STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL060082	A. BUILDING: _____ B. WING _____	R 11/26/2019

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
ELMCROFT OF LITTLE AVENUE	7745 LITTLE AVENUE CHARLOTTE, NC 28226

(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 11/25/19-11/26/19.	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 4 of 4 sampled residents (Resident #2, #4, and #5) with physician's orders for therapeutic diets as evidenced by no therapeutic menus for a mechanical soft diet (Resident #2), a carbohydrate controlled diet (CCHO) diet (Resident #1), a mechanical soft and a vitamin K diet (Resident #5), and a pureed diet (Resident #7). Observation of the kitchen during the initial tour on 11/25/19 at 9:25am revealed: -There was a clipboard that included the regular menu and attached recipes that included special diet instructions for CCHO, mechanical soft, pureed, and finger food diets on the counter across from the food preparation area. -There were no therapeutic menus available for the guidance of staff. -There were no instructions or restrictions posted for residents ordered a vitamin K diet. 1. Review of Resident #2's current FL2 dated	D 296		

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D 296	Continued From page 1 08/16/19 revealed: -Diagnoses included cardiac arrythmias, aortic stenosis and hypertension. -There was an order for a regular diet with nectar thickened liquids. Review of the facility's therapeutic diet list received on 11/25/19 dated 11/20/19 revealed Resident #2 was to be served a regular/vitamin K diet. Review of the Licensed Health Professional Support evaluation dated 08/02/19 revealed "feeding techniques for residents with swallowing problems" was identified as a task for Resident #2. Review of a physician's diet order for Resident #2 dated 09/29/19 revealed an order for a mechanical soft diet with meats, fish and poultry served ground and moistened with gravy and no nuts, skins, or raw fruits and vegetables. Review of the lunch menu on 11/25/19 revealed: -The regular menu included herb seasoned pork or three cheese ravioli, glazed sweet potatoes, yellow squash with onions, grilled asparagus, a baked roll, and caramel cake. -There were no substitutions listed for residents ordered a mechanical soft diet. Observation of the lunch meal service on 11/25/19 between 12:00pm and 1:00pm revealed: -Resident #2 was served pork meat uncut, honeyed yams, asparagus tips and a dinner roll. -For dessert Resident #2 was offered cherry pie. -Resident #2 consumed less than 10% of his meat, honey yams and asparagus, he consumed half of his turkey broth and all of his roll with butter. He ate less than 25% of his cherry pie.	D 296		

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D 296	Continued From page 2 -Resident #2 had no difficulty consuming his meal. Observation of the breakfast meal service on 11/26/19 between 8:00am and 8:45am revealed: -Resident #2 was served scrambled eggs, 2 pieces of bacon a small bowl of oatmeal, with 8 ounces of milk, orange juice, water and coffee. -Resident #2 consumed 100% of the breakfast meal with no obvious difficulty. Refer to interview with the cook on 11/25/19 at 12:57pm. Refer to interview with the Dietary Manager (DM) on 11/26/19 at 10:30am. Refer to interview with the Registered Dietician (RD) for the facility's contracted food service company on 11/26/19 at 11:37am. Refer to interview with the Administrator on 11/26/19 at 12:52pm. 2. Review of Resident #1's current FL-2 dated 12/08/18 revealed: -Diagnoses included dementia, type 2 diabetes and hypoglycemia. -There was an order for a CCHO diet. Review of the facility's therapeutic diet list on 11/26/19 revealed Resident #1 was to be served a CCHO diet. Review of the lunch menu on 11/26/19 revealed: -The regular menu included soup du jour, ground beef enchiladas or oven fried catfish, lemon rice, steamed broccoli, baked roll, and a German chocolate brownie. -There were no substitutions listed for residents	D 296		

