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
	HAL074010	A. BUILDING: _____ B. WING _____	R 07/12/2019

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SPRING ARBOR OF GREENVILLE	2097 WEST ARLINGTON BOULEVARD GREENVILLE, NC 27834

(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 and follow-up survey on July 10-12, 2019.	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, record reviews and interviews, the facility failed to assure 8 ounces of milk was served twice daily to residents. The findings are: Observation on 07/10/19 at 5:43 pm of the kitchen's refrigerator revealed: -There were 9 full gallons of milk in the refrigerator. -The facility's census was 54, 6 and 1/2 gallons would be required to serve all residents two, 8 oz, glasses of milk per day. Review of the facility's Week At A Glance food service menus for 07/07/19 through 07/13/19 revealed 8 ounces of milk was to be served to the residents at the breakfast and dinner meals.	D 299	See attached	

Division of Health Service Regulation

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE — TITLE — (X6) DATE

Elaine Bulla / Executive Director 7-29-19

Received & accepted Edwards 7/30/19

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D 299	Continued From page 1 Observation of the dinner meal on 07/10/19 between 5:30 pm and 6:00 pm revealed: -There were 38 residents seated in the dining room for dinner. -Residents were served water, tea and their plated meals. -Milk was not offered or served to the residents to drink with their meal. Interview on 07/10/19 at 5:31 pm with a resident seated in the dining room revealed:: -The resident had not been offered or received milk to drink with his evening meal; he was served water and tea. -The resident would drink milk with his meal if it was offered. -He did not ask for milk at dinner, he did not think milk was available at dinner. Interview on 07/10/19 at 5:43 pm with a personal care aide (PCA) revealed: -The dining room staff did not offer or serve milk to the residents to drink at the evening meal. -Milk was served only at the breakfast meal. Interview on 07/10/19 at 5:40 pm with the dinner Cook revealed: -Milk was served at the breakfast meal. -If residents wanted milk to drink at another meal, they needed to ask for it. Interview on 07/10/19 at 5:45 pm with the Supervisor revealed: -Milk was served at the breakfast meal only. -She did not know milk was on the dietitian's menu for the dinner meal. -If a resident wanted milk they needed to ask for it at the lunch or dinner meals. Interview on 07/12/19 at 8:35 am with a second	D 299		

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D 299	Continued From page 2 resident revealed: -Milk was served at breakfast. -No milk was served at lunch or dinner. -Staff never asked him if he wanted milk to drink at dinner, but he preferred to drink milk at breakfast. Interview on 07/12/19 at 8:40 am with a third resident revealed: -She ate lunch and dinner only in the dining room. -She was offered water and tea only at the lunch and dinner meals. -She never heard or observed staff offering milk to drink to a resident. Interview on 07/12/19 at 8:47 am with a fourth resident revealed: -Residents were given milk at breakfast to have with their cereal. -Milk was not served at any other meal. -Staff did not ask if residents wanted milk to drink at meals. -He "loved milk, he would drink milk if it was offered at meals". Interview on 07/12/19 at 9:06 am with a second Cook revealed: -Milk was served to residents at breakfast, most residents did not drink milk at other times. -She was in the kitchen cooking and not serving the meals to residents. Interview on 07/12/19 at 9:40 am with the Food Service Director revealed: -Milk was served along with the juice and water at the breakfast meal. -He knew milk was on the dietitian's menu for the breakfast and dinner meals. -Staff were supposed to serve and/or offer milk to residents at the dinner meal.	D 299		

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D 299	Continued From page 3 -He would have a meeting on Monday (07/15/19) to "check with staff" about serving milk twice a day to residents. Interview on 07/12/19 at 9:53 am with the Administrator revealed: -There should be a pitcher of milk on the dining room counter, along with water and tea, for the residents' breakfast and dinner meals. -She was aware that two, 8 ounce glasses of milk a day, was on the dietitian's menu to be served to residents. -She would meet with dietary management to assure milk was served to residents twice daily with their breakfast and dinner meals.	D 299		

Spring Arbor of Greenville

HAL 074010

10A NCAC 13F.0904 Nutrition and Food Service

It is Spring Arbor's Standard Practice to comply with the referenced rules and regulations. Our policies and procedures were reviewed, and an immediate urgency demonstrated with an In-Service and implementation of mealtime supervision.

All items were immediately addressed with Resident Care Director (RCD), Cottage Care Coordinator (CCC), and Food Service Director (FSD) to ensure all staff are advised and adhere to the regulatory compliancy of offering 8 oz. of pasteurized milk twice per day.

Plan of Correction

- An All staff meeting was held on 7/16/19 to In-Service and retrain/educated all team members on the importance of serving all residents 8 oz. of milk twice per day, at breakfast and with dinner.
- Executive Director (ED), RCD, CCC or other managers on duty will monitor mealtimes daily to ensure that 8 oz. of pasteurized milk is served twice per day to residents that do not have a contraindication nor continuous documented refusal of milk.

Prevention of Re-occurrence

- Continuous on-going monitoring and observation by our management team daily during mealtimes to ensure that all residents with a milk preference are served 8 oz. of milk twice a day.

Monitor Responsibility & Frequency

- RCD, CCC, ED and/or Manager on Duty will oversee mealtimes daily to ensure compliance with team members serving 8oz. of pasteurized milk twice a day to all residents without contraindication.

Plan of Correction Completion Date

July 16, 2019

Edwards, Wanda A

From: Greenville SL Executive Director (Elaine Bulla) <gved@hhhunt.com>
Sent: Monday, July 29, 2019 8:35 AM
To: Edwards, Wanda A
Cc: Randy E. Jackson
Subject: [External] Plan of Correction
Attachments: 20190729083547479.pdf

Plan of Correction for Spring Arbor of Greenville. Have a great day!

SPRING ARBOR SENIOR LIVING

Elaine Bulla
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HHHUNT SENIOR LIVING