

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  345291	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  07/03/2024
NAME OF PROVIDER OR SUPPLIER  Universal Health Care/Oxford		STREET ADDRESS, CITY, STATE, ZIP CODE  500 Prospect Avenue Oxford, NC 27565	

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 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>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.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 38077</b></p> <p>Based on observation, resident and staff interview, the facility failed to maintain clean and sanitary resident rooms for 2 of 13 rooms on the 500 hall (rooms [ROOM NUMBERS]) observed for clean and homelike environment.</p> <p>The findings included:</p> <p>a. An observation on 6/30/24 at 10:40 AM, revealed the floor in room [ROOM NUMBER] was noted to be sticky with spilled food particles and multiple pieces of paper lying on it.</p> <p>On 6/30/24 at 11:06 AM, an observation and interview was conducted with the resident who resided in room [ROOM NUMBER]. The resident stated he had accidentally dropped candy and snacks on the floor last night. He further stated he left his room after breakfast with the hope that housekeeping staff would clean his room. He stated the housekeeping staff were supposed to clean his room in the morning, however, it had not yet been cleaned.</p> <p>b. An observation of room [ROOM NUMBER] was conducted on 6/30/24 at 11:20 AM. The floor was observed to be sticky. There were 2 empty, crumpled wipes packets (one near the side of the bed and one near the foot of the bed) and pieces of paper on the floor. The packets appeared crumpled and the trash can beside the bed was overflowing with trash. There was a biohazard bin (red color container) near the entrance of the door, which was overfilled with personal protection equipment (Gowns and gloves), which were visible coming out of the container. The couch in room was placed upside down on one side of the room. The side table appeared dusty with visible stains and sticky patches on the surface.</p> <p>An observation of room [ROOM NUMBER] was conducted on 6/30/24 at 1:00 PM. The floor did not appear to be swept and mopped. The floor appeared sticky and dirty. The 2 crumpled wipes packets were still on the floor. The trash can beside the bed was emptied, but there was an empty trash bag and dirty bed linens on the floor, beside the bed. The couch was still inverted. The biohazard bin was not yet emptied.</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 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>During an interview on 7/3/24 at 11:30 AM, Housekeeper #3 indicated she was usually assigned on the 500 hallway. She further indicated that she was on the schedule to work the weekend of 6/29/24 and 6/30/24 but had to call out as she had pneumonia. Housekeeper #3 stated she cleaned the resident's rooms daily and this included emptying the trash cans. She added nurse aides were responsible to remove the biohazard waste and place any soiled clothes in the plastic bag for laundry staff to pick them up.</p> <p>During an interview on 7/3/24 at 11:40 AM, Housekeeper #4 indicated that he was a floor tech, but was working as a housekeeping staff for 400 and 500 hallway over the weekend (6/29/24 - 6/30/24) as the assigned staff had called out sick. He further indicated he had started cleaning rooms from 400 hallway and was unable to clean the rooms on the 500 hallway till later that morning. Housekeeper #4 stated he had cleaned the room [ROOM NUMBER], as it had a lot of food on the floor. Regarding room [ROOM NUMBER], he indicated he had observed the overflowing thrash can, and the overflowing biohazard waste bin. He indicated that both were emptied, and clean bags were placed in them. Housekeeper #4 stated he did observe the furniture was inverted and not properly placed in the room. Housekeeper #4 further stated he thought that the maintenance staff were working in the room hence did not report or rearrange the furniture. Housekeeper #4 indicated he thought he had thoroughly cleaned the floor, dusted and disinfected the other furniture in the room. He indicated he did not notice any clothes on the floor.</p> <p>During an interview on 7/3/24 at 11:50 AM, the Maintenance Director indicated the entire 500 hallway and rooms were disinfected last week (6/27/24) as one of the Nurse aides had seen a bedbug on her shoe. The exterminator was called, and the rooms were sprayed. It was during that time that furniture was turned over. The Maintenance Director stated he had forgotten to put the furniture back properly and it was only on Monday (7/1/24) when he noticed that the resident room furniture was not arranged. He set up the furniture on Monday.</p> <p>During an interview on 7/03/24 at 12:23 PM, the Housekeeping Manager stated during the week there were 5 housekeeping staff (1 housekeeping staff for each hallway) and during the weekends there were only 4 housekeeping staff available to clean the resident's rooms. There was only one housekeeping staff assigned to 400 and 500 hallway over the weekend. The Housekeeping Manager further stated that the Assistant Manager was available on the weekends and did an audit over the weekend. She indicated she did not receive any report from the Assistant Manager regarding the rooms not been cleaned on Monday (7/1/24). The Housekeeping Manager stated the biohazard bin was emptied by the Maintenance Director. The housekeeping staff were responsible for emptying the trash can and removing linen on the floor.</p> <p>The Housekeeping Assistant Manager was unavailable to be interviewed.</p> <p>(continued on next page)</p>		

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<p>F 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>During an interview on 7/3/24 at 3:07 PM, the Administrator stated the 500 hallway was a rehab hallway and the residents in the hallway had different acuity levels and the rooms and hallway required more frequent cleaning. She further stated all resident rooms should be cleaned daily and trash should be disposed of as needed by the housekeeping staff. The biohazard bin should be emptied as needed. The Administrator stated there should be the same number of housekeeping staff on the weekends as there were on the weekdays. All efforts should be made to ensure all resident's rooms were clean and sanitary. The Administrator stated the pest control company had disinfected all the rooms on the 500 hallway on Thursday (6/27/24) due to a single occurrence of bed bug in a newly admitted resident's room. The entire hallway was sprayed, and all protocol followed due to this incident. The Administrator stated the furniture should have been placed back appropriately in all resident's rooms. The Administrator stated the facility Housekeeping Manager and Maintenance Director were responsible for ensuring the facility was clean and furniture properly placed for the safety of all the residents.</p>