

Alabama Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: P4203	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 11/20/2024
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NAME OF PROVIDER OR SUPPLIER HERITAGE MEMORY CARE	STREET ADDRESS, CITY, STATE, ZIP CODE 11682 COUNTY LINE ROAD MADISON, AL 35756
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A 000	<p>Initial Comments</p> <p>This is a 16 bed Specialty Care Assisted Living Facility (SCALF) with 10 residents on November 20, 2024.</p> <p>A probational licensure follow-up survey was conducted to determine if the facility was in compliance with the Plan of Correction (POC) accepted by the Alabama Department of Public Health (ADPH), on March 15, 2024, in accordance with the Rules of the Alabama State Board of Health (SBOH), Alabama Department of Public Health (ADPH), Chapter 420-5-20, Alabama Administrative Code, for Specialty Care Assisted Living Facilities.</p> <p>The facility was determined to be in substantial compliance with the accepted POC at this time and is RECOMMENDED for regular licensure status.</p> <p>Deficiencies were cited during this survey for failure to operate in accordance with the Rules of the Alabama State Board of Health, Alabama Department of Public Health, Chapter 420-5-20, Alabama Administrative Code, Specialty Care Assisted Living Facilities. The deficient practices resulted in the potential for harm to all residents and require a plan of correction.</p>	A 000		
A 504	<p>420-5-20-.05 (3) (d) Records and Reports.</p> <p>(d) Residents' Rights. Each resident shall be fully informed, prior to or at the time of admission, of these rights. A copy of these rights shall be conspicuously posted in a resident common area. Each resident's file shall contain a copy of a written acknowledgment that he or she has read these rights, or has had these rights fully explained by facility staff to the resident, or, if</p>	A 504		

Health Care Facilities
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

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A 504	<p>Continued From page 1</p> <p>appropriate, to the resident's sponsor. The acknowledgment shall be signed and dated by the administrator or the administrator's designee and by the resident or sponsor, when appropriate.</p> <ol style="list-style-type: none"> 1. No resident shall be deprived of any civil or legal rights, benefits, or privileges guaranteed by law or the Constitution of the U.S. solely by reason of status as a resident of the facility. 2. Every resident shall have the right to live in a safe and decent environment, to be free from abuse, neglect, and exploitation, and to be free from chemical and physical restraints. 3. Every resident shall have the right to be treated with consideration, respect, and due recognition of personal dignity, individuality, and the need for privacy. 4. Every resident shall have the right to unrestricted private communication, including receiving and sending unopened correspondence, access to a telephone, and visiting with any person of his or her choice, at any reasonable time. 5. Every resident shall have freedom to participate in and benefit from social, religious, and community services and activities and to achieve the highest possible level of independence, autonomy, and interaction within the community. 6. Every resident shall have the right to manage his or her own financial affairs. If a resident or his or her legally appointed guardian authorizes the administrator of the facility to 	A 504		

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A 504	<p>Continued From page 2</p> <p>provide a safe place to keep funds on the premises, an individual account record for each resident shall be maintained by the administrator and an up-to-date record shall be maintained for all transactions.</p> <p>7. Every resident shall have the right to share a room with his spouse if both are residents of the facility and agree to do so.</p> <p>8. Every resident shall have the right to a reasonable opportunity for regular exercise several times a week and to be outdoors at regular and frequent intervals.</p> <p>9. Every resident shall have the right to exercise civil and religious liberties, including the right to independent personal decisions. No religious beliefs or practices, nor compulsory attendance at religious services, shall be imposed upon any resident.</p> <p>10. Every resident shall have access to adequate and appropriate health care consistent with established and recognized standards within the community including the right to receive or reject medical care, dental care, or other health care services except those required to control communicable diseases.</p> <p>11. Every resident shall have the right to at least 30 days prior written notice of involuntary relocation or termination of residence from the facility unless the resident is a patient in a facility providing a higher level of care and no longer meets the eligibility and continued stay requirements in these rules, or for medical reasons the resident is considered by a physician to require an emergency relocation to a facility</p>	A 504		

