Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL045123	A. BUILDING: _____ B. WING _____	03/01/2018

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
HERITAGE HILLS A PACIFICA SENIOR LIVING COMM	2500 HERITAGE CIRCLE HENDERSONVILLE, NC 28791

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D 000	Initial Comments The Adult Care Licensure Section conducted an annual survey on February 28, 2018 to March 1, 2018.	D 000		
D 299	10A NCAC 13F .0904(d)(3)(A) Nutrition And Food Service 10A NCAC 13F .0904 Nutrition And Food Service (d) Food Requirements in Adult Care Homes: (3) Daily menus for regular diets shall include the following: (A) Homogenized whole milk, low fat milk, skim milk or buttermilk: One cup (8 ounces) of pasteurized milk at least twice a day. Reconstituted dry milk or diluted evaporated milk may be used in cooking only and not for drinking purposes due to risk of bacterial contamination during mixing and the lower nutritional value of the product if too much water is used. This Rule is not met as evidenced by: Based on observations, interviews, and record reviews, the facility failed to assure Special Care Unit (SCU) residents were served eight ounces of milk at least twice a day. The findings are: Interview with the Business Office Manager on 2/28/18 at 8:25am revealed there were 15 SCU residents who resided in the facility. Review of the facility's regular menu revealed the menu did not include the servings of milk per day or when the milk should be served. Observation of the facility kitchen food stores on 2/28/18 at 9:00am revealed there was one gallon of 2% milk in the refrigerator.	D 299		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE: Debra Campbell | TITLE: Executive Director | (X6) DATE: 3/30/18

Reviewed and Accepted
Date: 4/6/18 cs

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D 299	Continued From page 1 Interview with a Cook on 2/28/18 at 9:15am revealed: -He was aware there was one gallon of 2% milk on hand. -A food delivery was due to be made to the facility "today." -The food delivery would include "12 more gallons of milk this morning." -He expected the food delivery to arrive before lunch. Observation in the facility dining room on 2/28/18 at 12:45pm revealed: -There was one half of one gallon of milk available on the beverage cart resting in a pan of ice at the front of the dining room. -Cranberry juice, iced tea, water, and coffee were available for resident selection on the beverage cart. -Of the 12 SCU residents eating lunch in the dining room, none of those residents had been served milk. Observation of a hall tray delivered to one resident during lunch on 2/28/18 at 12:50pm revealed: -The resident received a 12 ounce cup of nectar thickened orange juice and an 8 ounce cup of nectar thickened water. -The resident did not receive a serving of milk. Observation of the facility kitchen food stores on 2/28/18 at 2:46pm revealed there was thirteen gallons of 2% milk in the refrigerator and two 1/2 gallon size containers of buttermilk. Interview with the Administrator on 2/28/18 at 3:22pm revealed the facility received a delivery of milk once a week.	D 299		

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D 299	Continued From page 2 Review of facility milk receipts dated 1/3/18 to 2/28/18 revealed: -On 1/3/18, the facility received 2 gallons of whole milk and 4 gallons of 2% milk. -On 1/10/18, the facility received 3 gallons of whole milk and 10 gallons of 2% milk. -On 1/17/18, the facility received 2 gallons of whole milk and 7 gallons of 2% milk. -On 1/24/18, the facility received 2 gallons of whole milk and 9 gallons of 2% milk. -On 1/31/18, the facility received 8 gallons of 2% milk. -On 2/7/18, the facility received 2 gallons of whole milk and 6 gallons of 2% milk. -On 2/14/18, the facility received 7 gallons of 2% milk. -On 2/28/18, the facility received 2 gallons of whole milk and 12 gallons of 2% milk. -Based on facility census of 15 residents and 16 oz. of milk per day per resident, the facility would need approximately 13 gallons of milk each week to meet the required servings plus additional milk needed for cooking. Interview with a second Cook on 2/28/18 at 3:45pm revealed: -"The milk comes in on Wednesdays"and they leave "10 gallons of 2% and a 1/2 gallon of buttermilk." -"We use buttermilk for cooking purposes." Observation in the facility dining room on 3/1/18 at 8:15am revealed: -There was one third of one gallon of milk available on the beverage cart resting in a pan of ice at the front of the dining room. -Cranberry juice, orange juice, water, nectar thickened water, and coffee were available for resident selection on the beverage cart.	D 299		

