed. Physician #1 stated the Wound Nurse would review when he was not in facility and contact him when new orders needed. He does not recall receiving information from the wound clinic reports from 11/30/21 or 12/14/21 with the recommendations for Resident #40 treatment and to have a low-air-loss mattress but if he was told this recommendation he would approve the order for the mattress. Physician #1 reported the Wound Nurse completed a video telehealth visit on 1/31/22 and he observed the wounds and provided new orders for treatment and wound clinic consult for Resident #40. (continued on next page)

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F 0686 Level of Harm - Actual harm Residents Affected - Some	During an interview on 2/2/22 at 1:06 pm the Regional Clinical Nurse revealed the skin assessment was to be completed upon admission for all residents and documented in the admission assessment. She was unable to state why the Weekly Skin Review and the Weekly Pressure Wound Observation Tool was not completed as required. She stated the Wound Nurse was responsible to complete both assessments for Resident #40. The Regional Clinical Nurse state the Wound Nurse was responsible to manage all wounds in the facility and she was responsible to review consult information for Resident #40 from the wound clinic. During an interview on 2/3/22 at 1:20 pm the Wound Clinic Nurse revealed that Resident #40 was seen in the clinic for management of a sacral pressure wound. He did not see any documentation or recall Resident #40 having wounds on her feet. He stated the facility received a call before the resident left the clinic with appointment information including measurements, treatment, interventions, and follow-up appointment. He stated the facility sent a carbon consult sheet that was also completed and sent back with Resident #40 with the same information. The Wound Clinic Nurse stated the facility was able to contact them if any questions regarding the appointment or if they did not receive the recommendations and information would be sent to the facility.

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F 0689 Level of Harm - Immediate jeopardy to resident health or safety Residents Affected - Some	Ensure that a nursing home area is free from accident hazards and provides adequate supervision to prevent accidents. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 41772 Based on record review, staff interview and observation, the facility failed to provide supervision to prevent residents with severe cognitive impairment who displayed exit seeking behaviors from exiting the facility unsupervised for 2 of 2 residents (Resident #21, Resident #29) reviewed for wandering behavior. The facility also failed to implement 1 to 1 supervision for Resident #29. Immediate jeopardy began for Resident #21 on 1/11/22 when he exited the facility unsupervised and was observed by police near a local gas station approximately 0.75 miles from the facility at night. Immediate Jeopardy began for Resident #29 on 1/29/22 when he exited the facility unsupervised while he was supposed to be on 1 to 1 staff supervision. Immediate Jeopardy was removed on 2/2/22 when the facility provided and implemented an acceptable credible allegation of Immediate Jeopardy removal. The facility will remain out of compliance at a lower scope and severity of E (no actual harm with a potential for minimum harm that is not Immediate Jeopardy) to ensure the monitoring of the systems put into place and to complete facility employee and agency in-services, orientation, and training. The findings included: 1. Resident #21 was admitted to the facility on [DATE] with diagnoses that included vascular dementia with behavioral disturbance and difficulty in walking. The Admission Minimum Data Set (MDS) dated [DATE] indicated Resident #21's cognition was severely impaired. Resident #21 exhibited wandering behavior 1 to 3 days of the 7 days look back period. Resident #21 required supervision with one person assist for ambulation. Resident #21 received antipsychotic medication 6 of the 7 days during the MDS look back period. Review of a behavior note dated 11/5/21 indicated that staff tried to redirect Resident #21 several times from going in other resident's rooms. Resident #21 became aggressive, grabbed staff arm, and scratched staff leaving open scratches to their arms. A care plan dated 11/5/21 revealed a focus of elopement risk/wanderer (vascular dementia) related to disorientation to place and attempts to leave facility unattended. The goal was for Resident #21 not to leave facility unattended through the review date. The interventions included: -Distract resident from wandering by offering pleasant diversions, structured activities, food, conversation, television, book. -Ensure that the area that resident wanders in is safe. -Report to MD changes in resident behavior. Review of the medical record revealed that Resident #21 was transferred to the facility from a sister facility due to his exit seeking behavior and need for a special care unit. Review of a nursing note dated 1/6/2022 revealed Resident #21 was transferred from the SCU (Special Care Unit) to the COVID unit on 1/6/22. (continued on next page)

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F 0689 Level of Harm - Immediate jeopardy to resident health or safety Residents Affected - Some	Resident #21's care plan revealed no new interventions were implemented related to wandering/exit seeking when he was moved from the secured unit to the COVID unit. On 1/27/22 at 8:30 AM an observation was conducted of the COVID unit. The COVID unit had one closed door at the front of the unit that led to the general population units. This door at the front of the unit did not alarm when opened. The COVID unit had one exit door at the end of the unit that led to the exterior of the building. This door alarmed when pushed on and required a numerical code to be entered for the alarm to stop. An interview was conducted with NA #4 on 1/27/22 at 11:30 AM. NA #4 revealed that she had worked the 7:00 AM to 3:00 PM on 1/11/22. NA #4 stated she was aware of Resident #21's exit seeking behaviors when he was moved to the COVID unit. NA #4 stated Resident #21 regularly came out of his room and walked the hallway and was redirected back to his room. NA #4 stated that she would try to figure out what Resident #21 was looking for and would attempt to assist him. NA #4 stated Resident #21 could be easily redirected. She stated that Resident #21 had not displayed any aggressive behaviors towards her. NA #4 indicated there was malfunction on the exit door at the back of the unit on 1/11/22. She explained the door opened as soon as pushed and the alarm went off instead of waiting the normal 15 seconds before the door lock released and the door opened. NA #4 stated she was made aware of the issue with the doors locking by Nurse #8. An interview was conducted with Nurse #8 on 1/27/22 at 11:38 AM. Nurse #8 stated that she had worked with Resident #21 on 1/11/22 from 7:00 AM to 7:00 PM. Nurse #8 stated Resident #21 was up walking around the unit and stated he wanted to leave. Nurse #8 stated that she walked Resident #21 back to his room. Nurse #8 stated Resident #21 had opened the door at the front of the COVID unit (led to another unit in the facility and was not alarmed) and when she called his name he turned around and headed back inside the unit. Nurse #8 stated that she reported to Nurse #7 about Resident #21 trying to go out the COVID unit front door. Nurse #8 stated she was made aware of Resident #21's exit seeking behaviors when he was moved to the COVID unit. Nurse #8 stated the staff would redirect Resident #21 when he started walking in the hallway. Nurse #8 stated that she last saw Resident #21 at approximately 7:20 PM and he was on the bed in his room. Nurse #8 stated she was made aware that the lock on the exit door at the end of the COVID unit (that led to the exterior of the facility) was not working correctly during report with Nurse #7 on 1/11/22. Nurse #8 explained that the door would open as soon as pushed on and the alarm went off instead of waiting the normal 15 seconds before the door released and would open. (continued on next page)