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D 296	Continued From page 3 ordered a CCHO diet. Observation of the lunch meal service on 11/26/19 from 12:00pm to 1:00pm revealed: -The dietary aides served water, sweet tea and coffee, and offered soup to the residents. -Resident #1 was served a vegetable soup in a tomato based broth with a beef enchilada, a piece of fried fish, lemon rice, a serving of broccoli and squash vegetables and a dinner roll. -For dessert, Resident #1 was served a German chocolate brownie with whipped cream. -Resident #1 ate 100% of his lunch meal and dessert. Refer to interview with the cook on 11/25/19 at 12:57pm. Refer to interview with the Dietary Manager (DM) on 11/26/19 at 10:30am. Refer to interview with the Registered Dietician (RD) for the facility's contracted food service company on 11/26/19 at 11:37am. Refer to interview with the Administrator on 11/26/19 at 12:52pm. 3. Review of Resident #5's most recent FL2 dated 11/12/18 revealed diagnosis included chronic respiratory failure and pulmonary hypertension. Review a physician's order dated 10/08/19 revealed Resident #5 was to be served a mechanically altered and a limited vitamin K diet. Review of the facility's therapeutic diet list on 11/26/19 revealed Resident #5 was to be served a mechanical soft/ vitamin K diet.	D 296		

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D 296	Continued From page 4 Review of the lunch menu on 11/25/19 revealed: -The regular menu included herb seasoned pork or three cheese ravioli, glazed sweet potatoes, yellow squash with onions, grilled asparagus, a baked roll, and caramel cake. -There were no substitutions listed for residents ordered a mechanical soft, limited vitamin K diet. Observation of the lunch meal service on 11/25/19 from 12:00pm to 1:00pm revealed: -Resident #5 was served turkey broth, three cheese ravioli, a roll, cherry pie with whipped topping, and water. -Resident #5's ravioli was not ground as indicated in the recipe. -Resident #5 consumed her meal without difficulty. Refer to interview with the cook on 11/25/19 at 12:57pm. Refer to interview with the Dietary Manager (DM) on 11/26/19 at 10:30am. Refer to interview with the Registered Dietician (RD) for the facility's contracted food service company on 11/26/19 at 11:37am. Refer to interview with the Administrator on 11/26/19 at 12:52pm. 4. Review of Resident #7's current FL2 dated 08/03/19 revealed diagnoses included dementia . Review of a diet order for Resident #4 dated 10/01/19 revealed an order for a pureed diet with honey thick liquids. Review of the facility's therapeutic diet list on	D 296		

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D 296	Continued From page 5 11/26/19 revealed Resident #4 was to be served a pureed diet with honey thick liquids. Review of the lunch menu on 11/25/19 revealed: -The regular menu included herb seasoned pork or three cheese ravioli, glazed sweet potatoes, yellow squash with onions, grilled asparagus, a baked roll, and caramel cake. -There were no substitutions listed for residents ordered a pureed. Observation of the lunch meal service on 11/25/19 from 12:00pm to 1:00pm revealed: -Resident #4 was served a pureed green substance, pureed orange substance,pureed white substance, chocolate pudding, and honey thick milk. -Resident #4 consumed her meal without difficulty. Refer to interview with the cook on 11/25/19 at 12:57pm. Refer to interview with the Dietary Manager (DM) on 11/26/19 at 10:30am. Refer to interview with the Registered Dietician (RD) for the facility's contracted food service company on 11/26/19 at 11:37am. Refer to interview with the Administrator on 11/26/19 at 12:52pm. _____ Interview with the cook on 11/25/19 at 12:57pm revealed: -She referred to the recipes when preparing all meals. -There was no separate menu for her to reference for the different therapeutic diets.	D 296		

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-The dietary manager (DM) had not provided her with any separate menus to follow.
-She prepared nothing differently for residents ordered a CCHO diet unless indicated on the recipe.
-She did not know of any substitutions for residents ordered a CCHO diet.
-She prepared nothing differently for residents ordered a vitamin K diet unless indicated on the recipe.
-She did not know of any substitutions for resident ordered a vitamin K diet.
-She did not have a menu for residents ordered a pureed diet, she blended food in a food processor and followed the recipe instructions.