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D 299	Continued From page 3 -Of the 12 SCU residents eating lunch in the dining room, none of those residents had been served milk. Observation in the facility dining room on 3/1/18 at 9:07am revealed of the 8 SCU residents who ate breakfast in the dining room, two of those residents were served milk. Interviews with a medication aide (MA) on 2/28/18 at 1:05pm and on 3/1/18 at 2:35pm revealed: -Milk was served in the "morning to the ones that want it." -"We offer" milk to them. -There were two residents who drank milk. -Milk was made available at every meal, but "only two residents drink it." -"Everything that's on the beverage cart" was offered every meal. -Staff took into consideration "family requests" about what types of beverages that were offered to the residents. -"We just give milk to two residents." -"It has been that way since I started. I was trained that way." -"If they (residents) asked for it I would give it to them." -"I always ask them if they want milk." Interview with a Personal Care Aide (PCA) on 3/1/18 at 10:00am revealed: -"I've been here 3 years." -"I've learned who wants milk and who doesn't like it." -"I don't remember ever being trained to just put milk on the table." -"I don't offer it to everyone everytime." -"I just know who will drink it." -There were 2 residents who "always ask for it" and those residents got milk every meal.	D 299		

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D 299	Continued From page 4 -Milk was available on the beverage cart every meal. "It's always sent down. Always." Interview with a family member on 3/1/18 at 12:05pm revealed: -Residents that ask for milk are given milk. -The family member had not heard milk being offered to residents. -There were two residents that were given milk daily. Interview with a second family member on 3/1/18 at 12:09pm revealed: -The family member had not heard staff offer residents milk. -The dining table was set with cranberry juice and water at meal times. -One resident was given milk daily at two meals. Interview with a second MA on 3/1/18 at 2:40pm revealed: -"Only two residents drink milk." -"They (kitchen staff) only give us enough for two residents." -"I don't know if the other residents want milk." -"If they ask for milk, we get it for them." Interview with one resident on 3/1/18 revealed: -She was always served coffee for breakfast. -"I would drink coffee and milk for breakfast." -She was not asked at each meal if the resident wanted milk as well as other beverages at each meal. Interview with the Administrator on 3/1/18 at 10:45am revealed: -The "corporate policy is that milk is offered at every meal." -"We should be offering it, however if a family says not to serve it or a resident refuses or says	D 299	• As of March 2, 2018, all SCU residents are served 8 ounces of milk at both breakfast and dinner. This item is set on the table and present when the resident arrives at their meal. • Effective April 1, 2018, milk will be ordered twice weekly instead of weekly. Approximately 7 gallons will be ordered every 3-4 days totaling 13-14 gallons per week. This will help to assure a 3-day supply of this perishable food item is maintained. • Menus have been implemented that identify milk being served for breakfast and dinner. • Menus for weeks ending March 31, 2018 and April 7, 2018 are attached as samples of new menu format.	

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D 299	Continued From page 5 they don't want it we should document that." -"It's a matter of knowing the residents preferences, documenting those, and communicating those with staff."	D 299		
D 344	10A NCAC 13F .1002(a) Medication Orders 10A NCAC 13F .1002 Medication Orders (a) An adult care home shall ensure contact with the resident's physician or prescribing practitioner for verification or clarification of orders for medications and treatments: (1) if orders for admission or readmission of the resident are not dated and signed within 24 hours of admission or readmission to the facility; (2) if orders are not clear or complete; or (3) if multiple admission forms are received upon admission or readmission and orders on the forms are not the same. The facility shall ensure that this verification or clarification is documented in the resident's record. This Rule is not met as evidenced by: Based on observations, interviews, and record reviews, the facility failed to clarify diet orders for 2 of 4 sampled residents related to mechanical soft diet (Resident #4) and nectar thickened water (Resident #5). The findings are: 1. Review of Resident #4's current FL2 dated 9/20/17 revealed: -Diagnoses included advanced dementia, hypertension, and dysphagia. -An order for texture modified diet (order not specific to the type of texture modification).	D 344	• All diet orders have been reviewed by SCU Care Coordinator, RN. All special diet orders have been reviewed by attending physician. New physician orders have been obtained to clarify or modify any special diets. • All diet orders have been clarified and updated for care staff and kitchen staff. • Current diet orders for residents #4 and #5 are attached.	

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D 344	Continued From page 6 Review of Resident #4's physician order sheet dated 1/5/18 revealed mechanical soft diet, pureed if doesn't tolerate. Review of Resident #4's signed physician order sheet dated 2/2/18 revealed mechanical soft diet, pureed if doesn't tolerate. Review of Resident #4's physician order dated 2/15/18 revealed pureed with mechanical soft foods as requested. Observation of the posted therapeutic diet list on 2/28/18 at 9:13am in the facility kitchen revealed Resident #4's was listed as mechanical soft diet "can have pureed if doesn't tolerate mechanical soft diet." Observation of Resident #4 on 2/28/18 from 12:35pm to 1:12pm during the lunch meal service revealed: -The resident received a bun, chopped bbq brisket, mixed vegetables, chopped roasted red potatoes, peach cobbler, a 12 oz. serving of cranberry juice, and 8 oz. serving of water. -The resident consumed 75% of the chopped bbq brisket and bun, 75% of the chopped roasted red potatoes, none of the mixed vegetables, 50% of the peach cobbler, 50% of the water, and 50% of the cranberry juice. -The resident did not cough or choke during the meal. Observation of Resident #4 on 3/1/18 from 8:38am to 9:40am during the breakfast meal service revealed: -The resident received scrambled eggs, sausage cut up in pieces, oatmeal, 12 oz. of cranberry juice, and 8 oz. of water.	D 344		

