

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL067016	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 12/13/2019
NAME OF PROVIDER OR SUPPLIER THE HERITAGE OF RICHLANDS		STREET ADDRESS, CITY, STATE, ZIP CODE 148 COX AVENUE RICHLANDS, NC 28574		
(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 12/11/19 thru 12/13/19.	D 000	A meeting was held on January 6, 2020 with dietary staff. The In-service was held by Performance dietician Kathleen Sadoma. The topic was on Pureed Diets and plate presentation(see attached) Oversight with meals will continue to be done for proper assurance of diets being followed and prepared as ordered. This will be done by Administrator and other delgated staff. A copy of explanation of Diets (Pureed) has been put in the kitchen for reference for all present staff and any new staff.	1-6-20
D 338	10A NCAC 13F .0909 Resident Rights 10A NCAC 13F .0909 Resident Rights An adult care home shall assure that the rights of all residents guaranteed under G.S. 131D-21, Declaration of Residents' Rights, are maintained and may be exercised without hindrance. This Rule is not met as evidenced by: Based on observation, interviews and record review, the facility failed to assure 1 of 1 resident (#1) was treated with respect, consideration and dignity as evidence by blending their puree foods together and not utilizing the pureed menu for staff guidance. [Refer to Tag 911 G.S. 131- D 21(1) Resident Rights].	D 338		
D911	G.S. 131D-21(1) Declaration of Residents' Rights G.S. 131D-21 Declaration of Resident's Rights Every resident shall have the following rights: 1. To be treated with respect, consideration, dignity, and full recognition of his or her individuality and right to privacy. This Rule is not met as evidenced by: Based on observations, interviews and record reviews, the facility failed to assure 1 of 1 sampled resident (#1) was treated with respect, consideration and dignity as evidence by blending their puree foods together and not utilizing the puree menu for staff guidance. The findings are:	D911		

Division of Health Service Regulation

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Gina Downes

Administrator

1-6-20

STATE FORM

R05311

If continuation sheet 1 of 3

Gina Downes
Reviewed and Accepted
(N) 01/07/2020

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D911	Continued From page 1 Review of Resident #1s current FL-2 dated 12/31/18 revealed: -Diagnoses included unspecified dementia without behaviors, acute posthemorrhagic anemia, hyperlipidemia, and other specified anxiety disorders. -There was an order for a pureed diet. -The resident required total care with feeding assistance. Observation of the breakfast meal service on 12/12/19 at 8:10am to 9:00am revealed: -The plated food for Resident #1 consisted of three food items, which could not be determined by observation. -The plated food for regular diets consisted of scrambled eggs, one slice of bacon, a hash brown or grits and toasted bread. Confidential interview revealed: -All the kitchen staff in the facility served the puree food items blended together. -Resident #1's puree menu was served blended together daily. -They did not report to management that Resident #1 was receiving the pureed food blended together. Interview with the cook on 12/12/19 at 8:15am revealed: -The meal for Resident #1 consisted of puree pureed eggs, pureed bacon, pureed toast and grits. -The scrambled eggs, toast, and bacon were blended into the grits. -The diet extension menu for residents receiving a pureed menu did not instruct her to blend the scrambled eggs, one slice of bacon, a hash brown, grits and toasted bread together.	D911			

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D911	Continued From page 2 -She combined Resident #1's food because she thought it would provide "a better flavor." Review of the diet extension menu on 12/12/19 revealed the hot cereal, pureed eggs, pureed meat, pureed hash brown, and pureed toast were to be served separately for the puree menu. Interview with the Kitchen Supervisor on 12/12/19 at 8:30am revealed he expected the cooks to prepare the puree menu as instructed from the diet extension menu. Based on observations, interviews and record review, it was determined Resident #1 was not able to interview. Interview with the Administrator on 12/12/19 at 11:14am revealed: -She conducted a breakfast meal observation daily. -She was not aware the cooks were mixing pureed foods when serving residents who required a puree diet.	D911			

In-service Record

Community Name: The Heritage at Richlands

Presenter Name: Kathleen Sadoma, RD, LDN

In-service Date: 1/6/20

Topic/Unit: Pured Diets and Plate Presentation
(see attached)

Please sign-in below

EMPLOYEE NAME (PRINT)	EMPLOYEE SIGNATURE
Parker, Robert	Robert Parker
Shaquita Lewis	Shaquita Lewis
Rita Melson	Rita Melson

