

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345183	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 04/18/2024
NAME OF PROVIDER OR SUPPLIER Universal Health Care & Rehab		STREET ADDRESS, CITY, STATE, ZIP CODE 430 Brookwood Avenue NE Concord, NC 28025	

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)
<p>F 0602</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Protect each resident from the wrongful use of the resident's belongings or money.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 49007</p> <p>Based on record review, resident and staff interviews, the facility failed to protect the resident's right to be free from misappropriation of resident property. This deficient practice was for 6 of 7 residents reviewed for misappropriation of resident property (Resident #3, Resident #63, Resident #86, Resident #89, Resident #4 and Resident #41).</p> <p>Findings included:</p> <p>A review of the initial facility report dated 2/8/24 at 10:30 AM documented that a resident (Resident #89) complained of giving money to a staff member to purchase items, no items were purchased, and no money was returned. A facility investigation report revealed that after investigation it was discovered that this was not an isolated event as there were three more residents (Resident #63, Resident #41 and Resident #3) with the same circumstance. The employee (Activities Assistant #1) who was accused by Resident #89, Resident #63, Resident #41 and Resident #3 was brought in the office and was questioned about the allegations against her and was terminated on 2/12/24.</p> <p>A quarterly Minimum Data Set (MDS) dated [DATE] revealed that Resident #3 was cognitively intact.</p> <p>An interview was conducted with Resident #3 on 4/18/24 at 10:42 AM and revealed that she had a preloaded credit card with \$100.00 and was unable to get the card to work. Resident #3 asked Activities Assistant #1 for assistance and Activities Assistant #1 took her card and never returned it. Resident #3 revealed she reported the incident and the Administrator came and talked to her about it. Interview further revealed when the incident happened, she felt ticked off, but she indicated she was a Christian and the Activities Assistant #1 must have needed the money. Resident #3 is satisfied now that she received her money back.</p> <p>A quarterly MDS dated [DATE] revealed that Resident #63 was cognitively intact.</p> <p>An interview was conducted with Resident #63 on 4/18/24 at 11:08 AM and revealed that Resident #63 gave Activities Assistant #1 \$50.00 for some jogging pants, and she never gave Resident #63 his pants or his money back. Interview further revealed that at the time it happened he wasn't happy about it, but now that Resident #63 received his money back, he's okay and feels bad for Activities Assistant #1.</p> <p>A quarterly MDS dated [DATE] revealed that Resident #86 was cognitively intact.</p> <p>(continued on next page)</p>

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.

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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<p>F 0602</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>An interview was conducted with Resident #86 on 4/18/24 at 10:55 AM and revealed that she gave Activities Assistant #1 \$6.00 to purchase items for her. Activities Assistant #1 never returned with her items or returned her money. Interview further revealed that Activities Assistant #1 asked to borrow between \$34.00 and \$35.00 from Resident #86. Resident #86 never received her money back. Resident #86 revealed that initially she was upset because she thought they were friends. Resident #86 was okay now that she received her money back and indicated that Activities Assistant #1 must have been going through hard times to have taken the money.</p> <p>A quarterly MDS dated [DATE] revealed that Resident #89 was cognitively intact.</p> <p>An interview was conducted with Resident #89 on 4/18/24 at 11:21 AM and revealed he gave Activities Assistant #1 \$30.00 for some shirts, pants and candy and Activities Assistant #1 never gave him anything or his money back. Resident #89 couldn't believe that Activities Assistant #1 did that because he thought she was a good person. Resident #89 couldn't exactly recall, but he thought he reported the incident to the former Activities Director. Interview further revealed the facility paid Resident #89 back. Resident #89 indicated he is happy and satisfied now that he received his money back and he also indicated he would have been satisfied even if he didn't get his money back.</p> <p>A quarterly MDS dated [DATE] revealed that Resident #4 was moderately impaired.</p> <p>An interview was conducted with Resident #4 on 4/18/24 at 11:02 AM and revealed that she couldn't recall any money being taken but she indicated by shaking her head that she did receive her money back. Resident #4 appeared to be happy and enjoyed her cigarette during interview.</p> <p>A quarterly MDS dated [DATE] revealed that Resident #41 was cognitively intact.</p> <p>An interview was conducted with Resident #41 on 4/17/24 at 5:00 PM and revealed that Resident #41 gave Activities Assistant #1 between \$8.00 - \$10.00 for cheerwine and piece of red velvet cake. Resident #41 never received her items from Activities Assistant #1 or her money back. Interview further revealed that she did receive her money back from the facility and was thankful the Administrator listened to her and she received her money back.</p> <p>An interview was conducted with the Administrator on 4/17/24 at 3:18 PM and revealed he investigated the incident that was reported on February 8, 2024, that involved misappropriation of property with 4 residents. The former Activities Director came to him and indicated the Activities Assistant #1 took money from a resident and didn't buy the resident the items. When the facility staff investigated the incident they found that more residents were involved. The Administrator further revealed that when he spoke to Activities Assistant #1 she would not comment on the incident. The Administrator indicated that Activities Assistant #1 was suspended and later terminated. Administrator also revealed they completed their reports and all residents were refunded their monies. The checks were delivered to the residents in batches and the last batches came to the office on April 15, 2024. He indicated it takes a while for a check request. Administrator also revealed that all staff were trained on resident abuse and misappropriation. A background check was completed for Activities Assistant #1 prior to hire and revealed no concerns. Activities Assistant #1 was terminated on 2/12/24.</p> <p>On 4/17/24 at 4:05 PM a phone interview was attempted with the alleged perpetrator, Activities Assistant #1, but attempt was unsuccessful.</p> <p>(continued on next page)</p>		