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	345359	A. Building B. Wing	02/04/2022

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F 0689 Level of Harm - Immediate jeopardy to resident health or safety Residents Affected - Some	An interview was conducted with NA #3 on 1/28/22 at 9:23 AM. NA #3 stated she was made aware that Resident #21 had exit seeking behaviors when he was moved to the COVID unit. She indicated staff would redirect Resident #21 to his room. NA #3 stated Resident #21 would wander up and down the hallway and try to push open the exit doors. She spoke about the COVID unit reporting that staff regularly used the door at the end of the unit to enter and exit the facility. She indicated the door alarmed when it was opened. She explained that the alarm system panel was in another area of the building and staff on the COVID unit could not view the panel to see which location alarm was sounding, but they could punch in a code at the COVID unit exit door to turn the alarm off. NA #3 stated that she was made aware by Nurse #8 that there was a malfunction with the exit doors on 1/11/22 causing the door to open and alarm as soon as it pushed on instead of waiting the 15 seconds before the door released and would open. NA #3 stated that she recalled seeing Resident #21 in his room after dinner on 1/11/22 because she picked up his tray. She stated Resident #21 was laying on his bed with a plaid shirt, pants, and socks on. The NA stated he had a pair of flip flops on the floor at the bedside. NA #3 stated Resident #21 had attempted to exit the COVID unit through the front door on 1/11/22 just before 7:00 PM. The NA stated that Nurse #8 assisted Resident #21 back to his room. NA #3 stated Nurse #7 came in at approximately 7:30 PM. She stated she heard an alarm when Nurse #7 came in and the nurse punched in the code to turn off the alarm. NA#3 stated at that time she was in the clean room (a room that is free of contamination) which was located 2 doors from the COVID unit exit door and did not see anyone pass the door during that time. NA#3 stated at approximately 7:40 PM Nurse #8 exited the building at the end of the COVID unit and the alarm did not go off. She revealed she did not report to anyone that the alarm didn't sound at when Nurse #8 left. NA #3 stated Nurse #7 left the facility through the COVID unit back door and stated she was going to get something to eat at approximately 7:45 PM and the alarm went off when she exited. NA #3 stated she after Nurse #7 left (approximately 7:45 PM) she was the only staff on the COVID unit until NA #5 came in. NA #3 reported that she heard the alarm go off for the COVID unit back door at approximately 8:00 PM when NA #5 came in. NA #3 stated that she and NA #5 were on the hall because Nurse #7 had not returned from getting her food. NA #3 stated she heard the COVID unit back door alarm at approximately 8:20 PM when Nurse #7 came back from getting her lunch. NA #3 stated Nurse #7 went back out the COVID unit back door to get her computer and a bag. She stated Nurse #7 brought her belongings in and went inside the clean room to place them down. NA #3 stated Nurse #7 returned to the door and punched in the code to turn off the alarm. NA #3 stated she went to lunch at approximately 8:30 PM. NA #3 stated she did not know that Resident #21 was not in the building. Review of the 911 Communications Report dated 1/11/22 at 8:04 PM revealed that Resident #21 was seen walking in the middle of the road wearing grey sweatpants and blue shirt. The report further revealed Resident #21 had exited the facility from the COVID unit at the back of facility. A review of the weather conditions per Local Condition's website (www.localconditions.com) for Ahoskie's weather history indicated the temperature on 1/11/22 at 7:35 PM was 24 degrees Fahrenheit, 69 % humidity and there was no precipitation. (continued on next page)

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	345359	A. Building B. Wing	02/04/2022

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F 0689 Level of Harm - Immediate jeopardy to resident health or safety Residents Affected - Some	An interview was conducted with the receptionist on 1/28/22 at 9:32 AM. The receptionist revealed that she received a phone call from a local police officer on 1/11/22 at approximately 8:00 PM. She stated that the police officer asked her if the facility had a resident by Resident #21's name. The receptionist stated that she reviewed the resident census and stated that there was a resident that resided there with that name. The receptionist reported that the officer told her Resident #21 was out at a local service station. She stated the officer informed her that the precinct received a call about a suspicious person. The receptionist stated that she placed the officer on hold and called the COVID unit and spoke to Nurse #7. The receptionist stated that she asked Nurse #7 if Resident #21 was in his room. The nurse stated that she would look, and Resident #21 was not in his room. The receptionist stated that officer did not bring Resident #21 to the front door, so she did not see him when he returned. An interview was attempted with the local police officer who contacted the facility, but he was unable to be reached. An interview was conducted with Nurse #7 on 1/28/22 at 7:15 AM. Nurse #7 stated she received a call on 1/11/22 at approximately 8:30 PM to pick up the COVID unit cell phone. Nurse #7 stated that she spoke with someone, unable to recall who she spoke with, who told her they had Resident #21. Nurse #7 stated she did not know what time Resident #21 had gone out the door. Nurse #7 stated that when you hear an alarm sounding, there is no way to see which door the alarm is sounding for. Nurse #7 stated that she did not see anyone leave out the building and she parked in the back of the facility near the COVID exit door. Nurse #7 stated Resident #21 was wearing blue shirt and grey sweatpants when the police brought him back to the facility. She was unsure of whether Resident #21 had on a long sleeved or short sleeved shirt. Nurse #7 stated she was not sure if Resident #21 was wearing shoes. Nurse #7 stated that she was told that Resident #21 was found down by the gas station. Nurse #7 stated that the DON called her and informed her of what to do for Resident #21. A head-to-toe assessment was conducted, and Resident #21 had a scrape to his knee but no other injuries. Nurse #7 stated that he was placed on 15-minute watch for his safety. Review of a nursing note dated 1/12/22 at 7:11 AM revealed Resident #21 returned to the facility at 8:30 PM on 01/11/22. A full head to toe assessment was performed by Nurse #8 and Resident #21 was placed on 15-minute checks to ensure safety. Resident #21's vital signs were within normal limits. Resident #21's temperature was 97.4 and he had a small scrape to his left knee which was cleaned and required no dressing. Resident #21 remained on isolation for COVID. An interview was conducted with the DON on 1/27/22 at 9:40 AM. The DON stated that she was made aware of an issue with the locking of the exit doors on Sunday night 1/9/22. Staff reported that the alarm would sound when the door was pushed on and immediately opened instead of waiting the normal 15 seconds before you could open the exit door. The DON stated that the staff that work in the COVID unit were to use this exit to go in and out the unit. She indicated staff were trained to look to see who was at or around the door when the alarm sounded The DON stated that on 1/11/22 Receptionist #1 called her and stated the police had found Resident #21 and bought him back to the facility. The DON stated that she was not told where Resident #21 was when the police found him. The DON stated she was never notified that the COVID unit exit door opened without alarming at approximately 7:40 PM that evening (1/11/22) and indicated the staff should have reported any issues with the doors to maintenance and herself. The DON stated Resident #21was admitted to the special care unit (secured unit) because of his exit seeking behaviors. She revealed when he was transferred to the COVID unit (1/6/22) there no increase to the frequency of monitoring for Resident #21 was transferred. (continued on next page)