Presenter Signature: _____ Date: _____

Explanation of Diets

Pureed

The Pureed Diet is designed for those individuals who have difficulty swallowing or cannot chew foods of the dental soft consistency. For individuals that have dysphagia, it is recommended that a Speech Language Pathologist be consulted for any further modifications that may be needed to the Pureed Diet. This consistency follows the Regular Diet with foods pureed or soaked as needed. Foods that cannot be adequately pureed are substituted or altered as indicated on the menu spreadsheet. Hot oatmeal is allowed without being pureed and should be served moist and not thick and/or gummy¹. However, hot oatmeal may be pureed, if desired, for pureed diets based on facility guidelines and resident preference. In some cases, saltines, cookies and cake type desserts are soaked in milk for the pureed diet. Pureed regular bread and specialty breads such as corn bread, muffins, garlic bread, etc., continue to be pureed as a separate menu item. The pureed recipes reflect some new guidelines and suggestions listed as a "Note" on the recipe. Pureed bread items may be served hot or cold but need to be held at the appropriate temperature throughout the meal service. Items that may be substituted for the pureed bread at the meal include: hot cream of wheat or cream of rice cereals or commercial pureed bread products. Pureed bread may be flavored with extra margarine, cream, cheese sauce, cinnamon, garlic, vanilla, sugar or other flavorings as long as the flavoring is added in the amounts suitable based on an individual serving of bread and are compatible with the pureed texture consistency.

Individuals with tendencies for choking and/or have difficulty chewing and swallowing, should be referred to and evaluated by a Speech Language Pathologist for any changes needed to the base Pureed diet.

The actual processing of pureed food is a simple task when the right equipment and proper techniques are used. Through multiple testing, it has been found that some recipe food items (like vegetables and fruits) have a smaller portion after being pureed than the regular, non-pureed portion. It is important to follow the recipe or any facility policy/procedure regarding pureeing foods (such as the total volume/total number of servings needed to determine the portion size method). If in doubt, the same number of portions should be obtained after pureeing the item as the starting number of servings.

The following gives a few basic guidelines that should guarantee success:

- Start with a clean and sanitized food processor with a sharp blade.
- Gather the equipment needed: scale, measuring cups, measuring spoons, spatulas, recipe, steam table pans, spoons for tasting and recipes
- Drain liquid from portions needed for pureed preparation. Reserve liquid in case additional liquid is needed when pureeing to the correct consistency. **NEVER USE WATER AS THE LIQUID ADDED TO A PUREED ITEM.** If the liquid drained from the prepared item is not to be utilized, and no specific liquid is listed as an ingredient to be used on the pureed recipe, the following liquids would be acceptable to use when pureeing foods: prepared broth, gravy, sauce, milk, juice and melted margarine/butter.
- Weigh or measure the number of drained portions required for the standardized recipe
- Process hot or cold items until they are fine and homogenous in texture
- Add measured amounts of hot liquid for cooked foods and cold liquid for cold foods (if required) and process until there is a smooth, pudding-like or smooth mashed potato consistency. Please note: some menu items do not require any liquid added during the pureeing process in order to achieve the desired pureed consistency.
- Measure and add commercial thickener, stabilizer, or shaping/enhancing product as needed OR as directed in the recipe and process until blended. Scrape down sides and reprocess until very smooth like pudding.
- If the recipe does not yield the correct texture, add a measured amount of fluid or thickening agent to yield the desired consistency.
- Reheat cooked thickened food and chill cold thickened food to serving temperature per HACCP guidelines.

Explanation of Diets – Pureed continued:

- Serve with appropriate scoop number or divide equally to provide number of portions. All of the pureed food must be used in order to deliver the correct nutrient density to each resident. Please be aware that based on one's technique, equipment available and measuring skills, a pureed recipe item may need to be served with a different size portion than what is written on the spreadsheet for that item. If this happens, change the pureed portion size on the spreadsheet and initial the change along with the Dining Manager. Make a note of this change for the Dietitian to review at the next scheduled Dietitian's visit. If the recipe was altered, the scoop size may also need to be altered. Record this information on the recipe with the date and your initials. Review altered pureed recipes and spreadsheets with the facility Registered Dietitian.
- Top pureed foods with appropriate sauces or gravy to ensure adequate moisture for ease of consumption and to enhance flavor.
- Examples of appropriate sauces or gravy for pureed foods include, but not limited to: smooth lemon butter sauce; melted margarine or butter; smooth gravy; smooth, thin & pourable cheese sauce; pureed picante or salsa; pureed & thinned fruits; ketchup; BBQ sauce; or smooth dessert sauces.

ⁱ Oatmeal **MUST** be pureed for the Dysphagia Pureed Diet