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A 504	<p>Continued From page 3</p> <p>providing a more skilled level of care, or unless the resident engages in a pattern of conduct that is harmful or dangerous to himself or herself or to other residents. Such actions will be documented in the resident's admission record.</p> <p>12. Every resident shall have the right to present grievances and recommend changes in policies, procedures, and services to the staff of the facility, the facility's management and governing authority, and to any other person without restraint, interference, coercion, discrimination, or reprisal.</p> <p>13. Every resident shall have the right to confidential treatment of personal and medical records. A resident may authorize the release of records to any individual of his or her choice. Such authorization must be given by the resident in writing and the written authorization must be included in the resident's file.</p> <p>14. Every resident shall have the right to refuse to perform work or services for the facility unless the resident expressly agrees to perform such work or services and this agreement is plainly documented in the admission agreement. A resident may voluntarily perform work or services for the facility, provided that:</p> <p>(i) The facility has documented the resident's desire to perform work in the resident's plan of care, and the resident has signed this plan of care.</p> <p>(ii) The plan of care specifies the nature of the work to be performed and sets forth the compensation to be paid for the service, unless the service is to be performed without</p>	A 504		

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A 504	<p>Continued From page 4</p> <p>compensation.</p> <p>(iii) The resident has the right and understands that he or she has the right to terminate the agreement to work at any time without recourse.</p> <p>15. Every resident shall be fully informed, prior to or at the time of admission and at regular intervals during his or her stay, of services available in the facility, and of related charges.</p> <p>16. Every resident shall be fully informed, as evidenced by the resident's written acknowledgment, prior to or at the time of admission, of all rules and regulations governing residents' conduct and responsibilities.</p> <p>17. Every resident shall have the right to have the name, telephone number, and address of the Department's Bureau of Health Provider Standards, the Local Ombudsman, the Department of Human Resources, and the telephone numbers of the Department of Public Health toll-free Assisted Living Facilities Complaint Hotline and the Department of Human Resources toll-free Elder Abuse Hotline. All of this information shall be posted in a conspicuous location in a resident common area.</p> <p>18. All state inspection reports and any resulting corrective action plan from the past 24 months shall be posted in a prominent location. If there has been no inspection in the past 24 months, then the results of the most recent inspection and any resulting corrective action plan shall be posted.</p> <p>19. Every resident shall have the right to</p>	A 504		

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A 504	<p>Continued From page 5</p> <p>30 days prior written notice to both resident and sponsor of any increase of fees or charges.</p> <p>20. Every resident shall have the right to 30 days prior written notice of any involuntary change in the resident's room or roommate unless the change is necessary because the resident or the resident's roommate engages in a pattern of conduct that is harmful or dangerous to himself or herself or to other residents.</p> <p>21. Every resident shall have the right to wear his or her own clothes, and to keep and use his or her own personal possessions, including toilet articles, except for personal possessions too large to be stored in the resident's room.</p> <p>22. Every resident shall have the right to be afforded privacy for sleeping and for storage of personal belongings.</p> <p>23. Every resident shall have the right to have free access to day rooms, dining, and other group living or common areas at reasonable hours.</p> <p>24. Every resident shall have the right to participate in devising the resident's care plan, including providing for the resident's preferences for physician, hospital, nursing home, acquisition of medication, emergency plans, Advance Directives, and funeral arrangements. A copy of this care plan shall be kept in the resident's file.</p> <p>This Rule is not met as evidenced by: Based on observations, interviews and record reviews, the facility failed to utilize a safe method which included established community standards</p>	A 504		