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F 0689 Level of Harm - Immediate jeopardy to resident health or safety Residents Affected - Some	An interview was conducted on 1/26/22 at 4:11 PM with Maintenance Director. The Maintenance Director stated that the recent cold weather had caused the alarm system circuit board to burn up. He stated beginning on 1/9/22 the exit doors would continue to alarm but would open immediately instead of locking and waiting the 15 seconds for release per the egress code. The Maintenance Director stated that all staff including the DON and Administrator were made aware of the issue with the locking mechanism on the door. The staff were completing Firewatch every 30 minutes until the locking mechanism was fixed. The Maintenance Director stated the staff should have reported any issues with the doors to maintenance and he was never notified that the door opened without alarming at approximately 7:40 PM on 1/11/22. The Maintenance Director stated that he was called at 1/11/22 at 9:18 PM to come in to look at the doors and all alarms were working. The Director reported that Resident #21 was back in the building at that time. An interview was conducted with the Administrator on 1/27/22 at 1:11 PM. The Administrator stated that Resident #21 resided on the secured unit when he was admitted in October. She stated that Resident #21 was transferred from a sister facility due to his wandering behavior and the need for a locked unit. The Administrator stated that she was aware the exit door latch time had decreased from 15 seconds to 2 seconds on 1/9/22. The Administrator stated staff were to check the doors every 30 minutes and place the findings on the Firewatch log (checks every 30 minute). The Administrator stated that she had not been made aware that Resident #21 had exhibited exit seeking behaviors during the day shift on 1/11/22. The Administrator stated staff should have reported Resident #21's exit seeking behavior to the DON and placed Resident #21 on more frequent observations. The Administrator stated she was made aware of Resident #21's elopement at approximately 8:30 PM when the staff notified her that the police were bringing him back to the facility. She indicated that a head-to-toe assessment was completed on Resident #21 and there was no injury. The Administrator stated that Maintenance Director came out to the facility to verify that the alarm was working. She stated that she remained on the telephone while the Maintenance Director walked and checked each door and there were no identified issues with the alarm 43222 2. Resident #29 was admitted to the facility on [DATE] with diagnoses that included dementia with behavioral disturbance. The Quarterly Minimum Data Set (MDS) dated [DATE] indicated Resident #29's cognition was severely impaired. Resident #29 did not exhibit wandering behavior during the look back period. Resident #29 was independent with ambulation and used a walker as mobility device. A care plan updated 6/8/21 and currently in place revealed a focus of elopement risk related to disoriented to place, dementia with behavioral disturbances, and wandering. The goal was for Resident #29 will not leave facility unattended and his safety will be maintained through the review date. The interventions included: distract resident from wandering by offering pleasant diversions, structured activities, food, conversation, television, or book. Documentation of behavior observations, including wandering/pacing/exit seeking for Resident #29 were ordered by the physician for every shift on 10/21/21. (continued on next page)

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F 0689 Level of Harm - Immediate jeopardy to resident health or safety Residents Affected - Some	Review of a behavior note dated 12/14/21 indicated that staff tried to redirect Resident #29 away from an exit door he opened setting off the alarm. Resident #29 became aggressive, swung at the staff member with his hand and then his walker. Resident #29 was moved from the secured memory care unit to a general hall on 1/24/22 after a resident-to-resident altercation per the medical record. There were no new interventions related to wandering implemented when he was moved to the unsecured unit. On 1/28/22 Resident #29 was placed on 1:1 monitoring after he became combative with staff. Review of a nursing note dated 1/29/22 at 8:26 AM by Nurse #9 revealed Resident #29 was noted to have walked out of the facility's front door after staff and redirected back inside. Physician #1, interim DON, responsible party (RP) and the Administrator were notified. A review of the weather conditions per Local Condition's website (www.localconditions.com) for Ahoskie's weather history indicated the temperature on 1/29/22 at 7:35 AM was 31 degrees Fahrenheit, 83% humidity and there was no precipitation. An interview was conducted with Nurse #1 on 1/31/22 at 2:50 PM, and she stated she was in the front lobby speaking to Receptionist #1 on the morning of 1/29/22 (time unknown). Receptionist #1 stated she was going to try to wait for the oncoming receptionist to relieve her from supervising Resident #29. Nurse #1 stated she did not agree that she would watch Resident #29 because the NA she was working with was pulled to another unit due to insufficient staffing. When Nurse #1 left the lobby to go back to her unit, Receptionist #1 and Resident #29 were in the lobby (time unknown). Receptionist #1 was interviewed on 1/31/22 at 2:46 PM, and she revealed she was asked to stay over Friday night (1/28/22) by the Administrator to monitor Resident #29 1 on 1 but was not instructed when to stay until or who was to relieve her. She stated Nurse #1 agreed to watch Resident #29 when she left the building at 6:30 AM. She stated that was the last time she saw him sitting in the front lobby. Nurse #10 was interviewed on 2/1/22 at 11:30 AM, and he revealed he worked the overnight shift on 1/28/22. He stated Resident #29 had been fighting with staff on the evening of 1/28/22 and was now on 1:1 monitoring. Nurse #10 further stated he last saw Resident #29 in the front lobby when he left the building at 7:30 AM on 1/29/22 and did not remember seeing Receptionist #1 with him. When Nurse #10 needed to leave the building without a receptionist present, he used the code to unlock the front door and pushed the door himself without using the automated release button. The front door was secured with a code. He stated he was certain there was no one behind him when he walked out because he stood out in front of the building when he left and took a picture of his schedule to send to his agency. Nurse #10 indicated his car was parked in front of the building. (continued on next page)

