STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL026017	A. BUILDING: _____ B. WING _____	11/29/2018

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
CAROLINA INN AT VILLAGE GREEN	400 FORSYTHE STREET FAYETTEVILLE, NC 28303

(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 an Annual survey on November 28-29, 2018.	D 000		
D 296	10A NCAC 13F .0904(c)(7) Nutrition And Food Service 10A NCAC 13F .0904 Nutrition And Food Service (c) Menus in Adult Care Homes: (7) The facility shall have a matching therapeutic diet menu for all physician-ordered therapeutic diets for guidance of food service staff. This Rule is not met as evidenced by: Based on interviews, and record reviews, the facility failed to have a matching therapeutic diet menu for 4 of 7 sampled residents as evidenced by no menu for a Reduced Concentrated Sweets (RCS), mechanical soft diet for Resident #2, and no menu for a puree diet for Resident #5, No mechanical soft diet for Resident #6, and no Reduced Concentrated Sweet, No Added Salt (NAS) diet for Resident #7. The findings are: 1. Review of Resident #2's current FL2 dated 02/23/18 revealed: -Diagnoses included congestive heart failure, dementia, and anemia. -A physician's order for RCS, mechanical soft diet. Interview with Resident #2's responsible party on 11/28/18 at 10:00am revealed: -He ordered Resident #2's meals from the daily menu sheets provided by the facility. -Resident #2 had been served according to the	D 296		

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D 296	Continued From page 1 selections he had made from the daily menu sheet. -He knew Resident #2 was to be served an RCS, mechanical soft diet. Based on interviews and record reviews, without a therapeutic diet menu, it could not be determined if Resident #2 was served an RCS mechanical soft diet as ordered by the physician. Refer to the interview with the cook on 11/28/18 at 3:40pm. Refer to the interview with the Director of Dietary on 11/28/18 at 4:00pm. Refer to the interview with the Administrator on 11/29/18 at 9:30am. Refer to the telephone interview with the Registered Dietician on 11/29/18 at 2:30pm. 2. Review of Resident #5's current FL2 dated 03/01/18 revealed: -Diagnoses included peripheral neuropathy, anxiety and arrhythmia. -A physician's order for a puree diet. Interview with personal care aide (PCA) on 11/29/18 at 12:10pm revealed: -The staff had assisted Resident #5 to choose her meals from the daily menu sheets from the kitchen. -They knew she was to be served a puree diet. Based on interviews and record reviews, without a therapeutic diet menu, it could not be determined if Resident #5 was served a puree diet diet as ordered by the physician.	D 296		

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D 296	Continued From page 2 Refer to the interview with the cook on 11/28/18 at 3:40pm. Refer to the interview with the Director of Dietary on 11/28/18 at 4:00pm. Refer to the interview with the Administrator on 11/29/18 at 9:30am. Refer to the telephone interview with the Registered Dietician on 11/29/18 at 2:30pm. 3. Review of Resident #6's current FL2 dated 11/21/18 revealed: -Diagnoses included diabetes, atrial fibrillation, dementia and femur fracture. -A physician's order for a mechanical soft diet. Interview with Resident #6's sitter on 11/28/18 at 12:08 revealed: -Resident #6 was not eating the past few days because "Resident #6 was not feeling well." -The PCA or the Licensed Practical Nurse (LPN) would bring the meal tickets to the room for Resident #6 to make the selection of meal preferences for the next week. -The sitters would complete the meal tickets for Resident #6, and return the tickets to the LPN or the PCA. -The sitter would choose food items Resident #6 liked to eat like "yogurt and fruit." -The sitter did not know Resident #6 had a special diet. Based on interviews and record reviews, without a therapeutic diet menu, it could not be determined if Resident #6 was served an RCS or mechanical soft diet as ordered by the physician.	D 296		

