STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL067004	A. BUILDING: _____ B. WING _____	R 05/10/2017

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
THE ARC COMMUNITY	1241 ONSLOW PINES ROAD JACKSONVILLE, NC 28540

(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
{D 000}	Initial Comments The Adult Care Licensure Section conducted a follow-up survey May 09-10, 2017.	{D 000}		
{D 310}	10A NCAC 13F .0904(e)(4) Nutrition and Food Service 10A NCAC 13F .0904 Nutrition and Food Service (e) Therapeutic Diets in Adult Care Homes: (4) All therapeutic diets, including nutritional supplements and thickened liquids, shall be served as ordered by the resident's physician. This Rule is not met as evidenced by: Based on observations, interviews and record review, the facility failed to assure 1 of 1 sampled Residents (Resident #3), with an order to receive nectar thickened liquids as ordered by the primary care physician. The findings are: Observation of Resident #3 snack on 05/09/17 at 10:40 AM revealed the Resident had a purple looking substance being served to her in a cup and the substance did not appear to be nectar thickened. Interview with a Personal Care Aide on 05/09/17 at 10:45 AM revealed: -She did not prepare the beverage being served to Resident #3. -She thought that either the Medication Aide or the Activity Director had prepared the thickened liquids. -Usually only the kitchen staff, Medication Aides, and the Activity Director would be the ones to prepare the thickened liquids.	{D 310}		

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{D 310}	Continued From page 1 Observation of Resident #3's beverages prepared to serve at lunch on 05/09/17 at 12:10 PM revealed: -The water that was prepared for Resident #3 did not appear to be nectar thick consistency and was a very loose consistency like water. -The tea that was prepared for Resident #3 did not appear to be nectar thick consistency and was a very loose consistency like water. Interview with a kitchen staff member on 05/09/17 at 12:12 PM revealed: -She had prepared the thickened liquids for Resident #3's lunch. -She followed the directions that were on the back of the thickener container. -She had been trained that the cups she had placed the tea and water in were 8 ounce cups. -She had been trained to place 4 teaspoons of the thickener into 8 ounces of tea or water which was how the directions said to mix it. -She had just received some training a few weeks ago regarding how to prepare thickened liquids. -The training was performed by the facility Licensed Health Professional Support nurse. Observation of the kitchen staff member on 05/09/17 at 12:15 PM revealed: -She filled up a glass with water and did not measure how much liquid was placed in the cup. -She placed 4 teaspoons of the thickener out of the container in the water and said that is how she was trained to prepare nectar thick liquids. -The staff member then got a measuring cup and poured the liquid into the measuring cup. -There was 12 ounces of water that was poured out of that cup into the measuring cup. Observation of the thickener label on 05/09/17	{D 310}		

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{D 310}	Continued From page 2	{D 310}		

revealed for nectar thick consistency for tea and water add 3 ½ to 4 teaspoons for every 4 ounces of beverage used.

Interview with the Activity Director on 05/09/17 at 12:20 PM revealed:
-She had prepared the thickened liquids for the snack served to Resident #3 at 10:30 AM.
-She was told the cups that they were using were 8 ounce cups and she was to put 2 big scoops of thickener into the cups using the larger end of the measuring tool that come with the thickener.
-She had received training on how to prepare thickened liquids but she could not remember when she got that training.

Observation of the Activity Director on 05/09/17 at 12:22 PM revealed:
-She got out a cup and added water but did not measure the amount of water she added.
-She placed 2 tablespoons of thickener to the cup of water.
-She stirred the water but it did not appear to be nectar thick consistency, it was still too thin and appeared to be more like water than nectar thick water.
-After she thickened an unknown amount of water, she poured the contents of the cup into a measuring cup and it was slightly below 8 ounces of water appearing to be 7 ounces of water.

Interview with the Dietary Manager on 05/10/17 at 12:00 PM revealed:
-All the dietary staff had just received a training on 05/01/17 about preparing thickened liquids.
-She felt that the staff working on 05/09/17 was nervous and just forgot her training.
-She had also placed a sheet on the wall with specific direction on how to mix and prepare thickened liquids that the dietary staff and

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{D 310}	Continued From page 3 Medication Aides were to use to prepare thickened liquids. -The Activity Director did help sometimes with preparing thickened liquids when they were busy and had been trained a while ago. -She would check into either getting pre thickened liquids or see about getting some additional training for the staff. -She did have documentation that all dietary staff had received training on 05/01/17. Observation of the sign in sheet for training received on 05/01/17 revealed: -That all of the dietary staff had received formal training on preparing thickened liquids. -The sheet did not specify the extent of that training that was completed. Interview with the Director of Nursing on 05/10/17 at 12:25 PM revealed: -The dietary staff were responsible for preparing thickened liquids for meals and snacks. -She did have one Medication Aide who had been trained to prepare thickened liquids. -The Activity Director had also been trained to help with preparing thickened liquids. -The dietary staff had just received a training on thickened liquids on 05/01/17. -She would see if she could get some more training done for the staff. -The Dietary Manager was responsible for the kitchen staff. -She was responsible for making sure that all staff had been properly trained. -She was not aware that staff were not preparing thickened liquids correctly.	{D 310}		