Interview with the Dietary Manager (DM) on 11/26/19 at 10:30am revealed:
-She did not have access to therapeutic diet menus.
-She did not know therapeutic diet menus were required.
- "It may be therapeutic menus back there, but I don't have access to them".
-She received training from the regional food service representative when she became the DM.
-She referred to the special instructions on the recipes for how to prepare meals, however was not aware of any substitutions for therapeutic diets.
-She did not prepare anything differently for residents ordered a therapeutic diet, "just follow the recipe".
-She made sure the cooks had access to the recipes to provide instructions for preparing meals.

Interview with the Registered Dietician (RD) for the facility's contracted food service company on 11/26/19 at 11:37am revealed:

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D 296	Continued From page 7 -She was responsible creating the menus for the facility. -The regular and therapeutic diet menus were prepared electronically for the staff to reference. -The facility could go online and print therapeutic menus based on the regular diet for guidance of food preparation. -Residents ordered a CCHO diet should receive sugar free drinks and desserts or receive a half portion. -Residents ordered a diet with vitamin K restrictions should be referenced on the theraputic diet menu. -There would be the letter "K" beside a food that would interact with blood thinners so that staff would know to substitute a vegetable. -There was a menu for a pureed diet and it could be found online for staff to reference. -Staff were to provide a substitution for a vegetable high in vitamin K and not omit vegetables completely from the diet. -She expected staff to reference the menus for further instructions when preparing mechanical soft to prevent the residents from having trouble consuming the meal. Interview with the Administrator on 11/26/19 at 12:52pm revealed: -The DM received food service training with the Regional Dietary Director for 3 days when hired. -She expected the dietary staff to utilize the menus available online with contracted food service company. -She expected the DM to print the therapeutic diet extension spreadsheets and ensure the cooks had access to the menus. -She did not know the dietary staff were not referencing a menu and felt that she made every provision for staff to know how to prepare therapeutic diets.	D 296		

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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: TYPE B VIOLATION Based on observations, record reviews, and interviews the facility failed to assure therapeutic diets were served as ordered for 4 of 4 sampled residents (Resident #1, #2, #5, and #6) with therapeutic diet orders for a mechanical soft diet Resident (#2 and #6), a carbohydrate controlled diet (CCHO) diet and nutritional supplements (Resident #1), and a mechanical soft and a vitamin K diet (Resident #5). The findings are: Observation of the kitchen during the initial tour on 11/25/19 at 9:25am revealed: -There was a clipboard that included the regular menu and attached recipes that included special diet instructions for CCHO, mechanical soft, pureed, and finger food diets on the counter across from the food preparation area. -There were no therapeutic menus available for the guidance of staff. -There was no instructions or restrictions posted for residents ordered a vitamin K diet. 1. Review of Resident #2's current FL2 dated 08/16/19 revealed: -Diagnoses included cardiac arrhythmia, aortic	D 310		

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stenosis and hypertension.
-There was an order for a regular diet with nectar thickened liquids.

Review of a physician's diet order for Resident #2 dated 09/29/19 revealed an order for a mechanically soft diet with meats, fish and poultry served ground and moistened with gravy and no nuts, skins, or raw fruits and vegetables.

Review of the facility's therapeutic diet list received on 11/25/19 dated 11/20/19 revealed Resident #2 was to be served a regular/vitamin K diet.

Review of the Licensed Health Professional Support evaluation dated 08/02/19 revealed "feeding techniques for residents with swallowing problems" was identified as a task for Resident #2.

Review of the lunch menu on 11/25/19 revealed:
-The regular menu included herb seasoned pork or three cheese ravioli, glazed sweet potatoes, yellow squash with onions, grilled asparagus, a baked roll, and caramel cake.
-There were no substitutions listed for residents ordered a mechanical soft diet.