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D 296	Continued From page 3 Refer to the interview with the cook on 11/28/18 at 3:40pm. Refer to the interview with the Director of Dietary on 11/28/18 at 4:00pm. Refer to the interview with the Administrator on 11/29/18 at 9:30am. Refer to the telephone interview with the Registered Dietician on 11/29/18 at 2:30pm. 4. Review of Resident #7's current FL2 dated 10/05/18 revealed: -Diagnoses included hypertension, hypothyroid, depression, anxiety, diabetes, coronary artery disease, and dementia. -A physician's order for an RCS, NAS diet. Interview with Resident #7 on 11/29/18 at 2:50pm revealed: -She had ordered her meals from the daily menu sheets and gave them to the servers from the kitchen. -She knew she had to be careful to not eat too many sweets. -She depended on the cook to cook her food the doctor told her she could eat. Based on interviews and record reviews, without a therapeutic diet menu, it could not be determined if Resident #7 was served an RCS, NAS diet as ordered by the physician. Refer to the interview with the cook on 11/28/18 at 3:40pm. Refer to the interview with the Director of Dietary on 11/28/18 at 4:00pm.	D 296		

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D 296	Continued From page 4 Refer to the interview with the Administrator on 11/29/18 at 9:30am. Refer to the telephone interview with the Registered Dietician on 11/29/18 at 2:30pm. _____ Interview with the cook on 11/28/18 at 3:40pm revealed: -She used the dietary list of each resident's therapeutic diet and diet consistency listed on it to reference their diet. -The dietary list was created by the clinical and clerical staff when a resident's therapeutic diet was ordered by the physician. -The daily menu selections were provided to the resident for them to choose their meals for the day. -The daily menu sheets were not therapeutic diet specific. -She had used the daily menu selection sheets after the resident's made their meal selections and dietary list to prepare the residents' meals. Interview with the Director of Dietary on 11/28/18 at 4:00pm revealed: -The facility did not have a therapeutic diet menu for the cook to reference when she prepared meals. -The cook used the residents' daily menu selection sheets and the dietary list when she prepared the meals. -The residents' daily menu selection sheets were not diet specific. Interview with the Administrator on 11/29/18 at 9:30am revealed: -The facility did not have an updated therapeutic diet menu because they had recently consulted	D 296		

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D 296	Continued From page 5 with a dietician to provide it. -The dietician had storm damage to her home and had not been able to send them an updated therapeutic diet menu. -She had spoken to the dietician today and she would provide the facility with a therapeutic diet menu and visit the facility next week to provide education to the staff. Telephone interview with the Registered Dietician on 11/29/18 at 2:30pm revealed: -She had been contracted to provide services to the facility but had not been able to update the therapeutic diet menus. -An older version of therapeutic diets from another dietician to her knowledge was being used as a guide for the meals served at the facility. -She would provide an updated therapeutic diet menu to the facility and send it by facsimile today. -She had scheduled an appointment with the Administrator to visit the facility next week.	D 296		
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.	D 310		

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D 310	Continued From page 6 This Rule is not met as evidenced by: Based on observations, interviews, and record reviews, the facility failed to failed to assure 1 of 7 sampled residents with physician ordered therapeutic diets were served as ordered for a mechanical soft diet (Resident #6). The findings are: Review of Resident #6's current FL2 dated 11/21/18 revealed: -Diagnoses included diabetes, atrial fibrillation, dementia and femur facture. -A physician's order for a mechanical soft diet. Review of Resident #6s record revealed: -Resident #6 was admitted to the hospital admission from 09/22/18 to 09/26/18. -Resident #6 was discharged to a rehabilitation center for strengthen. -Resident #6 was discharged back to the facility on 11/21/18. Review of Resident #6's speech evaluation dated 10/01/18 from the rehabilitation center revealed: -The family requested a speech consult because Resident #6 had, "swallowing difficulties during meals." -A bedside dysphagia evaluation was performed. -Resident #6 was missing several teeth. -Resident #6 had a "poor labial seal and oral control of bolus." -Thin liquids were tolerated without signs of aspiration. -The clinician recommended a mechanical soft diet. Interview with the case manager from the rehabilitation center on 11/29/18 at 11:15am	D 310		

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revealed Resident #6 was on a mechanical soft diet while in rehab and was discharged back to the facility on 11/21/18 with a mechanical soft diet ordered by the physician.

