STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL059012	A. BUILDING: _____ B. WING _____	12/19/2016

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
HOUSTON HOUSE	9460 HWY 64 UNION MILLS, NC 28167

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D 000	Initial Comments The Adult Care Licensure Section and the McDowell County Department of Social Services conducted an annual survey on December 14, 2016 and December 15, 2016 with a telephone exit on December 19, 2016.	D 000		
D 287	10A NCAC 13F .0904(b)(2) Nutrition And Food Service 10A NCAC 13F .0904 Nutrition And Food Service (b) Food Preparation and Service in Adult Care Homes: (2) Table service shall include a napkin and non-disposable place setting consisting of at least a knife, fork, spoon, plate and beverage containers. Exceptions may be made on an individual basis and shall be based on documented needs or preferences of the resident. This Rule is not met as evidenced by: Based on observations, interviews and record reviews, the facility failed to provide a place setting which included a knife, fork, and spoon for 27 of 27 residents who resided in the facility. The findings are: Observations on 12/15/16 between 7:00am and 7:30am of the breakfast meal service revealed: -The residents had been served cheese grits, a pancake approximately 3 inches square and 2 inches thick with syrup on the top, and livermush. -None of the residents had a knife with their place settings. -The residents received a fork and spoon. -None of the residents were having trouble cutting	D 287		

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D 287	Continued From page 1 any of the food with the fork. Confidential interviews with three Personal Care Aides (PCA), revealed: -The residents did not get knifes because "they could stab somebody". -"The residents didn't need a knife for breakfast." -If a resident had trouble getting the food cut up the staff would help them. -The residents who had trouble eating their food already had their food cut up for them by staff. -They had never had a resident ask them for a knife. -They would not feel safe with a resident having a knife. -The residents who had trouble cutting up their food already had their food cut for them by staff. -They had never observed a resident having trouble cutting their food up. -They had never seen a resident with a knife in the dining room. -They had never been told that the residents could not have knives to eat with. -They had never observed a resident having trouble eating without a knife. Interview on 12/15/16 at 7:15am with the Cook revealed: -There were enough knives for each resident to have a knife. -If a resident asked for a knife she would give them one. -She had never been told not to give residents knives at meal time. -When she cooks, the meat it is very tender and could be cut with a fork. -She had never had a resident ask for a knife. -The residents who have difficulty with their meats have it pre-cut for them by staff.	D 287		

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D 287	Continued From page 2 Confidential interviews on 12/15/16 with six residents who resided in the facility revealed: -They did not need a knife to eat with because the food is cooked soft. -They had not been told they could not have a knife. -They had not ever asked for a knife. -They "guessed" the reason no one had knives was because of safety but did not know for sure. -The residents did not voice any concerns of not being able to have knives for their meals. -Their food was already cut up for them. -They did not care if they had a knife or not. Observation on 12/15/16 at 7:25am revealed the facility had 30 dinner knives on hand in the kitchen. Interview with the Resident Care Coordinator (RCC) on 12/15/16 at 8:50am revealed: -The residents did not get knives at meals because the food served did not require them. -She did not know about all residents having access to knives. -The residents who had difficulty eating had texture modified diets. -If a resident asked for a knife they would be given one to eat with. -She had not been made aware of any residents having trouble eating their meals. Interview with the Facility Manager on 12/15/16 at 3:45pm revealed: -There are knives available for any resident who asks for one to use at their meal. -The residents who had trouble eating had texture modified diets. -The owner did not want us putting out the knives at each meal because of safety concerns, but had not told us not to give them out if a resident	D 287		

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D 287	Continued From page 3 asked for one.	D 287		
D 291	10A NCAC 13F .0904(c)(2) Nutrition And Food Service 10A NCAC 13F .0904 Nutrition And Food Service (c) Menus in Adult Care Homes: (2) Menus shall be maintained in the kitchen and identified as to the current menu day and cycle for any given day for guidance of food service staff. This Rule is not met as evidenced by: Based on observation, interview and record review the facility failed to follow the menus maintained in the kitchen for guidance of the food service staff for 27 of 27 residents who resided in the facility in order for residents to have a well-balanced meal. The findings are: A review of the facility Fall/Winter menu for 2016-2017- Week 2 for lunch on 12/14/16 to be served revealed Veal Parmesan, Parslied Noodles, mixed vegetables, mandarin oranges, white/wheat roll and the alternate was grilled chicken breast with baby carrots. Observation on 12/14/16 at 11:50AM revealed fried chicken strips, pinto beans, macaroni and cheese, cake with white icing and iced tea was served to all residents for the lunch meal. A review of the facility Fall/Winter menu for 2016-2017- Week 2 for dinner on 12/14/16 to be	D 291		

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D 291	Continued From page 4	D 291		

served revealed Corned beef, boiled potatoes, steamed cabbage/Brussel sprouts, Chef 's desert of choice, white/wheat roll, 2% milk and the alternate was ham and green beans.

A review of the facility Fall/Winter menu for 2016-2017- Week 2 for breakfast on 12/15/16 to be served revealed Juice Vitamin C fortified, cereal, turkey sausage patty, pancakes, margarine/syrup and 2% milk.

Observation on 12/15/16 at 8:00AM revealed residents received orange juice, fried liver mush, cheese grits and pancakes that were baked like a sheet cake for breakfast.

A review of the facility Fall/Winter menu for 2016-2017- Week 2 for lunch on 12/15/16 to be served revealed Cranberry Orange Chicken, half crusted baked potato, winter mixed vegetable, Chef 's desert of choice, white/wheat roll and the alternate was a glazed pork chop and squash casserole.

Observation on 12/15/16 at 11:55AM revealed residents were served spaghetti, salad (lettuce and few bits of tomato), garlic bread and cake for the lunch meal.

Interview on 12/14/16 at 9:10AM with the Cook revealed:
-She was substituting chicken strips and pinto beans for the Veal Parmesan because she did "not know how to fix Veal Parmesan".
-She was unaware of what she would be fixing residents for dinner on 12/14/16 as she did not know how to prepare the menu for dinner and she had not laid out anything to thaw yet.

A follow-up interview on 12/15/16 at 10:50AM with

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D 291	Continued From page 5 the Cook revealed: -She had received training when she was hired as the cook. -She had been a dietary aide previously but had no experience with cooking other than at home. -She was aware of the importance of following the menu to ensure residents received a well-balanced meal but stated she just came up with a menu based on whatever she had. -She stated she had fixed "pizza, boiled potatoes with butter and peaches" for the resident's dinner meal on 12/14/16. -She had a cookbook that she used occasionally. -She was aware the cookbook had the recipes for what the menu called for. -The pancakes she served the residents for breakfast were her "own way of thinking". -She stated she fixes what the residents want. -She replied "I just wing it," when asked how she comes up with what to fix for each meal. An interview on 12/15/16 at 4:00PM with the Facility Manager revealed: -The Cook had received training when she was hired. - "She went with two of our cooks for three weeks of training. - "I went over the portion size with the Cook again yesterday." -She realized that the Cook was not going by the menu when she had observed the dinner meal on 12/14/16 of Pizza and boiled potatoes with butter and peaches. -She expected the Cook to follow the menu. -She would make sure the Cook had more training about the importance of following the menus and not just fixing what the residents wanted or whatever she had.	D 291		