Observation of the lunch meal service on 11/25/19 between 12:00pm and 1:00pm revealed:
-Resident #2 was served herb seasoned pork meat uncut, glazed sweet potatoes, asparagus tips and a dinner roll.
-For dessert Resident #2 was offered cherry pie.
-Resident #2 consumed less than 10% of his meat, glazed sweet potatoes and asparagus, he consumed half of his turkey broth and all of his roll with butter. He ate less than 25% of his cherry pie.

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D 310	Continued From page 10 Interview with a dietary aide on 11/25/19 at 12:17pm revealed: -The residents were given a menu and circled their preferences from the choices listed. -The menus were collected by the dining staff and the orders for the following meal were plated in the kitchen based on the residents's preferences. -The menu items for each meal were the same for every resident. -She thought the difference for the mechanical soft diets served to residents was the texture-mechanical soft was ground. -She did not know Resident #2's diet order. -The cook plated the meals and placed the menu selection the resident filled out on top of the warmer cover. -The servers referred to the menus placed on top of the warmer covers when serving the residents their meals Observation of the breakfast meal service on 11/26/19 between 8:00am and 8:45am revealed: -Resident #2 was served scrambled eggs, 2 pieces of bacon a small bowl of oatmeal, with 8 ounces of milk, orange juice, water and coffee. -Resident #2 consumed 100% of the breakfast meal. Interview with Resident #2's Primary Care Provider (PCP) on 11/26/19 at 10:30am revealed: -Resident #2 has been diagnosed with aphagia, the inability to swallow. -She referred Resident #2 to a speech therapist for evaluation. -The recommendation by the speech therapist on 09/29/19 was a mechanical soft diet due to swallowing difficulties. -The mechanical soft diet order for Resident #2 was signed by the provider on 10/01/19.	D 310		

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-She left her signed orders in a folder in the nurses office for the staff to process.
-Based on Resident #2's diagnosis and speech evaluation, he could aspirate or choke if he was not served a mechanical soft diet.
-She expected the facility to follow the residents' diet orders as prescribed.

Interview with a dietary aide on 11/26/19 at 12:12pm revealed:
-She thought Resident #2 was on a regular diet.
-She served Resident #2 whatever the cook plated for him based on the menu selection he made prior to the meal.
-She did not know what residents on a mechanical soft diet received for their meals.

Review of Resident #2's progress notes on 09/26/19 revealed:
-There was an entry Resident #2's diet orders had changed, nectar thickened liquids were discontinued and thin liquids were ordered.
-Resident #2's regular diet had changed to a mechanical soft diet.
-Resident #2 was to sit upright for 45 minutes after eating, take small bites of food and sip liquids after each bite of food.

Interview with the Administrator on 11/26/19 at 12:55pm revealed:
-The direct care staff identified a problem during meals with Resident #2.
-He would leave portions of his meal at times and state he could not eat it.
-The Resident Service Director (RSD) contacted the speech therapist and requested an evaluation for Resident #2.
-The physician signed a new diet order on 10/01/19.
-The RSD or support nurse should have reviewed

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the physician's order, faxed the order to the pharmacy, made a copy of the diet order for the dietary manager and placed a copy of the diet order in the resident's record.
-The support nurse or RSD updated the dietary roster and the care tracker (a holistic report located on the computers in each hallway for the care staff to reference).
-She did not know Resident #2 was ordered a mechanical soft diet.

Interview with the Administrator and RSD on 11/26/19 at 1:10pm revealed:
-New physician orders were stamped with 5 tasks on the bottom of the order.
-Each task was to be initialed and dated upon completion by the RSD, the support nurse or their designee.
-The tasks included when the order was faxed to the pharmacy, when the progress note was updated, when the order was verified by the staff, if a medication, when it arrived or was discontinued, and the date the RSD reviewed the process.
-The Administrator thought all orders were processed following the same procedure.
-The RSD clarified the process for diet orders did not follow this 5 check system.
-The RSD did not know Resident #2's diet order had changed.
-The support nurse who received the diet order did not notify the dietary manager or update the care tracker.
-The diet order dated 10/01/19 for a mechanical soft diet was filed in Resident #2's record.
-The RSD did not know Resident #2 was on a mechanical soft diet.

