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	HAL029006	A. BUILDING: _____ B. WING _____	R 07/31/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
BROOKDALE LEXINGTON	161 YOUNG DRIVE LEXINGTON, NC 27292

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D 000	Initial Comments The Adult Care Licensure Section conducted an annual survey, a follow-up survey, and a complaint investigation from 07/29/26 through 07/31/26.	D 000		
D 074	10A NCAC 13F .0306 (a)(1) Housekeeping And Furnishings 10A NCAC 13F .0306 Housekeeping And Furnishings (a) Adult care homes shall: (1) have walls, ceilings, and floors or floor coverings that are clean, safe, and functional; Notwithstanding the requirements of Rule .0301 of this Section, this Rule shall apply to new and existing facilities. This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to ensure that the floors were kept clean in residents' rooms in the Assisted Living (AL) Unit. The findings are:	D 074		

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D 074	Continued From page 1 Review of the environmental inspection report from the local county health department dated 05/07/26 revealed the facility received two demerits related to stained carpet in the library, room 104, room 106, room 109, room 205 and room 402. Observations of room 101 on 07/29/26 at 9:23am revealed: -Large, black stains on the carpet by the door, the bed and in front of the air conditioning unit. -White, molded stains on the carpet near the bottom of a refrigerator. Observations of room 109 on 07/29/26 at 9:25am revealed large, black stains on the carpet in front of a recliner and in front of the air conditioning unit. Observations of room 206A on 07/29/26 at 9:30am revealed worn and stained carpet at the doorway to the bedroom. Observations of room 206B on 07/29/26 at 9:32am revealed large, black stains beside the bed. Observations of room 207 on 07/29/26 at 9:38am revealed multiple, black stains on the carpet near the door, beside the bed and in front of the air conditioning unit. Observations of room 303 on 07/30/26 at 8:41am revealed large, black stains on the carpet in front of a chest of drawers, in front of a chair, in front of the kitchen sink and beside both beds. Observations of room 305 on 07/30/26 at 8:46am revealed large, black stains on the carpet beside the bed, at the foot of the bed, in front of the	D 074		

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D 074	Continued From page 2 dresser and in front of the air conditioning unit. Observations of room 306 on 07/30/26 at 8:49am revealed large, black stains in front of the sofa in the sitting area. Observations of room 307 on 07/30/26 at 8:53am revealed large, black stains beside the first bed. Observations of room 310 on 07/30/26 at 9:01am revealed large, black stains on the carpet in the sitting area and at the foot of the bed. Interview with a resident on 07/30/26 at 9:53am revealed: -A housekeeper visited his room only once per month. -The housekeeper would take out the trash but do little else to clean his room. -His carpets had never been cleaned since he was admitted. Interview with a second resident on 07/30/26 at 10:26am revealed: -A housekeeper visited her room about once per month and rarely ever vacuumed. -Her carpet had not been cleaned since she was admitted. Interview with a third resident on 07/30/26 at 11:14am revealed: -The carpet stains in his room were present when he was admitted. -His roommate was incontinent and some of the stains likely came from his "accidents". Interview with a fourth resident on 07/30/26 at 1:46pm revealed: -She recalled the carpets in the hallways and common areas being cleaned by an outside	D 074		

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company in June 2026.
-She had never seen carpets being cleaned in resident rooms.
-She felt residents "paid too much money" for the carpets to be in such poor condition.

Interview with a housekeeper on 07/31/26 at 9:50am revealed:
-She was the only housekeeper for the entire facility, including the Special Care Unit (SCU).
-The facility had no housekeeping supervisor or maintenance director currently employed.
-She worked Monday through Friday from 7:30am to 4:00pm.
-She cleaned the public bathrooms and employee bathrooms daily.
-On Mondays, she cleaned 6 or 7 rooms on the SCU and all common areas throughout the facility.
-On Tuesdays, she cleaned the remaining rooms on the SCU and started cleaning rooms on the 100 Hall.
-On Wednesdays, she finished the 100 Hall rooms and started on the 200 Hall.
-On Thursdays, she finished the 200 Hall and started on the 300 Hall.
-On Fridays, she finished the 300 Hall.
-Her cleaning routine for resident rooms involved cleaning the bathroom, dusting, sweeping, mopping, vacuuming and emptying the trash.
-The facility had a carpet cleaning machine, but she was not trained on how to use it.
-She had noticed carpet stains in approximately 18 resident rooms and reported this to the previous Administrator but could not recall when.
-A carpet cleaning company came in June 2026, but only a few resident rooms were cleaned and there had been no carpet cleaning since.