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D 344	Continued From page 7 -The resident consumed 75% of the eggs, sausage, oatmeal, cranberry juice, and water. -The resident did not cough or choke during the meal. Interview with a second Cook on 2/28/18 at 3:45pm revealed: -The Special Care Coordinator (SCC) was responsible for updating the therapeutic diet list in the kitchen. -The SCC would provide an updated list every 30 days. -If a change occurred in a resident's diet within 30 days, the SCC would provide a copy of the doctor's order and notify the kitchen staff of the change. -Resident #4 was "not on pureed anymore." -"She wasn't eating it, so they switched the diet to fingerfoods." -The kitchen kept pureed food shapes for meats and veggies on hand. -They also had a blender and thickener powder available to thicken pureed foods if needed. Interview with the Administrator on 3/1/18 at 10:45am revealed: -She agreed Resident #4's diet order was unclear. -"We can get a verbal clarification of the diet order from the physician." -"I think when she came back from the hospital they were pureeing her food." -"However now she seems to be having no issues with a mechanical soft diet." -"She probably doesn't need the puree." -The SCC was responsible for obtaining the diet orders, making sure those orders were clear, and keeping the therapeutic diet list posted in the the kitchen updated. -The SCC had recently quit.	D 344		

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D 344	Continued From page 8 -A new SCC had just started on 2/20/18. Based on record review and observations of Resident #4 on 2/28/18 and 3/1/18 , she was determined not to be interviewable. 2. Review of Resident #5's current FL2 dated 6/2/17 revealed: -Diagnoses included dementia, type 2 diabetes mellitus, and hypertension. -An order for a no added salt diet. Review Resident #5's physician order sheet dated 1/5/18 revealed "diet: nectar thick water at all times." Review of Resident #5's Licensed Health Professional Support evaluation dated 1/24/18 revealed: -Resident "is getting nectar thick water at this time for aspiration precautions." -"Staff have no reports of any aspiration issues." Review Resident #5's physician order sheet dated 2/2/18 revealed "diet: nectar thick water at all times." Review of Resident #5's physician order dated 2/15/18 revealed "Finger foods, nectar thick water, can drink special juice..." Review of Resident #5's diet order clarification dated 3/1/18 at 12:20pm revealed: -"Regular diet finger foods with thickened water." -"May have regular juices as desired." Observation of the posted therapeutic diet list on 2/28/18 at 9:13am in the facility kitchen revealed Resident #5 was listed as finger foods diet and nectar thick liquids (water only).	D 344		

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D 344	Continued From page 9 Observation in the facility food storage on 2/28/18 at 9:15am revealed there were commercially prethickened nectar thickened water, cranberry juice cocktail, and orange juice available for Resident #5. Observation of Resident #5 in her room during the lunch meal on 2/28/18 at 12:50pm revealed: -Resident #5's lunch meal tray had fried shrimp, fried clams, a piece of fried catfish, roasted red potato pieces, mixed vegetables, and a 12 oz. glass of nectar thickened orange juice. -The resident did not have any trouble swallowing any of the items. Interview with a medication aide on 2/28/18 at 12:51pm revealed: -Resident #5 "has never been on thickened liquids." -"She just gets thickened water only." Interview with a second Cook on 2/28/18 at 3:45pm revealed: -The SCC was responsible for updating the therapeutic diet list in the kitchen. -The SCC would provide an updated list every 30 days. -If a change occurred in a resident's diet within 30 days, the SCC would provide a copy of the doctor's order and notify the kitchen staff of the change. -Resident #5 "gets nectar thick liquids and we have some." Observation of the breakfast meal service on 3/1/18 from 8:38am to 9:45am revealed Resident #5 did not eat breakfast in the dining room and was not delivered a room tray.	D 344		