Interview with Resident #2 on 11/26/19 at 2:30pm revealed:

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-He sometimes had trouble swallowing when he ate meat and some other food items.
-Sometimes he coughed when he was eating food.
-An Occupational Therapist (OT) has been demonstrating exercises he should practice daily to improve his swallowing ability.
-He had not been informed of any special dietary requirements ordered by his physician.
-He would order whatever food items appealed to him on the facility menu for the following meal.
-If he could not swallow the items he would not eat them.

Refer to interview with the Dietary Manager (DM) on 11/26/19 at 10:30am.

Refer to interview with the Registered Dietician (RD) for the facility's contracted food service company on 11/26/19 at 11:37am.
2. Review of Resident #1's current FL-2 dated 12/08/18 revealed:
-Diagnoses included dementia, type 2 diabetes and hypoglycemia.
-There was an order for a CCHO diet.

a. Review of the facility's therapeutic diet list on 11/26/19 revealed Resident #1 was to be served a CCHO diet.

Review of the lunch menu on 11/26/19 revealed:
-The regular menu included soup du jour, ground beef enchiladas or oven fried catfish, lemon rice, steamed broccoli, baked roll, and a German chocolate brownie.
-There were no substitutions listed for residents ordered a CCHO diet.

Observation of the lunch meal service on 11/26/19 from 12:00pm to 1:00pm revealed:

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NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
ELMCROFT OF LITTLE AVENUE	7745 LITTLE AVENUE CHARLOTTE, NC 28226

(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 310	Continued From page 14 -Resident #1 was served a vegetable soup in a tomato based broth with a beef enchilada, a piece of fried fish, lemon rice, a serving of broccoli and squash vegetables and a dinner roll. -For dessert, Resident #1 was served a German chocolate brownie with whipped cream. -Resident #1 ate 100% of his lunch meal and dessert. Interview with Resident #1 on 11/26/19 at 11:35am revealed: -He thought he had an order to receive a diabetic diet. -He did not receive a different diet than other residents. -He drank regular drinks and whole milk. -He received a regular meal and regular desserts. -He needed more vegetables in his diets and ate "too much pasta". Interview with the cook on 11/25/19 at 12:17pm revealed: -She referred to the recipe when preparing all meals. -There was no separate menu for her to reference for the different therapeutic diet menus. -The dietary manager (DM) had not provided her with any separate menus to follow. -She prepared nothing differently for residents ordered a CCHO diet unless indicated on the recipe. -She did not know of any substitutions for resident ordered a CCHO diet. Interview with the Administrator on 11/26/19 at 12:52pm revealed: -The DM received food service training with the Regional Dietary Director for 3 days when hired. -She expected the dietary staff to utilize the menus available online with contracted food	D 310		

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D 310	Continued From page 15 service company. -She expected the DM to print the therapeutic diet extension spreadsheets and ensure the cooks had access to the menus. -She did not know the dietary staff were not referencing a menu and felt that she made every provision for staff to know who to prepare therapeutic diets. Refer to interview with the Dietary Manager (DM) on 11/26/19 at 10:30am. Refer to interview with the Registered Dietician (RD) for the facility's contracted food service company on 11/26/19 at 11:37am. Attempted interview with Resident #1's primary care provider (PCP) on 11/26/19 at 11:06am was unsuccessful. b. Review of a physician's order dated 08/24/19 revealed Resident #1 was to receive a Glucerna shake once daily. Observation of Resident #1's room on 11/26/19 at 11:35am revealed there were no Glucerna shakes available in his personal refrigerator or bedroom. Review of Resident #1's September 2019 electronic Medication Administration Record (eMAR) revealed: -There was an entry for Glucerna shake liquid milk chocolate to be administered once daily at 8:00am. -The Glucerna shake was documented as administered daily with exception of 09/11/19, 09/18/19, and 09/24/19, it was documented "patient refused medication".	D 310		