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	345359	A. Building B. Wing	02/04/2022

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
Accordius Health at Creekside Care	604 Stokes Street East Ahoskie, NC 27910

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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)
F 0689 Level of Harm - Immediate jeopardy to resident health or safety Residents Affected - Some	An interview was conducted with Nurse #9 on 1/31/22 at 11:21 AM, and she revealed after she received report for the morning shift of 1/29/22 and checked on her residents, which included #29, she walked toward the lobby to locate Resident #29. At that time, NA #5 was escorting him back into the building, and she did not know how long he was out of the building. Nurse #9 stated she performed a skin check on him but did not document the assessment. She contacted the Administrator immediately after Resident #29 returned (time unknown) and was told Receptionist #1 was assigned to monitor him 1:1. She stated Receptionist #1 had already left the facility, and she was unsure if the oncoming receptionist had arrived. During an interview with nurse aide (NA) #5 on 1/31/22 at 11:41 AM, she revealed she was late to work and arrived at the facility at 7:30 AM on 1/29/22. She stated she observed Resident #29 walking alone down the sidewalk in front of the building where cars park on the street just in front of the parking lot. He was walking towards the main road, and she met him while she was in her vehicle after recognizing him. NA #5 stated he was not wearing a jacket, but he was wearing long sleeves, pants, and shoes. She indicated it was cold outside and he appeared cold. He also seemed agitated when she instructed him to come inside, he slammed his walker down on the ground and that is when she called the facility's main number. No one answered the phone, so she contacted the Director of Nursing (DON) directly who came outside to help her. NA #5 was only with him a few minutes from the time she arrived to when Resident #29 was escorted back inside. NA #5 stated she was not sure how Resident #29 got out of the building, and the front door was always locked. During an interview with the DON on 1/31/at 12:58 PM, she revealed that she was made aware of Resident #29 needing 1:1 supervision indefinitely by the Administrator on 1/28/22 at 6:00 PM. She stated she arrived to work at 7:00 AM on 1/29/22 but forgot to clock in. When she used the punch clock in the lobby at 7:27 AM, she saw Resident #29 in the lobby. The interview continued on 1/31/22 at 6:17 PM, and the DON stated she did not see a 1:1 monitoring partner with him. Receptionist #1 was assigned to monitor Resident #29, but she left at 6:30 AM before the oncoming receptionist arrived. She further stated Receptionist #1 was supposed to stay with Resident #29 until someone relieved her, but she did not know who that person should have been. She then went back to her hall assignment to give Nurse #10 report and was contacted by NA #5 at 7:36 AM via telephone that Resident #29 was outside by himself. She then went to the front lobby and saw NA #5 and Resident #29 entering the front door. Nurse #9 was assigned to provide care for Resident #29, who was also present in the lobby at this time. An interview was conducted with the Administrator on 1/31/22 at 2:01 PM, and she revealed Resident #29 was placed on 1:1 monitoring Friday evening (1/28/22) at 6:00 PM. She stated Receptionist #1 accepted the supervision assignment and was willing to stay through the night until Resident #29 was handed off to the oncoming receptionist. The Administrator stated she was supposed to stay until she handed him off to the oncoming receptionist. The Administrator stated she was notified by Nurse #9 at 7:49 AM about Resident #29's elopement. She was told there were no nurse aides on duty on East Hall, the hall Resident #29 resided on, for the first shift which began at 7:00 AM. She stated she then called the DON at 7:56 AM. The Administrator stated Nurse #10 left the building after his shift ended and may have left the door open when Resident #29 got out. The Corporate Consultant was notified of immediate jeopardy on 1/31/22 at 7:08 PM. The facility provided the following Credible Allegation of immediate jeopardy removal. (continued on next page)

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	345359	A. Building B. Wing	02/04/2022

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F 0689 Level of Harm - Immediate jeopardy to resident health or safety Residents Affected - Some	Beginning 2/1/22, the Director of Nursing and Regional Director of Nursing completed elopement education with all current facility and agency staff, including dietary, maintenance and housekeeping. Education included the Elopement Policy and providing effective supervision for cognitively impaired residents with wandering and exit seeking behaviors to prevent unsupervised exits from the facility. Education also included examples of effective techniques for resident redirection, effective monitoring of residents, supervision to ensure resident safety, response system in the event of a resident elopement, response system of a facility fire watch (15-minute door checks) and timely response to door alarms. Facility and agency staff will not be permitted to work until receiving education. On 2/1/22, the Director of Nursing and MDS Coordinator completed an audit of residents at risk of exiting the facility unsupervised who are cognitively impaired and exhibit exit seeking and wandering behaviors to ensure appropriate supervision and safety. For residents identified at risk for elopement, an updated Wandering Risk Assessment was completed by the licensed nurse and care plans updated to ensure appropriate interventions implemented based on resident risk. The Director of Nursing updated the Elopement Risk Binder to contain resident profiles, photographs, current Wandering Risk Assessment and care plan and placed binders at the nurse station and front lobby. Effective 2/1/22, all residents will be assessed for elopement risk by a Licensed Nurse upon admission, quarterly and with changes in resident condition. Residents identified at risk with exit seeking and wandering behaviors will have a care plan in place to ensure safety and profile, photo, Wandering Risk Assessment, and care plan will be placed in the Elopement Binder at the nurse station and front lobby. Residents with wanderguards will be monitored every shift for placement and every day for function by the licensed nurse. Effective 2/1/22, residents with exit seeking and wandering behaviors who have an increased need for monitoring including a change in room location from the secured unit to the unsecured unit will be reassessed by the licensed nurse and care plan revised as appropriate to ensure increased interventions are implemented to ensure resident safety. This may include, but is not limited to, the addition of a wanderguard, 15-minute checks or 1:1 observation as determined appropriate to ensure resident safety and supervision. Effective 2/1/22, the facility will ensure proper functioning and monitoring of the wanderguard system and facility doors and alarm system. The Maintenance Director, Maintenance Assistant or Administrator will perform and document door and alarm safety checks at least weekly. Effective 2/1/22, the facility will conduct elopement drills on all shifts monthly to ensure continued staff understanding of the facility process in the event of an elopement. Effective 2/1/22, newly hired Maintenance Directors, Assistance Maintenance Director and Administrators will receive education by the Administrator, Director of Nursing or Regional Director of Nursing on the wanderguard system, door security system and process for system malfunctions. Education to include wanderguard system and doors and alarm safety checks weekly and 24/7 continuous door monitoring shall be implemented and documented in the event of malfunction until system is fixed. (continued on next page)