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D 344	Continued From page 10 Interview with the Activity Director who was assisting to serve during breakfast on 3/1/18 at 8:55am revealed: -Resident #5 was not eating breakfast today. -"She's sleeping in." Interview with the Administrator on 3/1/18 at 10:45am revealed: -She agreed Resident #5's diet order was unclear. -"I think special juice means thickened juices that we have available like cranberry juice and orange juice." -"I don't know" how staff would be able to thicken other fluids like milk or coffee, since there was nothing available to thicken other beverages with in the facility. -"We will have to clarify the diet with the physician." -The SCC was responsible for obtaining the diet orders, making sure those orders were clear, and keeping the therapeutic diet list posted in the the kitchen updated. -The SCC had recently quit. -A new SCC had just started on 2/20/18. Based on record review and observations of Resident #5 on 2/28/18 and 3/1/18 , she was determined not to be interviewable.	D 344		
D 464	10A NCAC 13F.1307 Special Care Unit Res. Profile & Care Plan 10A NCAC 13F .1307 Special Care Unit Resident Profile & Care Plan In addition to the requirements in Rules 13F .0801 and 13F .0802 of this Subchapter, the facility shall assure the following: (1) Within 30 days of admission to the special	D 464		

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D 464	Continued From page 11 care unit and quarterly thereafter, the facility shall develop a written resident profile containing assessment data that describes the resident's behavioral patterns, self-help abilities, level of daily living skills, special management needs, physical abilities and disabilities, and degree of cognitive impairment. (2) The resident care plan as required in Rule 13F .0802 of this Subchapter shall be developed or revised based on the resident profile and specify programming that involves environmental, social and health care strategies to help the resident attain or maintain the maximum level of functioning possible and compensate for lost abilities. This Rule is not met as evidenced by: Based on interviews and record reviews the facility failed to complete quarterly resident profiles for 3 of 3 sampled residents (#1, #2, and #3), who resided in the Special Care Unit (SCU). The findings are: 1. Review of Resident #1's current FL2 dated 9/15/17 revealed: -Diagnoses included frontal temporal dementia, glaucoma, cardiovascular disease, dropped hand syndrome, coronary artery bypass graft, and anxiety disorder. -Resident #1 was constantly disoriented. -The recommended level of care was a SCU. Review of Resident #1's Resident Register revealed an admission date of 5/26/16. Review of Resident #1's medical record revealed: -There was an initial resident profile completed 5/26/16.	D 464		

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D 464	Continued From page 12 -There were resident care plans completed 12/28/16, 6/1/17, and 12/18/17. -There were resident assessments completed 12/28/16, 6/1/17, and 12/18/17. -There were no quarterly updated resident profiles. Refer to the interview on 2/28/18 at 10:40am with the Administrator. Refer to the interview on 3/1/18 at 10:45am with the facility nurse. 2. Review of Resident #3's current FL2 dated 5/5/17 revealed: -Diagnoses included dementia, atrial fibrillation, pernicious anemia, short bowel syndrome, diarrhea, renal insufficiency, gout, alcohol abuse, renal calculi, carcinoma in situ of the colon, depression, and anxiety. -Resident #3 was constantly disoriented. -The recommended level of care was a SCU. Review of Resident #3's resident register revealed an admission date of 4/5/16. Review of Resident #3's medical record revealed: -There was an inital resident profile completed 4/5/16. -There were resident care plans completed 5/1/17 and 11/6/17. -There were resident assessments completed 5/1/17 and 11/6/17. -There were no quarterly updated resident profiles. Refer to the interview on 2/28/18 at 10:40am with the Administrator. Refer to the interview on 3/1/18 at 10:45am with	D 464	• An audit of 100% of resident care plans was completed on March 2, 2018 by this Administrator, Debra Campbell. As of that date, resident #1 & resident #2 had care plans completed within 90 days of the Adult Care Licensure Survey (12/18/18 & 1/9/18 respectively). Although prior to January 1, 2018 the frequency of the resident profiles and care plans had not met the requirement, as of the date of the State Survey, this administrator had assured compliance of 13 of 15 resident profiles and care plans. The other two resident care plans (which includes resident #3) were 15 days and 22 days past the quarterly review requirement as of the day of the survey. Therefore, almost all of the resident care plans had been brought up to the standard of quarterly reviews. The historical lack of compliance could not be remedied after this administrator assumed responsibility at this community on January 15, 2018. • It was determined during discussions with the survey team that form DMA-3050-R would meet the requirement for quarterly resident profiles and care plans. This document has been used for each resident and each resident now has a resident profile and care plan current within the 90-day requirement. Pacifica Senior Living has another resident profile assessment that may be completed in addition to the DMA-3050-R. • A registered nurse has been the SCU Care Coordinator since March 5, 2018. She is now responsible for completing quarterly profiles and care plans and is well-versed on the NC Regulations for Adult Care Homes.	