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D 310	Continued From page 16 Review of Resident #1's October 2019 eMAR revealed: -There was an entry for Glucerna shake liquid milk chocolate to be administered once daily at 8:00am. -The Glucerna shake was documented as administered daily with exception of 10/20/19, it was documented "patient refused medication". Review of Resident #1's November 2019 eMAR revealed: -There was an entry for Glucerna shake liquid milk chocolate to be administered once daily at 8:00am. -The Glucerna shake was documented as administered daily with exception of 11/02/19 and 11/17/19, it was documented "patient refused medication". Interview with a medication aide (MA) on 11/26/19 at 2:25pm revealed: -Resident #1 kept Glucerna shakes in his personal refrigerator in his room. -He liked for his drinks to be chilled, so it was kept in the room instead of on the medication cart. -She would take a shake out for the resident and give to him to drink, however did not stay until he drank the entire shake. -At times Resident #1 would not want the shake in the morning, therefore she would allow him to drink it later. -She did not realize Resident #1 did not have any Glucerna shakes in his refrigerator. -She would have been responsible for notifying the Resident Service Director (RSD) when the resident ran out of drinks. Interview with Resident #1 on 11/26/19 at 11:35am revealed:	D 310		

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-He knew he had an order to receive Glucerna shakes.
-His responsible party brought the Glucerna shakes to the facility and placed them in his personal refrigerator.
-He dranked Glucerna drinks when he missed a meal.
-He did not know he was supposed to drink Glucerna once daily.
-He ran out of drinks "about a week ago".

Interview with the Resident Services Director (RSD) on 11/26/19 at 2:30pm revealed:
-Resident #1 was ordered Glucerna shakes daily and they were kept in his room for staff to administer.
-Resident #1's responsible party purchased the drinks and brought them to the facility.
-She expected staff to retrieve the nutritional supplements from the resident's refrigerator and ensure that they drink before they document on the eMAR as administered.
-She expected the staff to notify her when Resident #1 ran out of nutritional supplements so that she could contact the family to bring into the facility.
-The responsible party did not want the facility to purchase the drinks.

Interview with the Administrator on 11/26/19 at 2:33pm revealed:
-She expected Residents to receive nutritional supplements as ordered.
-The family or the facility will provide the nutritional supplements and they were stored in the residents' room so that they could remain cold prior to administration.
-She expected the MAs to administer the nutritional supplements and document on the eMAR.

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D 310	Continued From page 18 -If there were no nutritional supplements available, she expected the MAs to notify the RSD so that the family/pharmacy can be notified. Attempted interview with Resident #1's Responsible Party on 11/26/19 at 3:00pm was unsuccessful. Attempted interview with Resident #1's primary care provider (PCP) on 11/26/19 at 11:06am was unsuccessful. 3. Review of Resident #5's most recent FL2 dated 11/12/18 revealed diagnosis included chronic respiratory failure and pulmonary hypertension. Review a physician's order dated 10/08/19 revealed Resident #5 was to be served a mechanically soft and a limited vitamin K diet. Review of the facility's therapeutic diet list on 11/26/19 revealed Resident #5 was to be served a mechanical soft/ vitamin K diet. Review of the lunch menu on 11/25/19 revealed: -The regular menu included herb seasoned pork or three cheese ravioli, glazed sweet potatoes, yellow squash with onions, grilled asparagus, a baked roll, and caramel cake. -There were no substitutions listed for residents ordered a mechanical soft, limited vitamin K diet. Review of the recipe for three cheese ravioli located in the kitchen on 11/25/19 revealed residents ordered a mechanical soft had special instructions to "grind ravioli, mix in with cheese sauce" Observation of the lunch meal service on	D 310		

