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
	HAL063016	A. BUILDING: _____ B. WING _____	01/08/2020

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
THE COVENTRY	105 GOSSMAN DRIVE SOUTHERN PINES, NC 28387

(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 Division and the Moore County Department of Social Services completed an annual survey January 7th-8th, 2020.	D 000		
D 282	10A NCAC 13F .0904(a)(1) Nutrition and Food Service 10A NCAC 13F .0904 Nutrition and Food Service (a) Food Procurement and Safety in Adult Care Homes: (1) The kitchen, dining and food storage areas shall be clean, orderly and protected from contamination. This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to assure the reach-in ice machine in the assisted living kitchen was clean and free of contamination related to the build-up of a black and pink residue located inside the ice machine. The findings are: Review of the local Environmental Health sanitation report dated 11/18/19 revealed an inspection score of 98.0. Observation of the reach-in ice machine located in the assisted living kitchen on 01/07/20 at 9:54am revealed a black and pink residue located across the interior of the reach-in ice machine. Interview with the Executive Chef on 01/07/20 at 9:57am revealed: -He observed the interior of the reach-in ice machine in the assisted living kitchen area. -The reach-in ice machine was most recently used on 01/06/20 for resident beverages.	D 282	***PLAN OF CORRCTION FOR AL SURVEY JANUARY 7-8, 2020*** **D282 - 0904A1** The ice machine in the kitchen area was cleaned on 1/9/2020. All other ice machines at the Assisted Living facility (Coventry) were cleaned on 1/9/2020. A cleaning sign-in sheet was posted next to each ice machine at the Coventry. The staff was educated on or before 2/11/2020 to clean the ice machines daily and to sign and date the sign-in sheet confirming said cleaning. The Assisted Living Director, or designee, will monitor the ice machines and sign-in sheets weekly to ensure cleanliness and compliance with the regulation. Date of completion of all corrective action will be 2/12/2020.	2/12/2020

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

ADMINISTRATOR — 2/11/20

Reviewed and acknowledged by Michelle Jennings 02/14/20

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D 282	Continued From page 1 -He stated he was not aware the interior of the reach-in ice machine had a black and pink residue and was unsure the last time it had been cleaned. -Dietary staff was responsible to ensure the interior of the reach-in ice machine was clean. -The ice was not usable because it was contaminated. Interview with the Food Service General Manager on 01/08/20 at 10:12am revealed: -He had observed the interior of the reach-in ice machine in the assisted living kitchen area on 01/07/20 at 9:54am. -He was unaware the interior of the reach-in ice machine was dirty prior to his observation. -The reach-in ice machine appeared as if it had not been cleaned for at least a month. -The dietary staff were supposed to complete a wipe down on the interior of the reach-in ice machine every two weeks. -Dietary staff had become complacent about cleaning the reach-in ice machine. -The Executive Chef was responsible to verify that dietary staff were cleaning the reach-in ice machine regularly. Interview with the Administrator on 01/08/20 at 11:05am revealed: -He was unaware the ice machine was not being cleaned regularly. -Dietary staff focus was on getting ice for residents and not the cleanliness of the reach-in ice machine. -The dietary staff should have been looking at the cleanliness of the reach-in ice machine daily. -The dietary department needed a checklist for employees to sign off on verifying the reach -in ice machine was being cleaned regularly.	D 282		

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D 306	Continued From page 2	D 306		
D 306	10A NCAC 13F .0904(d)(3)(H) 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: (H) Water and Other Beverages: Water shall be served to each resident at each meal, in addition to other beverages. This STANDARD is not met as evidenced by: Based on observations and interviews, the facility failed to ensure water was served in addition to other beverages to all residents in the Special Care Unit (SCU) dining room. The findings are: Interview with the Resident Care Coordinator on 01/07/20 at 8:15am revealed there were eleven residents who resided in the SCU. Observation in the SCU dining room on 01\07\20 from 12:01pm to 12:50pm during the lunch meal service revealed: -At 12:01pm, there was a pitcher of ice water with lemon slices and a stack of 5 oz. clear plastic tumblers available on a tray on the SCU kitchen counter in the dining room. -At 12:15pm, there were ten residents who had been served their lunch meal and beverages in the SCU dining room. -One resident was observed to have been served water as their beverage of choice. -There were nine residents in the SCU dining room who were not served water in addition to other beverages.	D 306	**D306 - 0904D3H** Water is being served to each resident at the Coventry at each meal effective 1/8/2020. The staff was educated on or before 2/11/2020 regarding the need to serve water to each resident at each meal. The Assisted Living Director, or designee, will monitor weekly to ensure that water is served to each resident at each meal in compliance with the regulation. Date of completion of all corrective action will be 2/12/2020.	2/12/2020

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D 306	Continued From page 3 Interview with a Medication Aide (MA) on 01/07/20 at 12:45pm revealed: -Water was served to "certain" residents at meals as their beverage of choice. -Staff did not serve water to all residents in the SCU dining room in addition to other beverages at meals. Interview with a second MA on 01/07/20 at 2:30pm revealed: -A pitcher of ice water was always available for the residents on the SCU kitchen counter. -There were not enough beverage cups available in the SCU kitchen for water to be served to all the residents in addition to other beverages. Observation in the SCU dining room on 01/08/20 at 8:22am revealed: -There were six residents eating breakfast in the dining room. -All six residents had been served a 5 oz. clear plastic tumbler of water in addition to other beverages. Interview with the Dietary General Manager on 01/08/20 at 10:25am revealed: -He had received a new supply of beverage cups for the SCU on Monday (01/06/20), but he had not yet taken them back to the SCU. -He would ensure the additional beverage cups were placed in the SCU "today." -The dietary staff was responsible for getting beverages ready and the care staff were responsible for serving the beverages to the residents. -Water was available to the SCU residents all day at the "hydration station" located on the SCU kitchen counter. Interview with a MA on 01/08/20 at 12:33pm	D 306		

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D 306	Continued From page 4 revealed: -She had worked as a MA in the facility for one year. -Water in addition to other beverages was "normally" served to all the residents' in the SCU dining room. -"We put out milk, water, and tea at meals." -She had never experienced not having an adequate number of beverage cups for meals. Interview with the Resident Care Coordinator (RCC) on 01/08/20 at 12:40pm revealed: -She had spoken with dining staff "yesterday" and they told her water had to be offered at every meal. -Staff had been offering it to all residents, but not automatically serving water to every resident. -They had a difficult time getting the SCU residents to drink enough. -The prior procedure had been to ask each SCU resident what they wanted to drink. -Staff would then provide the beverage of choice to the resident and refill the beverage as often as the resident wanted it refilled. -There was flavor infused water always available for the residents in the SCU. Telephone interview with the Administrator on 01/08/20 at 12:42pm revealed: -He had found out yesterday (01/07/20) staff had been offering water to the residents in the SCU at meals, but the staff had not been serving it to all residents in the SCU. -"Now" we are going to serve it to everyone in addition to other beverages. -He believed over time staff had just started asking residents and not automatically serving water to all the residents.	D 306		