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	345359	A. Building B. Wing	02/04/2022

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F 0689 Level of Harm - Immediate jeopardy to resident health or safety Residents Affected - Some	Effective 2/1/22, the facility implemented a revised Safety Watch System to ensure continuous staff supervision for residents requiring 1:1 observation. The Administrator will ensure the 1:1 staff coverage is posted on the Safety Watch Schedule and assigned staff will utilize the Safety Watch Log to document coverage by signing and dating in and out times. During staff breaks and during change of shift, an alternate staff member will provide supervision and document on-coming and off-going coverage by signature and date on the Safety Check Log. In the event of call-outs or late arrivals, the current staff will notify the Administrator or Director of Nursing immediately and will remain with resident to ensure continuous supervision until alternate staff coverage is obtained. Staff who are assigned 1:1 resident observations will utilize interventions per resident plan of care to distract, redirect and intervene as appropriate. Any concerns with following the plan of care will be reported to the Physician and Administrator and/or Director of Nursing immediately and additional interventions implemented as necessary. Beginning 2/1/22, the Regional Director of Operations and Regional Director of Clinical Services will provide education to facility and agency staff on the Safety Watch System and the expectation of providing continuous 1:1 supervision as assigned and the process to follow to ensure resident safety without any disruptions in continuous coverage. Education will include the process of utilizing the Safety Watch Log to document coverage by signing and dating in and out times. During staff breaks and during change of shift, an alternate staff member will provide supervision and document on-coming and off-going coverage by signature and date on the Safety Check Log. In the event of call-outs or late arrivals, the current staff will notify the Administrator or Director of Nursing immediately and will remain with resident to ensure continuous supervision until alternate staff coverage is obtained. Staff who are assigned 1:1 resident observations will receive education on utilizing interventions per resident plan of care to distract, redirect and intervene as appropriate and reporting any concerns with following the plan of care and Safety Watch System to the Administrator and/or Director of Nursing immediately. Staff not educated by 2/1/22 will receive education prior to working on the floor. Effective 2/1/22, staff assigned to provide 1:1 resident supervision will not leave resident unattended at any time. During staff breaks and during change of shift, an alternate staff member will provide supervision and document on-coming and off-going coverage by signature and date on the Safety Check Log. In the event of call-outs or late arrivals, the current staff will notify the Administrator or Director of Nursing immediately and will remain with resident to ensure continuous supervision until alternate staff coverage is obtained. Effective 2/1/22, the Maintenance Director will audit the wanderguard system and door and alarm system weekly for proper function. This will be documented in the TELS system (electronic system used for maintenance tracking) Effective 2/1/2022, the facility Administrator or Director of Nursing will conduct weekly questionnaires with five (5) facility or agency staff to ensure proper understanding of providing effective supervision for cognitively impaired residents with wandering and exit seeking behaviors to prevent unsupervised exits from the facility. Effective 2/1/22, the Administrator, Director of Nursing or Manager on Duty will and will review the Safety Watch Log to ensure continuous supervision is being provided and documented for residents assigned 1:1 observation. Monitoring will be conducted daily. (continued on next page)

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	345359	A. Building B. Wing	02/04/2022

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F 0689 Level of Harm - Immediate jeopardy to resident health or safety Residents Affected - Some	Effective 2/1/2022, the Administrator or Regional Director of Operations and Director of Nursing will be ultimately responsible to ensure implementation of this immediate jeopardy removal for this alleged noncompliance. The facility alleges the removal of Immediate Jeopardy on 2/2/22. The credible allegation of immediate Jeopardy removal was validated by onsite verification on 2/2/22 as evidenced by interviews with direct care, ancillary, and administrative staff, interviews with residents, record review and observations. Review of the 100% census verification and resident roll call was completed on 1/11/22 and Elopement drill on 1/12/22. Interviews conducted with nursing, housekeeping, dietary, therapy, medical record and other ancillary staff revealed they had attended training on the door alarm system, elopement education policy and procedures which included monitoring and managing residents with unsafe wandering and risk for elopement. The training included ways to modify behaviors and minimize risk associated hazards to prevent accidents and elopements. The education included tips for elopement prevention and that elopement risk we [TRUNCATED]

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	345359	A. Building B. Wing	02/04/2022

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F 0725 Level of Harm - Immediate jeopardy to resident health or safety Residents Affected - Some	Provide enough nursing staff every day to meet the needs of every resident; and have a licensed nurse in charge on each shift. 20711 Based on record review, observation, and physician and staff interviews, the facility failed to have sufficient staffing to prevent and protect Residents #53 and #39 from being physically abused by Resident #29 for 1 of 1 resident reviewed for resident-to-resident physical abuse (Resident #29) and to provide supervision to prevent residents with severe cognitive impairment (Resident #21 and Resident #29) from exiting the facility unsupervised for 2 of 2 residents reviewed for wandering. Immediate Jeopardy began on 11/08/21 when the facility failed to have sufficient staff to protect residents from physical abuse resulting in Resident #29 placing Resident #53 in a headlock and throwing the resident to the floor. Immediate Jeopardy was removed on 2/2/22 when the facility provided and implemented an acceptable credible allegation of Immediate Jeopardy removal. The facility will remain out of compliance at a lower scope and severity of E (no actual harm with a potential for minimum harm that is not Immediate Jeopardy) to ensure the monitoring of the systems put into place and to complete facility employee and agency in-services, orientation and training. The findings included: This is cross-referred to: F600: Based on record review and physician and staff interviews, the facility neglected to protect the residents' right to be free from abuse when Resident #29 physically abused Residents #39 and #53. Resident #53 sustained injuries that required emergency room evaluation. This was for 1 of 1 resident (Resident #29) reviewed for resident-to-resident abuse. F689: Based on record review, staff interview and observation, the facility failed to provide supervision to prevent residents with severe cognitive impairment who displayed exit seeking behaviors from exiting the facility unsupervised for 2 of 2 residents (Resident #21, Resident #29) reviewed for wandering behavior. The facility also failed to implement 1 to 1 supervision for Resident #29. On 1/27/22 at 10:10 AM an interview was conducted with Nursing Assistant (NA) #18 who stated she worked on the SCU (Secured Care Unit). NA #18 stated 14 residents were too much for one nurse and one NA to monitor. She indicated that there were multiple resident on the SCU who wandered. She explained if the nurse was passing medications and she was in a room providing care to a resident there was no one to monitor or supervise the residents who were wandering in the hall. On 1/27/22 at 11:42 AM an interview was conducted with the Staffing Scheduler who stated she scheduled one nurse or Medication Aide (Med Aide) and one NA on the SCU, and she would schedule 2 NAs if the census reached 13-14 residents, if she had the staff. The Scheduler further stated if there was not enough staff, then everyone helps out. The Staff Scheduler stated she used a computer program to do the staffing and the acuity of the unit was not taken into consideration when making out the schedule. The Scheduler stated none of the staff on the SCU have spoken with her about the staffing on the unit. (continued on next page)