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
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D 310	Continued From page 19 11/25/19 from 12:00pm to 1:00pm revealed: -Resident #5 was served turkey broth, three cheese ravioli, a roll, cherry pie with whipped topping, and water. -Resident #5's ravioli was not ground as indicated in the recipe. -Resident #5 consumed 100% her meal. Interview with Resident #5 on 11/25/19 at 12:15pm revealed: -She had difficulty swallowing her food and medications. -She coughed frequently during meals. -She was unable to eat many of the food items served to her at meal time. -The food was usually dry and the meat was very tough. -The soups and some breakfast entrees were the best items served. -The ravioli served was dry and rubbery-she could not eat it. -She had complained to the dietary aides and the Administrator. Interview with the cook on 11/25/19 at 12:57pm revealed: -She referred to the recipe when preparing all meals. -There was no separate menu for her to reference for the different therapeutic diet menus. -The dietary manager (DM) had not provided her with any separate menus to follow. -She prepared nothing differently for residents ordered a vitamin K diet unless indicated on the recipe. -She did not know of any substitutions for resident ordered a vitamin K diet. -She did not serve the residents with vitamin K limitations asparagus because it was listed as a restriction on the diet order sheet.	D 310		

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D 310	Continued From page 20 -She did not replace the vegetable, because all she had was green beans, "the residents are tired of eating green beans". -She did not grind ravioli because she cooked it "very soft" and "residents would not eat ravioli ground because of the way that it looks". Interview with the Administrator on 11/26/19 at 12:52pm revealed: -The DM received food service training with the Regional Dietary Director for 3 days when hired. -She expected the dietary staff to utilize the menus available online with contracted food service company. -She expected the DM to print the therapeutic diet extension spreadsheets and ensure the cooks had access to the menus. -She did not know the dietary staff were not referencing a menu and felt that she made every provision for staff to know who to prepare therapeutic diets. Refer to interview with the Dietary Manager (DM) on 11/26/19 at 10:30am. Refer to interview with the Registered Dietician (RD) for the facility's contracted food service company on 11/26/19 at 11:37am. 4. Review of Resident #6's current FL2 dated 04/30/19 revealed diagnoses included dementia, trigeminal neuralgia, and mixed hyperlipidemia. Review of a diet order for Resident #6 dated 10/30/19 revealed instructions to discontinue current diet orders and start a mechanical soft diet. Review of the facility's therapeutic diet list on 11/26/19 revealed Resident #6 was to be served	D 310		

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D 310	Continued From page 21 a mechanical soft CCHO diet. Review of the lunch menu on 11/25/19 revealed: -The regular menu included herb seasoned pork or three cheese ravioli, glazed sweet potatoes, yellow squash with onions, grilled asparagus, a baked roll, and caramel cake. -There were no substitutions listed for residents ordered a mechanical soft. Review of the recipe for three cheese ravioli located in the kitchen on 11/25/19 revealed residents ordered a mechanical soft had special instructions to "grind ravioli, mix in with cheese sauce". Observation of the lunch meal service on 11/25/19 from 12:00pm to 1:00pm revealed: -Resident #6 was served three cheese ravioli, mashed sweet potatoes, a roll, cherry pie, lemonade, milk, and water. -Resident #6's ravioli was not ground as indicated on the special instructions documented on the recipe. -Resident #6 consumed 50% her meal. Interview with the cook on 11/25/19 at 12:57pm revealed: -She referred to the recipe when preparing all meals. -There was no separate menu for her to reference for the different therapeutic diet menus. -The dietary manager (DM) had not provided her with any separate menus to follow. -She did not grind ravioli for residents ordered a mechanical soft diet because she cooked it "very soft" and "residents would not eat ravioli ground because of the way that it looks". Interview with Resident #6's primary care provider	D 310		

