STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL059032	A. BUILDING: _____ B. WING _____	03/20/2019

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
LAKE JAMES LODGE	63 LAKEVIEW DRIVE MARION, NC 28752

(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 and the McDowell County Department of Social Services conducted an annual survey on March 19-20, 2019.	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 observations, interviews, and record reviews, the facility failed to have a matching therapeutic menu for 2 of 2 sampled residents with physician's orders for therapeutic diets related to not having a menu available for guidance to provide a pureed diet (Resident #6) and a mechanical soft ground meat diet (Resident # 7). The findings are: Review of the menu posted in the kitchen dated 03/19/19 at 9:56am revealed a regular diet menu for a week of breakfast, lunch, dinner, and evening snack. 1. Review of Resident #6's current FL2 dated 12/06/18 revealed: -Diagnosis included dementia, and diaphragmatic hernia with organ displacement. -There was an order for a regular diet.	D 296		

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D 296	Continued From page 1 Review of a physician's order for Resident #6 dated 01/03/19 revealed there was an order for a pureed diet due to swallowing issues. Review of the therapeutic diet list posted in the kitchen revealed Resident #6 was to be served a pureed diet. Review of the facility menu revealed there was no therapeutic menu for a pureed diet. Observation of the lunch meal service in the dining room on 03/19/19 at 11:15am revealed: -Resident #6 was served a pureed meal consisting of beef with mushroom gravy, squash, cornbread, yogurt, a nutritional supplement and tea. -The beef, gravy, and mushrooms and the squash were pureed using a blender. A liquid was added to the cornbread and pureed in the blender. -Resident #6 consumed 75% of his meal. -It could not determined if the food received at the lunch meal was appropriate for a pureed diet due to no therapeutic menu available for staff guidance. Attempted interview with Resident #6 on 03/19/19 at 11:50am was unsuccessful. Refer to the interview with the cook on 03/19/19 at 9:45am. Refer to the interview with the cook on 03/20/19 at 8:25am. Refer to the interview with the Manager on 03/20/19 at 11:22am. Refer to the interview with the Administrator on	D 296		

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D 296	Continued From page 2 03/20/19 at 11:45am. Refer to observation of the kitchen on 03/20/19 at 11:30am. 2. Review of Resident #7's current FL2 dated 01/28/19 revealed: -Diagnoses included dysphagia and history of cerebrovascular accident. -There was an order for a mechanical soft diet and nectar thick liquids. Review of a diet order sheet in Resident #7's record dated 01/30/19 revealed an order for a ground meat diet with nectar thickened fluids only. Review of the therapeutic diet list posted in the kitchen revealed Resident #7 was to be served a ground meat diet. Review of the facility menu revealed there was no therapeutic menu for a mechanical soft, ground meat diet. Observation of the lunch meal service in the dining room on 03/19/19 at 11:15am revealed: -Resident #7 was served a regular diet meal that consisted of chopped pieces of hamburger steak with mushrooms and gravy, squash, whole kernel corn, applesauce, cornbread, and a glass of nectar thickened cranberry juice. -Dietary staff retrieved Resident #7's plate of food after he received the incorrect therapeutic diet ordered. -The cook removed some of the hamburger steak in gravy from the pan and put it into the blender. -A new plate of food was delivered to Resident #7 that consisted of a runny pureed hamburger steak in gravy, whole kernel corn, squash,	D 296		

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D 296	Continued From page 3	D 296		

cornbread, and applesauce.
-Resident #7 consumed 100% of his meal.
-It could not be determined if Resident #7 was served the appropriate food at the lunch meal service due to no therapeutic menu available for staff guidance.

Interview with Resident #7 on 03/20/19 at 9:34am revealed:
-He did not normally have trouble with chewing or swallowing food.
-He has never choked on food.
-The kitchen staff always chopped up his food "pretty fine" for him.

Refer to interview with the cook on 03/19/19 at 9:45am.

Refer to interview with a second cook on 03/20/19 at 8:25am.

Refer to interview with the Manager on 03/20/19 at 11:22am.

Refer to telephone interview with the Administrator on 03/20/19 at 11:45am.

Refer to observation of the kitchen on 03/20/19 at 11:30am.

Interview with the cook on 03/19/19 at 9:45am revealed:
-She did not have a diet menu for resident's that had therapeutic diets ordered.
-Therapeutic diet menus were not available to the kitchen staff.
-She referred to the regular diet menu to cook the meals for the residents.

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D 296	Continued From page 4 -She had not been formally trained to work as the cook in the kitchen. -She normally worked in housekeeping, but sometimes she cooked the meals. Interview with a second cook on 03/20/19 at 8:25am revealed: -He was the kitchen supervisor and sometimes filled in as the cook. -He did not have an alternate diet menu for the therapeutic diets. -He thought ground meat and chopped meat were the same. -He thought that all food could be put into the blender to make it pureed. -He thought chopped hamburger meat was an approved substitution for a therapeutic diet of ground meat. Interview with the Manager of the facility on 03/20/19 at 11:22am revealed: -Therapeutic diet menus were available in the kitchen in a notebook. -She did not know the therapeutic diet menus needed to be available for guidance of food service staff because she did not know pureed and mechanical soft diets required therapeutic menus. Telephone interview with the Administrator on 03/20/19 at 11:45am revealed: -She did not know if the staff knew where to locate the menus. -She did not know the therapeutic diet menus needed to be available in the kitchen for the cooks. -She knew that a separate menu for each type of diet was supposed to be used to prepare meals. -She thought the cook used the therapeutic diet menu for the diet ordered to prepare resident's	D 296		

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D 296	Continued From page 5 meals. Observation of the kitchen on 03/20/19 at 11:30am revealed the manager pulled the therapeutic menus located in a notebook off a shelf for the kitchen staff to use for guidance in preparing the resident's meals in the future.	D 296		