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	345359	A. Building B. Wing	02/04/2022

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F 0725 Level of Harm - Immediate jeopardy to resident health or safety Residents Affected - Some	The Interim Director of Nursing (DON) stated in an interview on 1/27/22 at 11:23 AM the staff on the SCU had told her there was not enough staff on the unit. The DON further stated they did not have the additional staff and if the agency staff did not pick up a shift they could not put more staff on the unit. The Administrator was notified of Immediate Jeopardy at F725 on 1/31/22 at 7:21 PM. The facility provided a credible allegation of Immediate Jeopardy removal on 2/1/22. The allegation of Immediate Jeopardy Removal indicated: Credible Allegation of Immediate Jeopardy Removal: The facility failed to have sufficient staffing to 1) Prevent and protect Residents #53 and #39 from being physically abused by Resident #29 and 2) to provide supervision to prevent two residents with severe cognitive impairment (Resident #21 and #29) from exiting the facility unsupervised. Because all residents are at risk when the facility fails to provide sufficient staffing to 1) prevent and protect residents from being physically abused by Resident #29 or other residents and 2) to provide supervision: to prevent residents with severe cognitive impairment (Resident #21 and #29) from exiting the facility unsupervised the following plan has been formulated to address this issue: On 2/1/2022, an ad hoc Quality Assurance and Performance Improvement (QAPI) meeting was held by the Administrator, Director of Nursing, Regional Director of Clinical Services and Regional Director of Operations to discuss root cause analysis of the facilities failure to provide sufficient staffing levels to ensure supervision to keep residents free from physical abuse by other residents and to prevent unsupervised exits from the facility. The facility determined that administration and leadership failed to consider the number, acuity and diagnoses of the facility's resident population and to implement systems to ensure staffing schedules were adjusted accordingly, to include coverage during staff breaks, late arrivals with shift changes, to factor in the additional staff required to provide adequate supervision to keep residents safe from physical abuse by other residents and unsupervised exits from the facility. On 2/1/22, the Regional Director of Operations provided education to the Administrator and Director of Nursing on daily discussions of sufficient staff scheduling to ensure residents with behaviors towards others and residents exhibiting exit seeking or wandering behaviors are factored in when determining appropriate staffing levels to protect all residents from harm. Education included considering resident acuity and diagnoses and additional staff to assign to ensure sufficient staffing to provide adequate supervision to keep residents safe from physical abuse by other residents and unsupervised exits from the facility. Effective 2/1/22, the Administrator and Director of Nursing will discuss residents with behaviors towards others and residents exhibiting exit seeking or wandering behaviors daily to determine appropriate staffing levels to protect all residents from harm. The daily schedule will be adjusted to consider resident acuity and diagnoses and additional staff will be assigned to ensure sufficient staffing to provide adequate supervision to keep residents safe from physical abuse by other residents and unsupervised exits from the facility. (continued on next page)

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F 0725 Level of Harm - Immediate jeopardy to resident health or safety Residents Affected - Some	Effective 2/1/22, the facility implemented a revised Safety Watch System to ensure continuous staff supervision for residents requiring 1:1 observation. The Administrator will ensure the 1:1 staff coverage is posted on the Safety Watch Schedule and assigned staff will utilize the Safety Watch Log to document coverage by signing and dating in and out times. During staff breaks and during change of shift, an alternate staff member will provide supervision and document on-coming and off-going coverage by signature and date on the Safety Check Log. In the event of call-outs or late arrivals, the current staff will notify the Administrator or Director of Nursing immediately and will remain with resident to ensure continuous supervision until alternate staff coverage is obtained. Staff who are assigned 1:1 resident observations will utilize interventions per resident plan of care to distract, redirect and intervene as appropriate. Any concerns with following the plan of care will be reported to the Physician and Administrator and/or Director of Nursing immediately and additional interventions implemented as necessary. Effective 2/1/22, the Regional Director of Operations and Regional Director of Clinical Services will provide education to facility and agency staff on the Safety Watch System and the expectation of providing continuous 1:1 supervision as assigned and the process to follow to ensure resident safety without any disruptions in continuous coverage. Education will include the process of utilizing the Safety Watch Log to document coverage by signing and dating in and out times. During staff breaks and during change of shift, an alternate staff member will provide supervision and document on-coming and off-going coverage by signature and date on the Safety Check Log. In the event of call-outs or late arrivals, the current staff will notify the Administrator or Director of Nursing immediately and will remain with resident to ensure continuous supervision until alternate staff coverage is obtained. Staff who are assigned 1:1 resident observations will receive education on utilizing interventions per resident plan of care to distract, redirect and intervene as appropriate and reporting any concerns with following the plan of care and Safety Watch System to the Administrator and/or Director of Nursing immediately. Effective 2/1/22, staff assigned to provide 1:1 resident supervision will not leave resident unattended at any time. During staff breaks and during change of shift, an alternate staff member will provide supervision and document on-coming and off-going coverage by signature and date on the Safety Check Log. In the event of call-outs or late arrivals, the current staff will notify the Administrator or Director of Nursing immediately and will remain with resident to ensure continuous supervision until alternate staff coverage is obtained. Effective 2/1/2022, the Administrator and Director of Nursing will make observational rounds to ensure adequate staffing levels are being provided based on acuity to prevent and protect residents from harm. Monitoring will be conducted at least weekly on 1) residents who exhibit exit seeking and wandering behaviors and 2) residents who have behaviors of aggression towards. Effective 2/1/22, the Administrator, Director of Nursing or Manager on Duty will and will review the Safety Watch Log to ensure continuous supervision is being provided and documented for residents assigned 1:1 observation. Monitoring will be conducted daily Effective 2/1/2022, the Administrator or Regional Director of Operations and Director of Nursing will be ultimately responsible to ensure implementation of this immediate jeopardy removal for this alleged noncompliance. Alleged Date of IJ Removal: 2/2/22. (continued on next page)

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	345359	A. Building B. Wing	02/04/2022

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F 0725 Level of Harm - Immediate jeopardy to resident health or safety Residents Affected - Some	On 2/2/22 the Immediate Jeopardy removal plan was validated by onsite verification. Interviews were conducted with the DON and the Staffing Scheduler who stated they had been in-serviced to hold daily discussions to ensure sufficient staff were scheduled to ensure residents with behaviors towards others was factored in when determining appropriate staffing levels to provide adequate supervision to keep residents safe from physical abuse from other residents. The DON stated she had attended a QAPI meeting on 2/1/22 with the Regional Interim Administrator and discussed staff scheduling, neglect, abuse, reporting of abuse, behaviors. Immediate Jeopardy was removed on 2/2/22.