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D 310	Continued From page 22 (PCP) on 11/26/19 at 11:19am revealed: -Resident #6 was ordered a mechanical soft diet as a precautionary measure. -Resident #6's cognition was poor, and she had trouble chewing her food properly. -She did not remember Resident #6 having a speech consultation or recommendation. -If Resident #6 was not served a mechanical soft diet as ordered she would be at risk for aspiration. Interview with the Administrator on 11/26/19 at 12:52pm revealed: -The DM received food service training with the Regional Dietary Director for 3 days when hired. -She expected the dietary staff to utilize the menus available online with contracted food service company. -She expected the DM to print the therapeutic diet extension spreadsheets and ensure the cooks had access to the menus. -She did not know the dietary staff were not referencing a menu and felt that she made every provision for staff to know who to prepare therapeutic diets. Refer to interview with the Dietary Manager (DM) on 11/26/19 at 10:30am. Refer to interview with the Registered Dietician (RD) for the facility's contracted food service company on 11/26/19 at 11:37am. Based on observations interviews and record review, Resident #6 was not able to be interviewed. --- Interview with the Dietary Manager (DM) on 11/26/19 at 10:30am revealed:	D 310		

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D 310	Continued From page 23 -She did not have access to therapeutic diet menus. -She did not know therapeutic diet menus were required. - "It may be therapeutic menus back there, but I don't have access to it". -She received training from the regional food service representative when she became the DM. -She referred to the special instructions on the recipes for how to prepare meals, however was not aware of any substitutions for therapeutic diets. -She did not prepare any thing differently for residents ordered a therapeutic diet, " I just follow the recipe". -She made sure the cooks had access to the recipes to provide instructions for preparing therapeutic diets. Interview with the Registered Dietician (RD) for the facility's contracted food service company on 11/26/19 at 11:37am revealed: -She was responsible creating the menus for the facility. -The regular and therapeutic diet menus were prepared electronic for the staff to reference. -The facility could go online and print therapeutic menus based on the regular diet for guidance of food preparation. -Residents ordered a CCHO diet should received sugar free drinks and desserts or receive a half portion. -Residents ordered a diet with vitamin K restrictions should be referenced on the menu. -There would be the letter "K" to beside a food that would interact with blood thinners so that staff would know to substitute a vegetable. -Staff should be providing a substitution for a vegetable high in vitamin K and not omitting vegetables from the diet.	D 310		

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D 310	Continued From page 24 -She expected staff to reference the menus for further instructions when preparing mechanical soft to prevent the residents from having trouble consuming the meal. _____ The facility failed to assure therapeutic diets were served as ordered for Resident #2 who was ordered a mechanical soft diet due to a diagnosis of dysphagia, was listed as a regular diet order and served a regular diet meal. The facility's failure to assure Resident #2 received a mechanical soft diet posed a risk of aspiration or choking which was detrimental to the health and safety of the resident and constitutes a Type B Violation. _____ The facility provided a plan of protection in accordance with G.S. 131D-34 on 11/26/19 for this violation. CORRECTION DATE FOR THIS TYPE B VIOLATION SHALL NOT EXCEED JANUARY 10, 2020.	D 310		
D912	G.S. 131D-21(2) Declaration of Residents' Rights G.S. 131D-21 Declaration of Residents' Rights Every resident shall have the following rights: 2. To receive care and services which are adequate, appropriate, and in compliance with relevant federal and state laws and rules and regulations. This Rule is not met as evidenced by:	D912		

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D912	Continued From page 25 Based on observations, record reviews, and interviews, the facility failed to ensure residents received care and services which were adequate, appropriate and in compliance with relevant federal and state laws and rules and regulation related to nutrition and food service. The findings are: 1. Based on observations, record reviews, and interviews the facility failed to assure therapeutic diets were served as ordered for 4 of 4 sampled residents (Resident #1, #2, #5, and #6) with therapeutic diet orders for a mechanical soft diet Resident (#2 and #6), a carbohydrate controlled diet (CCHO) diet and nutritional supplements (Resident #1), and a mechanical soft and a vitamin K diet (Resident #5).[Refer to Tag 310, 10A NCAC 13F .0904 (e) (4) Nutrition and Food Service (Type B Violation)]	D912		