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL045123	A. BUILDING: _____ B. WING _____	03/01/2018

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
HERITAGE HILLS A PACIFICA SENIOR LIVING COMM	2500 HERITAGE CIRCLE HENDERSONVILLE, NC 28791

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D 464	Continued From page 13 the facility nurse. 3. Review of Resident #2's current FL2 dated 2/16/18revealed: -Diagnoses included Alzheimer's Dementia with behavioral disturbance, hypertension, chronic kidney disease stage III, and skin cancer of face. -Resident #2 was constantly disoriented and ambulatory. -The recommended level of care was a SCU. Review of Resident #2's record revealed: -There was an admission date of 3/10/15. -There were resident care plans completed 2/8/17, 7/27/17, and 1/9/18. -There were resident assessments completed 2/8/17, 7/27/17, and 1/9/18, -There were no quarterly updated resident profiles. Refer to the interview on 2/28/18 at 10:40am with the Administrator. Refer to the interview on 3/1/18 at 10:45am with the facility nurse. --- Interview with the Administrator on 2/28/18 at 10:40am revealed: -The staff who had been responsible for quarterly care plan updates had only been doing them "every six months." -"Then I came on board in January 2018 and informed the staff they were to be done quarterly." -"She started doing them, but she didn't get to all the residents before she quit last Tuesday (2/20/18)." -"The Resident Assessment Form is the only tool provided" by the corporation.	D 464		

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D 464	Continued From page 14 -"We need to develop a tool for quarterly updates." Interview on 3/1/18 at 10:45am with the facility nurse revealed: -She was the assistant special care coordinator (SCC) until "last week when the SCC quit". -She was the "acting SCC until Monday (3/5/18) when the new one (SCC) starts". -She knew the SCC was responsible for the resident care plans and profiles. -She did not know how often resident care plans and profiles were to be completed. -"All I know is that she put them in the computer."	D 464		
D 468	10A NCAC 13F .1309 Special Care Unit Staff Orientation And Train 10A NCAC 13F .1309 Special Care Unit Staff Orientation And Training The facility shall assure that special care unit staff receive at least the following orientation and training: (1) Prior to establishing a special care unit, the administrator shall document receipt of at least 20 hours of training specific to the population to be served for each special care unit to be operated. The administrator shall have in place a plan to train other staff assigned to the unit that identifies content, texts, sources, evaluations and schedules regarding training achievement. (2) Within the first week of employment, each employee assigned to perform duties in the special care unit shall complete six hours of orientation on the nature and needs of the residents. (3) Within six months of employment, staff responsible for personal care and supervision	D 468		

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D 468	Continued From page 15 within the unit shall complete 20 hours of training specific to the population being served in addition to the training and competency requirements in Rule .0501 of this Subchapter and the six hours of orientation required by this Rule. (4) Staff responsible for personal care and supervision within the unit shall complete at least 12 hours of continuing education annually, of which six hours shall be dementia specific. This Rule is not met as evidenced by: Based on interviews and record reviews, the facility failed to ensure 4 of 5 sampled staff (staff A, C, D, and E), assigned to perform duties in a Special Care Unit (SCU), received 6 hours of orientation training within the first week of employment. The findings are: 1. Review of Staff A's personnel file revealed: -Staff A was hired as a medication aide (MA) on 9/26/17. -There was documentation of 3 hours of training specific to a SCU received from 9/26/17 to 10/2/18. -There was no other documentation of SCU training hours the first week of employment. Interview on 3/1/18 at 11:20am with Staff A revealed: -She had been hired as a MA on 9/26/17. -She had "some inservice training on dementia the first week" of employment. -Staff A did not know how many hours of training she had received. Refer to the interview on 3/1/18 at 2:38pm with	D 468	• Training sponsored by the Alzheimer's Association titled, "Accepting the Challenge: Providing the BEST Care for People with Dementia" has been implemented to begin April 1, 2018. This training provides 3.5 of the 6 hours required for new staff within their first week of employment. • The other 2.5 hours of dementia-specific training will be given through the Pacifica on-line training program, Institute for Professional Care Education, or other resources obtained. • All existing employees will receive the above 6 hours of dementia-specific training which will meet the on-going annual training requirement.	

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D 468	Continued From page 16 the Business Office Manager. Refer to the interview on 3/1/18 at 2:40pm with the Administrator. 2. Review of Staff C's personnel file revealed: -Staff C was hired as a medication aide on 1/22/18. -There was documentation of 2 hours of training specific to a SCU received from 1/22/18 to 1/29/18. -There was no other documenation of SCU training hours the first week of employment. Interview on 3/1/18 at 2:30pm with Staff C revealed: -She had been hired as a MA on 1/22/18. -"I did computer training and followed people on the floor." -She was "pretty sure that I had at least 6 hours" of training. Refer to the interview on 3/1/18 at 2:38pm with the Business Office Manager. Refer to the interview on 3/1/18 at 2:40pm with the Administrator. 3. Review of Staff D's personnel file revealed: -She had been hired on 4/29/11 as a MA. -There was no documentation of 6 hours of training specific to a SCU received 4/29/11 to 5/6/11. -There was documentation of training hours specific to a SCU received after 5/6/11. Attempted telephone interview with Staff D on 3/1/18 was unsuccessful. Refer to the interview on 3/1/18 at 2:38pm with	D 468		

