

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER / SUPPLIER / CLIA IDENTIFICATION NUMBER 345531	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 06/18/2020
NAME OF PROVIDER OF SUPPLIER NC STATE VETERANS HOME - SALISBURY		STREET ADDRESS, CITY, STATE, ZIP 1601 BRENNER AVE, BUILDNG #10 SALISBURY, NC 28145	
For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)		
F 0880 Level of harm - Minimal harm or potential for actual harm Residents Affected - Some	<p>Provide and implement an infection prevention and control program.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</p> <p>Based on observation, record review, staff and family interview, the facility failed to follow the facility policy, the North Carolina Department of Health and Human Services (NC DHHS), The Centers for Medicare and Medicaid Services (CMS) and the Center for Disease Control and Prevention (CDC) guidelines for no visitation by allowing drive-up car visits from June 8, 2020 until June 17, 2020. The facility scheduled 4-6 of the 61 residents daily for visitation with family members Monday through Friday. This occurred during the COVID-19 pandemic. Findings included: The facility's April 2020 policy for Communication of Emergency Events and Infection Control Status Updates stated all visitors . are prohibited from entering the location. The memo dated March 13, 2020 from The North Carolina Department of Health and Human Services (NC DHHS) regarding Visitation in Long Term Care (LTC) Facilities recommended that all LTC Facilities restrict visitors. The CMS memo dated March 13, 2020 stated facilities should restrict visitation of all visitors and non-essential health care personnel. The CDC guidelines dated June 12, 2020 recommended restriction of all visitors except for [MEDICATION NAME] care situations. An interview with the Infection Control (IC) nurse was done on June 16, 2020 at 12:58 PM. The Infection Control nurse stated no visitors were permitted and they were on a code red status due to positive COVID-19 residents in the building. A building tour was done with the Infection Control nurse on June 16, 2020 at 1:15 PM. During the tour, Resident #1 was in the hall in a wheelchair. An observation was completed of Resident #1 on June 16, 2020 at 1:20 PM, of a conversation between the Resident and the IC Nurse regarding his family visit that occurred that day. When questioned by the IC nurse he stated he had a family visit today and he was excited to have seen his family. An interview was completed on June 17, 2020 at 4:34 PM with Resident #1's family member regarding the drive-up car visit. He stated he visited with his father for a few minutes on June 16, 2020 and when his father said he was cold the staff took him back inside. An observation was completed on June 16, 2020 at 2:00 PM of the daily family visit schedule, which was located at the 1st Floor Nursing Station. It listed 6 residents scheduled for visits from 10:00 AM through 2:00 PM on June 16, 2020. Resident #1 was scheduled at 12:00 PM. An interview was done with the family member of Resident #2 on June 17, 2020 at 3:34 PM. He stated he had a visit with his father on June 9, 2020 at the front entrance for about 20 minutes. He said his Father was in the wheelchair and he remained in his car with a mask on. An interview with the Activity Director was conducted on June 16, 2020 at 1:54 PM. She stated that the facility had started family visits last week. She said the family and the resident had to have a mask on, the family was not allowed to get out of the car and that the Activity Therapy staff went with the resident outside. The Activity Director stated family visitation was started upon the direction of the Director of Nursing (DON) and administration. An interview was done on June 16, 2020 with the DON at 2:02 PM. She stated the drive-up car process started on June 8, 2020. The DON noted that there was no touching, social distancing of 6 feet was done and the resident and the family wore masks. An interview was done with Nurse #2 on June 16, 2020 at 3:44 PM regarding family visitation. She stated that recently they set it up where families would come up to the front entrance at a certain time and staff would take the resident outside. The nurse said the process allowed the resident and family to converse back and forth. An interview was conducted with Nurse #3 on June 16, 2020 at 3:59 PM. When asked about visitors she stated that they could have no visitors when they were on a code red status. The nurse noted that code red was active when they had residents that were COVID-19 positive. She said they had started drive-up visitation on first shift, and visitors stayed in their car with masks on. The resident had to have a mask on and the resident stayed on the sidewalk with the staff member. An interview was done with the front lobby receptionist #1 on June 16, 2020 at 4:27 PM. She stated family visitation was done during the day and she had not seen it done on the weekend. An interview with Rehabilitation Director was conducted on June 17, 2020 at 9:55 AM. She said the Activity Department had been coordinating the visitation and families stayed in their car. An interview was done with Activity Assistant #1 on June 17, 2020 at 10:12 AM regarding the drive-up visitation process. She stated the visits were done Monday through Friday from 10 AM-12 PM and 1-2 PM. She noted the visits were done at the main entrance. She said they would roll the resident outside almost to the car door so they could see their family and speak with them from a distance. The Activity Assistant indicated they have had some of the same residents participate, and that they had 3 family visits on June 15, 2020. An interview with the Activity Director was conducted on June 17, 2020 at 10:03 AM. She stated there were 2 activity assistants and herself that coordinated the visitation process. The Activity Director indicated that she had notified all the family members of the process and the guidelines, and then the families would call the department and schedule an appointment. She said the visits started June 8, 2020 and they scheduled 4-5 residents per day Monday through Friday. She noted the visits lasted about 20 minutes. The activity staff took the patient outside and ensured masks were worn by the resident and family members and social distancing was followed. An interview with the front lobby receptionist #2 was conducted on June 17, 2020 at 10:24 AM regarding the visitation process. The receptionist would observe the visitation process from her desk in the lobby. She stated the family pulled up to the front door, and the resident would sit in the wheelchair under the breezeway more than 6 feet from the vehicle for about 30 minutes. An interview was done with Activity Assistant #2 on June 17, 2020 at 10:29 AM. She stated the drive-up visitation was started by her administrator, the DON and the medical team. The Activity Department scheduled a time, prepared the resident with the guidelines, and visits were for 15-20 minutes. She noted that they did 5 visits each day on Monday, June 15 and June 16, 2020 and on June 17, 2020 5 visits were scheduled. An interview with the Administrator on June 16, 2020 at 3:10 PM was done. When asked about the visitation process, the administrator said she knew the facility had started the drive-by visitation process on June 8, 2020. She stated there was no resident contact and they followed the 6 feet social distance guideline that was required. A follow-up interview was conducted with the DON and the Administrator on June 16, 2020 at 4:20 PM. The administrator said the visitation started on June 8, 2020 with the Physician, Nurse Practitioner and DON in agreement. The DON joined the interview at 4:25 PM and stated visitation was started as it was the only way to bring peace to the residents and they had not broken any codes. A follow up phone interview was done on 06/18/20 at 4:34 PM with the Administrator and the DON regarding the drive-up visitation and the CDC and CMS guidelines. The administrator noted that they had stopped the family visitation effective 06/18/20.</p>		

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

TITLE

(X6) DATE

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.