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<p>F 0602</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>An interview was conducted on 4/18/24 at 11:44 AM with the former Activities Director and revealed she worked at the facility when the incident occurred. She indicated that Resident # 89 came to her and indicated that he gave Activities Assistant #1 money for some items, and he never received his money or the items back. Interview further revealed that another resident who she couldn't recall came to her about some jogging pants and then Resident #41 and Resident #3 came to her with similar concerns. Former Activities Director reported incident to human resources and Administrator, and she later learned after investigation that Activities Assistant #1 was terminated.</p> <p>On 4/18/24 at 8:44 AM a phone interview was attempted with the alleged perpetrator, Activities Assistant #1, but attempt was unsuccessful.</p> <p>A second interview was conducted with the Administrator on 4/18/24 at 3:26 PM and revealed that Activities Assistant #1 should not have taken money from residents without getting residents their items. Interview further revealed that Activities Assistant #1 was not following their policy and made a decision on her own to go outside of the policy.</p>

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<p>F 0607</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Develop and implement policies and procedures to prevent abuse, neglect, and theft.</p> <p>49007</p> <p>Based on record review and staff interviews, the facility failed to implement their abuse policy in the area of reporting for an allegation of misappropriation of property for 2 of 7 residents reviewed for misappropriation of resident property (Resident #4 and Resident #86).</p> <p>Findings included:</p> <p>A review of the facility policy titled: Abuse Prevention, Intervention, Reporting, and Investigation dated February 2021 Revision read as follows:</p> <p>Reporting/Response</p> <p>It is the policy of this facility that abuse allegations (abuse, neglect, exploitation or mistreatment, including injuries of unknown source and misappropriation of resident property) are reported per Federal and State Law. The facility will ensure that all alleged violations involving abuse, neglect, exploitation or mistreatment, including injuries of unknown source and misappropriation of resident property, are reported immediately, but not later than 2 hours after the allegation is made, if the events that cause the allegation involve abuse or result in serious bodily injury, or not later than 24 hours if the events that cause the allegation do not involve abuse and do not result in serious bodily injury, to the administrator of the facility and to other officials (including to the State Survey Agency and adult protective services where state law provides for jurisdiction in long-term care facilities) in accordance with State law through established procedures. In addition, local law enforcement will be notified of any reasonable suspicion of a crime against a resident in the facility.</p> <p>Review of grievance logs revealed the following:</p> <p>a. Resident #86 filed a grievance on 2/8/24 that indicated she gave Activities Assistant #1 money to purchase items and she never received her items or money back. The grievance was signed by the Administrator.</p> <p>b. Resident #4 filed a grievance on 2/9/24 that indicated Resident #4 gave Activities Assistant #1 money to purchase items and she never received items or her money back. The grievance was signed by the Administrator.</p> <p>There was no report filed to the State Agency for Resident #4 and Resident #86.</p> <p>An interview was conducted with the Administrator on 4/18/24 at 3:26 PM and revealed he wasn't aware that Resident #86 had money taken. He verified no report was completed for Resident #86. He further revealed he did not fill out a report for Resident #4. He explained he previously sent in an initial report and investigative report to the State Agency for 4 other residents related to misappropriation of property and wasn't aware of Resident #4 until after the report was completed.</p>		