Interview with a personal care aide (PCA) on

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D 074	Continued From page 4 07/31/26 at 10:48am revealed: -She provided services to residents on one and a half hallways when she worked. -She had noticed carpet stains in almost every resident room in the AL and reported them to the maintenance department in July 2026. -There was currently no maintenance director at the facility and maintenance requests were being handled by employees from other facilities. -A maintenance request list was posted on the wall across from the Administrator's office. Interview with the Resident Care Coordinator (RCC) on 07/31/26 at 10:40am revealed: -She was aware of carpet stains in multiple resident rooms and had previously reported them to housekeeping and the Administrator but could not recall when. -A previous interim Administrator had a carpet cleaning company come to the facility in June 2026 to clean carpets in approximately 8 resident rooms. -A carpet cleaning company cleaned the hallways in May 2026, and these carpets were replaced less than a year before. Interview with the registered nurse (RN) revealed: -She was aware of multiple stained carpets in resident rooms. -The facility had a contract with a carpet cleaning company who were scheduled to visit the facility quarterly. -The facility employed one housekeeper who was not trained on how to use the carpet cleaning machine. Interview with the Administrator on 07/31/26 at 12:35pm revealed: -She was aware of multiple resident and family complaints about the condition of the carpets in	D 074		

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D 074	Continued From page 5 resident rooms. -The previous housekeeping director was also the maintenance director and had resigned several months prior. -Resident rooms were cleaned once weekly and there was an extra charge for more frequent cleaning. -A carpet cleaning company visited the facility quarterly and cleaned carpets in common areas but there was an extra fee the facility must pay for cleaning resident rooms. -The facility had a carpet cleaning machine and a maintenance director from another facility had trained the current housekeeper on how to use it. -She expected the future maintenance director and housekeeping to use the facility's carpet cleaning machine to clean resident rooms and notify her if the machine did not remove the stains.	D 074		
D 283	10A NCAC 13F .0904(a)(2) Nutrition and Food Service 10A NCAC 13F .0904 Nutrition and Food Service (a) Food Procurement and Safety in Adult Care Homes: (2) Facilities with a licensed capacity of 13 or more residents shall ensure food services comply with Rules Governing the Sanitation of Hospitals, Nursing Homes, Adult Care Homes and Other Institutions set forth in 15A NCAC 18A .1300 which are hereby incorporated by reference, including subsequent amendments, assuring storage, preparation, and serving of food and beverage under sanitary conditions.	D 283		

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This Rule is not met as evidenced by:
Based on observations and interviews, the facility failed to ensure residents' ice supply was protected from contamination as related to two uncovered ice scoops.

The findings are:

Observation of the facility's kitchen on 07/29/26 at 3:32pm revealed:
-The kitchen contained one large ice machine that supplied the entire facility.
-Two scoops for the ice machine were lying uncovered on top of the machine.

Second observation of the facility's kitchen on 07/30/26 at 9:34am revealed two scoops for the ice machine were lying uncovered on top of the machine.

Interview with a cook on 07/30/26 at 11:16am revealed:
-He was the only dietary employee at the facility currently and the facility did not have a Dietary Manager.
-He was not aware that the ice scoops needed to be covered when not in use.
-The ice scoops were washed at least once daily.

Interview with a personal care aide (PCA) on 07/31/26 at 10:48am revealed:
-She used the ice machine daily to fill coolers.

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-She was aware that ice scoops were supposed to be covered and the cover for one of the scoops was kept on top of the machine, but she never saw a cover for the second scoop.
-She was aware that the ice scoops could become contaminated if not covered.

Interview with the Special Care Unit (SCU) Manager on 07/31/26 at 10:30am revealed:
-All facility staff used the ice scoops for meals, refreshments, activities and ice water on medication carts.
-She was informed that ice scoops were to be covered during the survey.

Interview with the Resident Care Coordinator (RCC) on 07/31/26 at 10:40am revealed:
-She was not aware that ice scoops needed to be covered when not in use.
-There was only one ice machine in the facility, and all staffed used it.
-There was a cover mounted on the side of the ice machine approximately one year earlier, but she did not know what happened to it.
-She felt the ice scoop should be covered due to germs and particles in the air.

Interview with the registered nurse (RN) on 07/31/26 at 12:20pm revealed:
-She was not aware the ice scoops in the kitchen were not being covered when not in use.
-She was aware that ice scoops should be covered due to cross contamination.

Interview with the Administrator on 07/31/26 at 12:35pm revealed:
-She was aware that ice scoops should be covered when not in use as a part of infection control.
-She was not aware that the ice scoops in the

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D 283	Continued From page 8 facility kitchen were being left uncovered. -She expected the ice scoops to be cleaned daily, all staff to cover them when not in use and dietary staff to monitor this daily.	D 283		