Review of the diet list posted in the kitchen dated 11/26/18 revealed Resident #6 was to be served a reduced concentrated sweet diet.

Interview with Resident #6's sitter on 11/28/18 at 12:08 revealed:
-Resident #6 was not eating the past few days because "[Resident #6] was not feeling well."
-The personal care aide (PCA) or the Licensed Practical Nurse (LPN) would bring the meal tickets to the room for Resident #6 to make the selection of meal preferences for the next week.
-The sitters would complete the meal tickets for Resident #6, and return the tickets to the MA of the PCA.
-The sitter would choose food items Resident #6 liked to eat like "yogurt and fruit."
-The sitter was not aware of any special diet Resident #6 was on.

Observation of the lunch meal service on 11/28/18 from 11:30am to 12:30pm revealed:
-Resident #6 was served a cheeseburger, onion rings, a egg roll, beef and barley soup, milk and water.
-Resident #6 did not eat any of her meal.

Observation of the lunch meal service on 11/29/18 from 11:45am to 12:30pm revealed:
-Resident #6 was served beef and steak pasta, hush puppies, cole slaw, cantaloupe chunks, milk, and water
-Resident #6 did not eat any of her of her meal.

Interview with the dietary assistant manager on

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D 310	Continued From page 8 11/29/18 at 11:20 revealed: -Resident are given a "meal ticket" to be completed by the residents or the family to determine the resident's preference for meals and food selection. -Residents can pick the food they want but if it's a food item they cannot have due to their diet we substitute with the appropriate foods. -The food servers are responsible for plating the food for the residents. -The food servers used a diet menu from the kitchen and the resident's meal tickets to prepare the plates. Interview with a food server on 11/29/18 at 12:40pm revealed: -Her duties included plating the food plates for residents who ate in their rooms, as well as serving residents in the dining room. -She used the resident's meal tickets and the diet menu list to plate and serve the meals. -The Dietary Director gave her the resident's diet menu list. -The diet menu she obtained from the dietary manager listed all the residents in the facility and what diet they were to be served. -Resident #6 was on a reduced concentrated sweet diet. -She prepared Resident #6's lunch meal on 11/29/18 using the resident diet menu list. -The Dietary Director was responsible for updating the resident's menu list. Interview with the Director of Dietary on 11/28/18 at 4:00pm revealed: -He did not know Resident #6 was ordered a mechanical soft diet. -He was responsible for obtaining a dietary list daily from the front desk concierge. -The servers would use the dietary menu list to	D 310		

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prepare the resident's meals.
-He relied on the clinical nursing staff to inform him of dietary changes and new diet orders.
-He had not received a new diet order for Resident #6.

Interview with the Nurse in Charge (NIC) on 11/291/8 at 2:30pm revealed:
-When a resident returned to the facility with new orders they are given to the NIC first, then the new orders are sent upstairs to the LPN for completion.
-The LPNs are responsible for all orders and contacting the other department if there are any changes to the resident's care.
-Resident #6 had returned to the facility one week ago from rehab.
-He was aware Resident #6 had a new FL2 dated 11/21/18, but not aware of the dietary order for a mechanical soft diet.
-He did not know a speech evaluation was completed for Resident #6 while at the rehabilitation center.
-The rehabilitation center never sent the speech evaluation or reported to him Resident #6 was on a mechanical soft diet.
-The LPN are to inform the concierge of the diet changes so they can complete a new diet menu list for the kitchen staff and the Dietary Director.

Interview with the Administrator on 11/29/18 at 9:30am revealed:
-She relied on the clinical nursing staff to complete all physician orders.
-She was not aware Resident #6 was not served a mechanical soft diet as ordered by the physician on 11/28/18 or 11/29/18 for the lunch meal.

Based on observation, interviews and record

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D 310	Continued From page 10 reviews it was determined Resident #6 was not interviewable. Attempted telephone interview with Resident #6's family on 11/28/18 at 3:45pm was unsuccessful.	D 310		