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A 504	<p>Continued From page 6</p> <p>of care for residents' medication administration.</p> <p>Findings:</p> <p>During an interview, on the morning of November 19, 2024, Employee Identifier (EI)#6 explained to surveyors the facility's process for medication administration. Residents' medications were scheduled in time windows so that the medication could be given anytime during that window. EI#2 stated that this system (Person-Centered Care) was utilized to accommodate residents who may not awaken at a usual morning time or may not be available at a specific time to take scheduled medications and would benefit from a more flexible schedule. According to the facility's Policy: Medication Administration Times, "Person-Centered Care is a method of assisting residents on a medication assistance schedule that is more personalized to their needs and preferences. With person-centered care, meds are scheduled in terms of the resident's schedule. Rather than scheduling an item at 8AM, it can be scheduled at UPON RISING, for example. Other examples include: MORNING, MIDDAY, or BEDTIME BEFORE RETIRING...". The current time windows utilized by the facility for residents' medications were as follows: Morning 6:00 AM-9:59 AM, Midday 10:00 AM-2:59 PM, Evening 3:00 PM-6:59 PM, Night 7:00 PM-11:59 PM.</p> <p>Review of resident records on November 20, 2024 revealed the following information.</p> <p>Resident Identifier (RI)#1 was admitted to the facility on August 2, 2023 and had diagnoses which included hypertension, peripheral venous insufficiency, hypothyroidism, iron deficiency anemia, neuralgia and dementia. RI#1 had a physician's order for Sucralfate 1 gram by mouth</p>	A 504		

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A 504	<p>Continued From page 7</p> <p>four times daily. Sucralfate uses include treating and preventing stomach ulcers. The Sucralfate doses were scheduled on RI#1's Medication Administration Record (MAR) at Morning (6:00 AM-9:59 AM), Midday (10:00 AM-2:59 PM), Evening (3:00 PM-6:59 PM) and Night (7:00 PM-11:59 PM). Review of the Administration History for RI#1's Sucralfate revealed the following discrepancies in administration times. On October 27, 2024, the Sucralfate doses were administered at 4:43 PM and again at 6:11 PM. On October 29, 2024, the Sucralfate doses were administered at 10:29 AM and again at 11:25 AM, less than one hour apart. On November 2, 2024, the Sucralfate doses were administered at 5:03 PM and again at 7:13 PM. On November 8, 2024, the Sucralfate doses were administered at 5:07 PM and again at 7:13 PM. Guidelines for taking Sucralfate include taking it on an empty stomach one hour before meals and taking the doses at the same time each day.</p> <p>RI#3 was admitted to the facility on January 30, 2023 and had diagnoses which included cerebral infarction, chronic kidney disease, dementia with behavioral disturbance, hypertension, cognitive communication deficit and congestive heart failure. RI#3 had a physician's order for Risperidone 0.5 milligrams by mouth twice daily. Risperidone uses include treatment of schizophrenia and bipolar disorder. RI#3's Risperidone was scheduled on RI#3's MAR at Morning (6:00 AM-9:59 AM) and at Midday (10:00 AM-2:59 PM). Review of the Administration History for RI#3's Risperidone revealed the following discrepancies in administration times. On November 18, 2024, the Risperidone was administered at 9:26 AM and again at 11:55 AM. On November 15, 2024, the Risperidone was administered at 10:03 AM and again at 11:24 AM.</p>	A 504		