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	345359	A. Building B. Wing	02/04/2022

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F 0732 Level of Harm - Potential for minimal harm Residents Affected - Some	Post nurse staffing information every day. 20710 Based on observation, record review and staff interviews, the facility failed to post accurate daily nurse staffing information for 3 of the 7 days reviewed (1/26/22, 1/27/22, and 1/28/22). The findings included: During an observation on 1/26/22 at 3:32 PM revealed the daily nurse staffing information was dated 1/25/22 and was posted in the lobby. A observation on 1/27/22 at 1:47 PM revealed the daily nurse staffing information was still dated 1/25/22 and was posted in the lobby. On 1/28/22 at 8:37 AM a morning tour of the facility revealed the daily nurse staffing information was still dated 1/25/22 and was posted in the lobby. An interview with the scheduler on 2/01/22 at 11:10 AM revealed she was out sick last week and usually if she was out the Director of Nursing (DON) would complete the daily staff posting. She stated both the DON and Administrator were also out sick last week. In an interview was conducted with the Regional Director of Operations on 2/02/22 at 5:11 PM, she indicated she was unaware who was responsible for making sure the daily staffing form was posted each day. She reported she would find out who was responsible and make sure the daily staffing form was posted.

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	345359	A. Building B. Wing	02/04/2022

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F 0760 Level of Harm - Actual harm Residents Affected - Few	Ensure that residents are free from significant medication errors. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 43222 Based on observations, record review, staff and physician interviews, the facility failed to administer 21 doses of a medication prescribed to treat conjunctivitis per physician's orders resulting in the resident experiencing continued eye infection for 1 of 2 residents (Resident #43) reviewed for infections. The findings included: Resident #43 was admitted to the facility on [DATE] with diagnoses that included dementia and diabetes. The most recent quarterly Minimum Data Set (MDS) dated [DATE] revealed Resident #43 was severely cognitively impaired. A physician order dated 1/5/22 for Gentamicin Sulfate Solution 0.3% (antibiotics) 2 drops in both eyes 4 times daily for 7 days for Conjunctivitis. The January 2022 Medication Administration Record (MAR) for Resident #43 revealed the Gentamicin solution was not administered as ordered on the following dates: - 1/5/22 at 5:00 PM - 1/6/22 at 9:00 PM - 1/7/22 at 12:00 PM, 5:00 PM, and 9:00 PM - 1/8/22 at 9:00 AM, 12:00 PM, 5:00 PM, and 9:00 PM - 1/9/22 at 12:00 PM, 5:00 PM, and 9:00 PM - 1/10/22 at 9:00 AM, 12:00 PM, 5:00 PM, and 9:00 PM - 1/11/22 at 12:00 PM, 5:00 PM, and 9:00 PM - 1/12/22 at 9:00 AM and 12:00 PM Electronic MAR (eMAR) notes from 1/5/22 through 1/12/22 were reviewed for Resident #43 and revealed awaiting pharmacy was documented by Nurse #7 for the Gentamycin medication administration on 1/6/22, 1/7/22, 1/8/22, 1/9/22, 1/10/22, and 1/11/22. A physician order dated 2/2/22 for Erythromycin Ointment 5 MG/GM (antibiotics) 1 application in both eyes 3 times daily for infection until 02/06/2022. Observations of Resident #43 on 1/25/22 at 11:46 AM, and 01/27/22 at 09:47 AM revealed her right eye was enlarged, red and swollen on the lower lid. (continued on next page)

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	345359	A. Building B. Wing	02/04/2022

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
Accordius Health at Creekside Care	604 Stokes Street East Ahoskie, NC 27910

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F 0760 Level of Harm - Actual harm Residents Affected - Few	During a phone interview on 1/28/22 at 9:27 AM with Nurse #7, she revealed she called the pharmacy about the missing Gentamicin medication, and they said it was signed for and delivered to the facility. She stated she let the interim Director of Nursing (DON) know that they did not have the Gentamicin medication available to give to Resident #43. During a phone interview on 1/27/22 at 12:03 PM, Nurse #8 revealed Resident #43 was prescribed, but never received, Gentamicin eye drops while she resided on the COVID unit. When she inquired with the pharmacy about the missing medication, they said it was received by a night shift nurse at the facility and an additional refill could not be sent over. Nurse #8 stated Nurse #7 notified the physician about this issue. Nurse #8 indicated on 1/6/22 at 9:00 AM, 1/7/22 at 9:00 AM, 1/9/22 at 9:00 AM, and 1/11/22 at 9:00 AM, the MAR showed she administered the Gentamicin to Resident #43. However, nurse #8 indicated this was a typing mistake, and she never administered this medication for Resident #43. An observation of Resident #43 on 02/01/22 at 11:19 AM revealed her right eye was enlarged, red and swollen on the lower lid. A nursing progress note dated 2/1/22 at 12:38 PM was reviewed and revealed Nurse #12 documented Resident #43 had redness and inflammation to right lower eyelid. Her left eye appeared to be swollen, and the physician was contacted. A verbal phone order was given to start Erythromycin ointment to right and left eye 3 times daily for the next 5 days. During an interview with Nurse #12 on 2/1/22 at 11:23 AM, she observed Resident #43's right eye as pink and the lower lid inflamed on 2/1/22. She stated she saw it earlier that day and was going to inquire with the unit manager and nurse aide, since she last time she saw Resident #43 was 3 weeks prior. After discussing with staff, she indicated she was going to notify the physician. Nurse #12 stated there were not any current interventions in place for the infected eye. The Pharmacist in-charge (PIC) was interviewed on 1/27/22 at 1:44 PM. She revealed pharmacy filled the January 2021 Gentamicin prescription for Resident #43, and it was received by Nurse #11 on 1/6/22. The PIC indicated there were no notes/documentation on the prescription that the facility needed a new refill. If the facility called the pharmacy to let them know they could not find the medication, pharmacy would have told the facility it was already filled and sent over an authorization form to be signed for a refill. During a phone interview with Nurse #11 on 1/30/22 at 7:15 PM, she revealed she could not recall any pharmacy delivery details for Resident #43 on 1/6/22. During a phone interview with the Medical Director (MD) on 1/31/22 at 11:04 AM, he revealed he did not recall there was an issue that Resident #43 did not receive eye antibiotic medication. If he was notified, he would have tried to reauthorize another prescription. On 2/01/22 at 11:08 AM, the MD stated if the eye infection did not get better on its own, then that should have been addressed. He further stated the facility had not communicated with him about Resident #43's eye infection not resolving. (continued on next page)

