

*Swept Under the Rug*

The nursing home failed to thoroughly investigate concerns brought up at a Resident Council Meeting and grievances filed by four residents – resident 84, resident 447, resident 91, and resident 2.

During a Resident Council Meeting, the residents stated that staff were very disrespectful, rude, and nasty with their earbuds in their ears, talking on the phone or to other staff about their personal lives while providing care. Residents felt they were treated as though everyone had dementia, stating they were afraid to complain or file grievances because they feared retaliation.

Resident 84 (cognitively intact based on MDS assessment) stated that during a Resident Council Meeting, the former Administrator said he was going to reduce cigarette shopping for smokers to once a month. The resident said he was upset with this news and asked the Activities Director (AD) for assistance going outside to the smoking area. When he got outside with his wheelchair, the door slammed loudly because of the wind.

The former Administrator came outside and started yelling at the resident saying that he would get him out of the nursing home and that he was going to call the cops on him. The resident told him to leave him alone, but the former Administrator kept yelling at him like he was a child. The resident said that he filed a grievance with therapy staff member (TSM) 1 but he did not hear anything back about it. He added that he felt like the residents did not matter to them and they did not care about them.

An interview with the AD revealed that resident 84 got upset because he worried that he might run out of cigarettes. The AD added that when the resident left the day room, the door slammed shut loudly behind him because of the wind; the resident did not slam it. The former Administrator thought that the resident slammed the door so he went out and told the resident that if he didn't stop, he would put him out on the street and that he would call the police and have him escorted out of the nursing home.

Resident 447 was cognitively intact (based on MDS assessment). An interview with TSM 1 stated that the resident approached him visibly upset and told him that the former Administrator threatened him and told him that he was going to be discharged to a homeless shelter. The resident stated that he was scared, and that the former Administrator would retaliate against him.

The AD was present at the morning meeting in which the former Administrator said that he was going to take care of residents 84 and 447's grievances and investigate them, but the AD said he felt like it was swept under the rug and was not investigated. The AD added that TSM 1 thought there was a conflict of interest because the residents' concern was regarding the way the former Administrator had treated them.

The new Administrator stated the former Administrator should not have investigated the grievances about himself and it should have been submitted to corporate office who was over the former Administrator.

Name of Nursing Home	Carolina Pines at Asheville / Provider ID: 345174
Address	91 Victoria Road, Asheville, North Carolina
Date investigation completed	June 1, 2022
Type of deficiency issued	F585 – Grievances
Severity level	Minimal harm or potential for actual harm
Overall Quality Star Rating: 3; Staffing Rating: 2	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/345174/health/standard?date=2022-06-01>