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A 504	<p>Continued From page 8</p> <p>On November 1, 2024, the Risperidone was administered at 9:33 AM and again at 11:52 AM. On October 31, 2024, the Risperidone was administered at 9:43 AM and again at 11:52 AM. On October 29, 2024, the Risperidone was administered at 10:44 AM and again at 11:02 AM, only 18 minutes apart. On October 21, 2024, the Risperidone was administered at 9:05 AM and again at 11:07 AM.</p> <p>The above doses of RI#1's Sucralfate and RI#3's Risperidone were not administered at specific times and were not given at time intervals consistent with established community standards of care, creating an unsafe practice for administration of the residents' medications. This unsafe practice placed the residents at increased risk of side effects of the medications as well as potential interference with the actions of the medications. On November 20, 2024, EI#1 and EI#2 agreed with the surveyors' findings and developed a plan to address specific times for residents' medications.</p>	A 504		
A 602	<p>420-5-20-.06 (2) (a) (b) (c) Care of Residents.</p> <p>(2) Medical Examination Record.</p> <p>(a) Initial Physical Examination. Not more than 30 days prior to admission of any resident to a specialty care assisted living facility, the resident or prospective resident shall be examined by a physician. For purposes of the initial physical examination, a physician currently licensed and in good standing with the Medical Licensure Commission of any state may complete this physical assessment. The physician shall report his or her findings in writing to the facility. This examination is not required for</p>	A 602		

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A 602	<p>Continued From page 9</p> <p>a resident of a facility dually licensed as an assisted living facility and as a specialty care assisted living facility in those cases when the resident is transferred from the assisted living unit to the specialty care assisted living unit in the same facility. In addition to any information otherwise required by the facility's policies and procedures and in addition to any other information the physician recommends or believes is pertinent, the initial physical examination record shall contain the following:</p> <ol style="list-style-type: none"> 1. All of the physician's diagnoses and the resident's baseline weight and vital signs. 2. Medication presently prescribed (name, dosage, and strength of drug, frequency, and route of administration). 3. A statement by the physician that the resident is free of signs and symptoms of infectious skin lesions and diseases that are capable of transmission to other residents through normal resident-to-resident contact. 4. Documentation of evaluation for tuberculosis within the previous 12 months. <p>(b) Annual Physical Examination. In addition to the admission physical examination, each resident shall be examined annually by a physician, and findings from the annual physical examination shall be documented with a copy placed in the resident's medical examination record. In addition to any other items specified in the facility's policies and procedures, and in addition to any information deemed necessary, pertinent or recommended by the resident's attending physician, the annual physical</p>	A 602		

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A 602	<p>Continued From page 10</p> <p>examination shall contain the following:</p> <ol style="list-style-type: none"> 1. The resident's weight and vital signs. 2. Changes in diagnoses. 3. Changes in condition. 4. Changes in medications prescribed (name, dosage, and strength of drug, frequency, and route of administration). 5. Changes in treatment. <p>(c) Change of Condition Physical Examinations. Changes in the resident's condition that require a physician examination and result in a change in diagnoses, condition, medications, or treatments shall be reported to the facility and documented in the resident's medical examination record. In addition to any other items specified in the facility's policies and procedures, and in addition to any information deemed necessary, pertinent, or recommended by the resident's treating physician, this physical examination shall contain a listing of the following:</p> <ol style="list-style-type: none"> 1. Changes in diagnoses. 2. Changes in condition. 3. Changes in medications prescribed (name, dosage and strength of drug, frequency, and route of administration). 4. Changes in treatment. 	A 602		

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A 602	<p>Continued From page 11</p> <p>This Rule is not met as evidenced by: Based on record reviews and interview, a resident's Medical Examination Record did not contain required information.</p> <p>Findings:</p> <p>Review of facility records, on November 20, 2024, revealed the following information.</p> <p>RI#2 was admitted to the facility on March 17, 2023 and had diagnoses which included chronic kidney disease, cardiac arrhythmias, atherosclerotic heart disease, macular degeneration and osteoarthritis. RI#2's Annual Medical Examination, dated May 9, 2024, did not contain RI#2's vital signs and weight. EI#1 agreed the required information was missing.</p>	A 602		
A 701	<p>420-5-20-.07 (1) Food Service.</p> <p>(1) General.</p> <p>(a) Direction and Supervision. The services of a Dietitian shall be provided to any resident of a specialty care assisted living facility who requires a therapeutic diet. A congregate specialty care assisted living facility shall be under the direction and supervision of a full or part-time professionally qualified dietitian or a consulting dietitian that is licensed in the State of Alabama. Responsibility for the supervision of dietary services shall be delegated to a responsible employee who is a graduate of a Dietary Managers course or has completed an approved course that includes basic sanitation. The facility shall provide meals, fluids, and</p>	A 701		