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F 0760 Level of Harm - Actual harm Residents Affected - Few	The interim DON and Regional Director of Clinical Services (RDCS) were interviewed on 2/2/22 at 12:17 PM. They revealed the pharmacy said the Gentamicin was delivered and this was confirmed. Resident #43 tested positive for COVID and was moved to the quarantined unit, but the medication did not follow her properly. The interim DON stated she was not aware of the missing Gentamicin medication for Resident #43 until last week when the pharmacist was in the building. When the pharmacist brought it to her attention, Resident #43 should have been evaluated to determine if treatment/follow-up would have been necessary. On 2/2/22 at 4:40 PM the Regional Director of Operations (RDO) revealed Resident #43 should have received the medication as prescribed. She stated this medication was necessary for her eye infection to be resolved.

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F 0880 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	Provide and implement an infection prevention and control program. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 20710 Based on record review, observations, and staff interviews, the facility failed to (1) handle soiled linen in a sanitary manner to prevent the spread of infection for 2 of 2 rooms (110, 302) observed, (2) maintain a separate receiving area for dirty linen (3) failed to perform hand hygiene during meal tray delivery (room [ROOM NUMBER], 211). The findings included: Review of the Handling Soiled Linen policy dated 10/29/20 read as: Policy: It is the policy of this facility to handle, store, process and transport linen in a safe and sanitary method to prevent the spread of infection. This policy pertains to soiled linen. Under the Policy Explanation and Compliance Guidelines: Reads as: #2. All used lined should be handled using standard precautions and treated as potentially contaminated. #3. Linen should not be allowed to touch the uniform or floor and should be handled as little as possible with minimum agitation to avoid contamination of air, surfaces, and persons. #4. Used or soiled linen shall be collected at the bedside (or point of use, such as dining room) and placed in a linen bag or designated lined receptacle. When the task is complete, the bag shall be closed securely and placed in the soiled utility room. #5. If linen is heavily soiled, wet and/or presents a risk of leakage or soaking through, the linen shall be double bagged. 3. On 1/26/22 at 3:36 PM an observation was made in room [ROOM NUMBER]. The door to room [ROOM NUMBER] was open the privacy curtained was pulled around Bed A and bed sheets, blanket and a towel were observed on the floor. The nurse aide (NA) #6 was observed to grab a trash bag from the trash can and bag up the soiled linen. On 1/26/22 at 3:43 PM nurse aide (NA) #6 revealed when she checked the resident he was very wet. She stated she provided his incontinent care, thinking trash bags were in the room. NA #6 stated she should have put the soiled linen in a bag and not on the floor that was how she had been taught. 4. On 1/28/22 at 1:10 PM an observation was made in room [ROOM NUMBER]. The door to the room was open and NA #7 was observed changing the sheets on bed A, the bed sheets, and blanket were observed on the floor. In an interview on 1/28/22 at 1:12 PM NA #7 stated the resident had finished eating, had food on the sheets and she wanted to clean him up. She indicated at the time she didn ' t have a bag and the nurse had to bring her one. NA #7 stated that she was trained to bag the soiled linen. In an interview on 2/02/22 at 10:48 AM the director of nursing (DON) stated linens should not be on the floor, staff had been trained to bag soiled linen. 45045 (continued on next page)

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F 0880 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	2. Record review of Infection Prevention and Control Program Policy dated 11/1/20 revealed clean linen shall always be separated from soiled linen. During an observation on 1/26/22 at 9:04 am with the Housekeeping Manager of the laundry room the following was observed: a. A dirty white blanket was brought into the laundry room through the interior hall door and into the clean laundry area, not bagged, and placed in yellow linen bin near the washing machine on dirty side of laundry area. The laundry aide was on folding clean linen at the table on the clean laundry area. b. A yellow dirty linen container was brought to the laundry room through the interior hall door and into the clean linen area. The yellow dirty linen container was rolled through the clean linen area and placed in the dirty linen area at the side of the washing machine. During an interview on 1/26/22 at 9:15 am the Housekeeping Manager revealed the dirty linen containers were brought in the clean side of laundry since she worked here. She stated they would have to take it outside and bring back into the dirty side if they did not come through the hall door. The Housekeeping Manager stated there was one laundry aide and she would stop folding when dirty linen was brought through the clean side of the laundry room. During an interview on 1/27/22 at 9:04 am the Regional Housekeeping Manager revealed the dirty linen barrels were required to enter the laundry area on the dirty side and were not to come through the clean linen area. 3. Record review of Infection Prevention and Control Program Policy dated 11/1/20 revealed hand hygiene shall be performed in accordance with our facility ' s established hand hygiene procedures. Record review of Handwashing/Hand Hygiene Policy dated 2001 and revised in August 2015 revealed use an alcohol-based hand rub containing at least 62% alcohol; or, alternatively, soap (antimicrobial or non-antimicrobial) and water for the following situations which included before and after eating or handling food and before and after assisting a resident with meals. During an observation on 1/27/22 at 12:49 pm of meal delivery Nurse Aide (NA) #16 delivered lunch trays to residents on the 200 Hall. Two residents were not offered hand hygiene prior to eating lunch (room [ROOM NUMBER] and room [ROOM NUMBER]). During an observation on 1/27/22 at 12:50 pm NA#16 exited resident room after assisting with opening items and did not use hand sanitizer before retrieving another lunch tray from meal cart. During an interview on 1/27/22 at 12:50 pm NA #16 revealed hand hygiene was supposed to be completed before the resident eats and that she was required to use hand sanitizer or soap and water between residents. She stated she did not offer any hand hygiene or use hand sanitizer between the tray delivery because she did not have any hand sanitizer with her. During an interview on 1/28/22 at 12:05 pm the Director of Nursing (DON) revealed that hand hygiene was not required to be offered to residents prior to meals. The DON stated hand hygiene was required between interaction with residents.