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D 468	Continued From page 17 the Business Office Manager. Refer to the interview on 3/1/18 at 2:40pm with the Administrator. 4. Review of Staff E's personnel file revealed: -She had been hired as a MA on 8/29/05. -There was no documentation of 6 hours of training specific to a SCU during the first week of employment. Interview on 3/1/18 at 3:05pm with Staff E revealed: -She had been hired as a MA "sometime in 2005". -The facility was not a SCU at the time of hire. -Staff E did not know when it became a SCU. -She did not know if she received 6 hours of training the first week of working in the SCU. -She had received SCU training but did not know how many hours. -There was "monthly training at staff meetings". Refer to the interview on 3/1/18 at 2:38pm with the Business Office Manager Refer to the interview on 3/1/18 at 2:40pm with the Administrator. Interview on 3/1/18 at 2:38pm with the Business Office Manager (BMO) revealed: -She did not know the staff were required to have the 6 hours of training. -The facility nurse did the training and would give the BMO copies of the training for the personnel files. -The facility nurse was no longer employed at the facility.	D 468		

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D 468	Continued From page 18 Interview on 3/1/18 at 2:40pm with the Administrator revealed: -She was hired the beginning of January 2018. -She knew about the 6 hours of training required by staff in the SCU. -She did not know why the staff had not received the training. -The facility nurse was no longer employed at the facility. -A newly hired nurse was starting on 3/5/18. -She would make sure the staff received the training.	D 468		

Pacifica Heritage Hills
Dates of Survey: February 28 – March 1, 2018
Plan of Correction
Submitted by: Debra Campbell, Administrator
March 30, 2018

Tag D 299
10A NCAC 13F .0904(d)(3)(A) Nutrition and Food Service

"The facility failed to assure Special Care Unit (SCU) residents were served eight ounces of milk at least twice a day."

- As of March 2, 2018, all SCU residents are served 8 ounces of milk at both breakfast and dinner. This item is set on the table and present when the resident arrives at their meal.

- Effective April 1, 2018, milk will be ordered twice weekly instead of weekly. Approximately 7 gallons will be ordered every 3-4 days totaling 13-14 gallons per week. This will help to assure a 3-day supply of this perishable food item is maintained.

- Menus have been implemented that identify milk being served for breakfast and dinner.

- Menus for weeks ending March 31, 2018 and April 7, 2018 are attached as samples of new menu format.

Tag D 344
10A NCAC 13F .1002(a) Medication Orders

"The facility failed to clarify diet orders for 2 of 4 sampled residents related to mechanical soft diet (Resident #4) and nectar thickened water (Resident #5).

- All diet orders have been reviewed by SCU Care Coordinator, RN. All special diet orders have been reviewed by attending physician. New physician orders have been obtained to clarify or modify any special diets.

- All diet orders have been clarified and updated for care staff and kitchen staff.

- Current diet orders for residents #4 and #5 are attached.

Tag D 464
10ANCAC 13F.1307 Special Care Unit Resident Profile & Care Plan

"The facility failed to complete quarterly resident profiles for 3 of 3 sampled residents (#1, #2, and #3), who resided in the Special Care Unit (SCU).

- An audit of 100% of resident care plans was completed on March 2, 2018 by this Administrator, Debra Campbell. As of that date, resident #1 & resident #2 had care plans completed within 90 days of the Adult Care Licensure Survey (12/18/18 & 1/9/18 respectively). Although prior to January 1, 2018 the frequency of the resident profiles and care plans had not met the requirement, as of the date of the State Survey, this administrator had assured compliance of 13 of 15 resident profiles and care plans. The other two resident care plans (which includes resident #3) were 15 days and 22 days past the quarterly review requirement as of the day of the survey. Therefore, almost all of the resident care plans had been brought up to the standard of quarterly reviews. The historical lack of compliance could not be remedied after this administrator assumed responsibility at this community on January 15, 2018.

- It was determined during discussions with the survey team that form DMA-3050-R would meet the requirement for quarterly resident profiles and care plans. This document has been used for each resident and each resident now has a resident profile and care plan current within the 90-day requirement. Pacifica Senior Living has another resident profile assessment that may be completed in addition to the DMA-3050-R.

- A registered nurse has been the SCU Care Coordinator since March 5, 2018. She is now responsible for completing quarterly profiles and care plans and is well-versed on the NC Regulations for Adult Care Homes.