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A 701	<p>Continued From page 12</p> <p>snacks to the residents that meet the Dietary References Intakes from the basic food groups. The meals shall be of the quality and quantity necessary to meet the residents' needs, and must be in accordance with the recommended dietary allowances of the Food and Nutrition Board of the National Research Council, National Academy of Sciences.</p> <p>This Rule is not met as evidenced by: Based on observations and interviews, the facility's dietary supervisor did not have current certification through an approved Dietary Managers course.</p> <p>Findings:</p> <p>On November 19, 2024, surveyors observed a certificate on the wall in the dining room which documented certification of EI#4 through Serv Safe. However, the certification had expired on November 10, 2024. EI#1 and EI#4 agreed the Dietary Managers certification for EI#4 was not current. EI#1 stated recertification for EI#4 would be scheduled.</p>	A 701		
A 703	<p>420-5-20-.07 (3) Food Service.</p> <p>(3) Dietary Service.</p> <p>(a) Number of Meals. No fewer than three meals shall be provided each 24 hours. Food service shall be provided in a resident's room during temporary illness if necessary. The diet shall be well-balanced, palatable, properly prepared, and sufficient in quantity and quality to</p>	A 703		

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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
A 703	<p>Continued From page 13</p> <p>meet the nutritional needs of the residents in accordance with Dietary Reference Intakes of the Food and Nutrition Board of the National Research Council, National Academy of Sciences. The food must be adapted in type and preparation to the habits, preferences, and physical abilities of the residents.</p> <p>(b) Timing of Meals. A time schedule for serving meals to residents and personnel shall be established. Meals shall be served approximately five hours apart with no more than 14 hours between the evening meal and breakfast. The time schedule of meals shall be posted with the menu. The facility shall make evening snacks available after service of the evening meal. The facility shall provide fluids throughout the day and shall make between-meal nourishment (snacks) available.</p> <p>(c) Menu. The menu shall be planned and written at least 1 week in advance. The current week's menu shall be posted in the food service area and shall be kept on file for the following 2 weeks. For any resident with a physician's order for a therapeutic diet, the facility shall have a copy of the diet and the facility shall document the adjustment of its menu to accommodate the resident's needs.</p> <p>(d) Alternate food selections or substitutes shall be made available to all residents.</p> <p>(e) A facility shall not obtain food from charitable organizations. A facility shall not avoid serving a meal by sending or transporting residents to missions, soup kitchens, or other charitable facilities for meals.</p>	A 703		

Alabama Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: P4203	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 11/20/2024
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A 703	<p>Continued From page 14</p> <p>(f) The amount of food on hand shall be sufficient to serve three meals per day to all residents for 3 days. Non-perishable food and potable water shall be maintained in the facility in sufficient quantity to serve three meals per day to all residents for 3 days.</p> <p>This Rule is not met as evidenced by: Based on observation and interview, potable water on hand at the facility was insufficient to serve all residents for three days.</p> <p>Findings:</p> <p>During a tour of the facility kitchen, on the afternoon of November 20, 2024, the surveyors and EI#4 observed a supply of 65 gallons of potable water on hand which EI#4 stated was maintained to supply all residents of the assisted living facility (ALF) and specialty care assisted living facility (SCALF) in the building. The current census of the ALF was 26 and the SCALF was 10, requiring a total of 108 gallons on hand to supply all residents. EI#4 agreed the quantity of potable water was insufficient and stated the supply would be replenished that same day.</p> <p>CONNIE CHERRY, REGISTERED NURSE TROY BLACK, REGISTERED NURSE</p>	A 703		