STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL067016	A. BUILDING: _____ B. WING _____	12/13/2019

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
THE HERITAGE OF RICHLANDS	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		
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		

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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		