Tag D468
10A NCAC 13F .1309 Special Care Unit Staff Orientation and Training

"The facility failed to ensure 4 of 5 sampled staff assigned to perform duties in a Special Care Unit (SCU), received 6 hours of orientation training within the first week of employment." (training specific to the nature and needs of the residents)

- Training sponsored by the Alzheimer's Association titled, "Accepting the Challenge: Providing the BEST Care for People with Dementia" has been implemented to begin April 1, 2018. This training provides 3.5 of the 6 hours required for new staff within their first week of employment.

- The other 2.5 hours of dementia-specific training will be given through the Pacifica on-line training program, Institute for Professional Care Education, or other resources obtained.

- All existing employees will receive the above 6 hours of dementia-specific training which will meet the on-going annual training requirement.

Pacifica Heritage Hills – Legacies Memory Care **March 25 – March 31, 2018** **Regular/No Added Salt**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Breakfast						
Juice of Choice Oatmeal Fresh Apple Fried Egg Bacon Wheat Toast Margarine Jelly Beverage of Choice Milk	Juice of Choice Cream of Wheat Fresh Orange Scrambled Egg with Cheese Breakfast Sausage Wheat Toast Margarine Jelly Beverage of Choice Milk	Juice of Choice Cream of Rice Fresh Banana Hard Cooked Egg Bacon Pancakes Margarine Syrup Beverage of Choice Milk	Juice of Choice Oatmeal Fresh Apple Omelet Breakfast Sausage Wheat English Muffin Margarine Jelly Beverage of Choice Milk	Juice of Choice Cream of Wheat Fresh Orange Scrambled Eggs Bacon Pancakes (subst) Margarine Syrup Beverage of Choice Milk	Juice of Choice Cream of Rice Fresh Banana Fried Egg Breakfast Sausage Muffin Margarine Jelly Beverage of Choice Milk	Juice of Choice Oatmeal Fresh Apple Hard Cooked Egg Bacon Wheat Toast Margarine Jelly Beverage of Choice Milk
Lunch						
Soup of the Day Pepperoni Pizza Chicken Salad Sandwich Caesar Salad Caesar Dressing Fruit Cup Fruit Turnover Beverage of Choice	Soup of the Day Sloppy Joe on a Bun Cobb Salad Carrot Raisin Salad Fruit Cup Lime Gelatin Beverage of Choice	Soup of the Day Egg Salad Sandwich Cheese Quiche Sweet Potato Puffs Ambrosia Fruit Cup Chocolate Mousse Beverage of Choice	Soup of the Day Chicken Pot Pie Egg Roll Chow Mein Vegetables Asian Stir Fry Cabbage Tossed Salad Fruit Cup Oatmeal Cookie Beverage of Choice	Soup of the Day Grilled Cheese & Tomato Sandwich Chef Salad with Turkey and Ham Cucumber & Onion Slices Salad Fruit Cup Chocolate Brownie Beverage of Choice	Soup of the Day Tuna Melt Onion Rings Beef & Beans Chili with Cheese Corn Muffin Four Bean Salad Fruit Cup Banana Cream Pie Beverage of Choice	Soup of the Day Bratwurst Links Boiled New Potatoes with Parsley Braised Red Cabbage Egg Salad Sandwich Waldorf Salad Fruit Cup Fruit Tart Beverage of Choice
Dinner						
Soup of the Day Mesquite Roasted Turkey Baked Salmon Roasted Turkey with Pan Gravy Sweet Onions w/ Pepper Stuffing Whipped Potatoes Candied Yams Green Bean Casserole Tossed Salad with Dressing Wheat Dinner Roll Butter or Margarine Rice Crunchie Treat Bar Beverage of Choice Milk	Soup of the Day Marinated Pork Loin Baked Chicken Oven Roasted Potatoes Baked Potato Broccoli with Cheese Sauce Vegetable Medley Tossed Salad with Dressing Wheat Dinner Roll Butter or Margarine Lemon Meringue Pie Beverage of Choice Milk	Soup of the Day Italian Green Beans Chicken Breast w/ Honey Marsala Sauce Italian Sausage Rotini Baked Tomatoes Italian Green Beans Garlic Bread Tossed Salad with Dressing Banana Pudding Beverage of Choice Milk	Soup of the Day Meatloaf Herbed Cornish Hen Whipped Potatoes Rice Pilaf Sliced Beets Peas & Pearl Onions Tossed Salad with Dressing Dinner Roll Butter or Margarine Carrot Cake with Frosting Beverage of Choice Milk	Soup of the Day Beef Tamales Onion Pepper Chicken Fiesta Rice Buttered Corn Tossed Salad with Dressing Wheat Dinner Roll Butter or Margarine Flan Beverage of Choice Milk	Soup of the Day Glazed Chicken Catch of the Day Baked Potato Scalloped Potatoes Acorn Squash w/ Hazelnut Maple Glaze Spinach Tossed Salad with Dressing Wheat Dinner Roll Butter or Margarine Apple Cobbler Beverage of Choice Milk	Soup of the Day Chicken & Dumplings Herb Braised Short Ribs Whipped Potatoes Peas & Carrots Yellow Squash Tossed Salad with Dressing Wheat Dinner Roll Butter or Margarine German Chocolate Cake Beverage of Choice Milk

Pacifica Heritage Hills – Legacies Memory Care **April 1 – 7, 2018** **Regular/No Added Salt**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Breakfast Juice of Choice Cream of Wheat Fresh Orange Baked Omelet Breakfast Sausage Wheat Toast Margarine Jelly Beverage of Choice Milk	Juice of Choice Cream of Rice Fresh Banana Scrambled Eggs Bacon Pancakes Margarine Syrup Beverage of Choice Milk	Juice of Choice Oatmeal Fresh Apple Fried Egg Breakfast Sausage Wheat Toast Margarine Jelly Beverage of Choice Milk	Juice of Choice Cream of Wheat Fresh Orange Hard Cooked Egg Bacon Wheat Toast Jelly Margarine Beverage of Choice Milk	Juice of Choice Cream of Rice Fresh Banana Cheese Omelet Breakfast Sausage Cinnamon Wheat Toast Butter or Margarine Jelly Beverage of Choice Milk	Juice of Choice Oatmeal Fresh Apple Scrambled Eggs Bacon French Toast Margarine Syrup Beverage of Choice Milk	Juice of Choice Cream of Wheat Fresh Orange Fried Egg Breakfast Sausage Biscuit Butter or Margarine Jelly Honey Beverage of Choice Milk
Lunch Soup of the Day Beef Frito Pie Tuna Salad Sandwich Vegetable Blend Steak Fries Creamy Coleslaw Fruit Cup Chocolate Pudding Beverage of Choice	Soup of the Day Salisbury Steak BBQ Pulled Pork Slider Whipped Potatoes Green & Wax Beans Baked Beans Tossed Salad Assorted Salad Dressing Fruit Cup Fruit Turnover Beverage of Choice	Soup of the Day Stuffed Tomato with Crab Salad BBQ Chicken Wings Baked Beans Wheat Dinner Roll Fruit Cup Butterscotch Pudding Beverage of Choice	Soup of the Day Chicken Teriyaki BLT Sandwich Wild Blend Rice Sauteed Peppers & Onions Tossed Salad Assorted Salad Dressing Fruit Cup Ice Cream Beverage of Choice	Soup of the Day Swedish Meatballs Egg Noodles Broccoli Florets Cobb Salad Saltine Crackers Dinner Roll Fruit Cup Chocolate Chip Cookie Beverage of Choice	Soup of the Day Beef Patty Melt Sandwich Asian Chicken Salad w/Sesame Dressing Sweet Potato Wedges Macaroni Salad Asian Salad Dressing Fruit Cup Bread Pudding Beverage of Choice	Soup of the Day Ham & Macaroni & Cheese Casserole Peas & Carrots Chicken Club Sandwich Onion Rings Broccoli Salad Fruit Cup Tapioca Pudding Beverage of Choice
Dinner Soup of the Day Roast Beef Baked Salmon Whipped Potatoes Asparagus Tossed Salad with Dressing Dinner Roll Butter or Margarine Apple Pie Beverage of Choice Milk	Soup of the Day Chicken Cacciatore Veal Marsala Penne Pasta Italian Vegetable Blend Sauteed Zucchini & Mushrooms Tossed Salad with Dressing Garlic Bread Cheesecake Beverage of Choice Milk	Soup of the Day Goulash BBQ Chicken Egg Noodles Cream Style Corn Green Beans Tossed Salad with Dressing Dinner Roll Butter or Margarine Orange Cake with Frosting Beverage of Choice Milk	Soup of the Day Beef Fajitas Chicken Enchiladas Refried Beans Tossed Salad with Dressing Custard Beverage of Choice Milk	Soup of the Day Stuffed Green Pepper Chicken a la Orange Mashed Potatoes Rice Yellow Squash with Onions Tossed Salad with Dressing Wheat Dinner Roll Butter or Margarine Banana Cake Beverage of Choice Milk	Soup of the Day Pot Roast Catch of the Day Baked Potato Oven Roasted Potatoes Peas & Pearl Onions Sauteed Carrots & Celery Tossed Salad with Dressing Dinner Roll Butter or Margarine Chocolate Cream Pie Beverage of Choice Milk	Soup of the Day Chicken Almondine Chicken Fried Steak Whipped Potatoes Key West Vegetable Blend Spinach Au Gratin Tossed Salad with Dressing Dinner Roll Butter or Margarine Coconut Cream Pie Beverage of Choice Milk