

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL076034	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 10/06/2021
NAME OF PROVIDER OR SUPPLIER BROOKSTONE HAVEN		STREET ADDRESS, CITY, STATE, ZIP CODE 501 POINTE SOUTH DRIVE RANDLEMAN, NC 27317		
(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 October 5-6, 2021.	D 000		
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: Based on observations, record reviews and interviews, the facility failed to ensure honey thickened liquids were prepared in accordance with the manufacturer's instructions before serving to 3 of 3 residents (Residents #5, #6 and #7) with physician's orders for honey thickened liquids. The findings are: Review of a sign posted in the kitchen above the beverage serving station revealed: -The sign was titled "Thick Liquids." -Thickener must be used in all drinks for the following residents. -Residents #5, #6 and #7 were listed with honey thickened as the consistency of their liquids. Observation of the lunch meal service preparation in the kitchen on 10/05/21 at 10:35am revealed: -The dietary aide stated she had already mixed	D 310	Administrator trained all Dietary staff on measuring and preparing thickened liquids properly. Dietary Manager will conduct meal observations bi-weekly x3 weeks and randomly thereafter to ensure all therapeutic diets, including nutritional supplements and thickened liquids shall be served as ordered by the residents physician. Administrator will conduct meal observations at least monthly to ensure all therapeutic diets, including nutritional supplements and thickened liquids shall be served as ordered by the residents physician.	10/7/2021 10/18/2021 & Ongoing 11/1/2021 & Ongoing

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

Brenda Burren

TITLE

Executive Director

(X6) DATE

10/15/21

STATE FORM

6899

739Q11

If continuation sheet 1 of 10

Reviewed and Acknowledged by Joseph Cline 10/18/21

Joseph Cline

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D 310	Continued From page 1 the thickener in four styrofoam 8 ounce cups with a beverage of choice. -The initials of each resident were written on the outside of the styrofoam cups. -The cups were placed on a rolling cart with other beverages to be served to the residents at the lunchtime meal. Review of the thickening powder mixing instructions for the honey thickened liquids revealed: -To obtain a honey like-moderately thick consistency with the liquid of choice, the measurements were as follows. -In a 4 ounce (oz) cup, add 1 tablespoon (T) and 1 1/2 teaspoons (t) of thickener to the liquid. -In a 6 oz cup, add 2T and 1 1/2 t of thickener to the liquid. -In an 8 oz cup, add 3T of thickener to the liquid. -Use the enclosed plastic scoop with 1T labeled on one end and 1t labeled on the opposite end for measurement. -Directions were to add leveled measured thickener to the desired liquid and stir with a spoon or fork for approximately 15 seconds until the thickener was dissolved. 1. Review of Resident #5's current FL2 dated 08/04/21 revealed: -Diagnoses included vascular dementia, chronic obstructive pulmonary disorder (COPD), congestive heart failure (CHF) and major depressive disorder. -The diet order was listed as a regular puree consistency with honey thickened liquids. Observation of Resident #5 during the lunchtime meal on 10/05/21 at 11:20am revealed: -The resident was served pork, carrots and sweet potato fries pureed to mashed potato like	D 310		

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D 310	Continued From page 2 consistency. -He was served unsweetened tea in an 8 ounce cup that had been thickened. -He was served a 6 ounce glass of water that was of thin consistency. -The resident did not experience any coughing episodes during the meal. Telephone interview with the primary care physician (PCP) on 10/05/21 at 2:25pm revealed; -Resident #5 had experienced some swallowing issues-she could not recall of what nature. -She wrote an order for the speech therapist to evaluate and make recommendations. -She relied on the recommendations of the speech therapist. -She did not know the staff were not preparing the thickener for Resident #5 with the proper consistency. Telephone interview with the home health (HH) speech therapist on 10/06/21 at 11:01am revealed: -Resident #5 was ordered honey thickened liquids by a previous physician on 10/21/19. -She evaluated Resident #5 at the request of the current primary care physician (PCP) on 08/04/21 for swallowing issues. -The PCP wanted to know if the resident should continue honey thickened liquids. -She observed the resident coughing while drinking thin liquids. -She did not request a mechanical evaluation. -She recommended the honey consistent thickener to continue to be added to his liquids. -She did not know the staff were not thickening the liquids to a honey consistency. -There could be a risk for aspiration if Resident #5 was served liquids that were not thickened to the prescribed consistency.	D 310			

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D 310	Continued From page 3 -She expected the staff to follow the directions on the thickener container for the correct consistency as ordered. Based on observations, interviews and record reviews, it was determined Resident #5 was not interviewable. Refer to interview with the cook on 10/05/21 at 8:45am. Refer to interview with a dietary aide (DA) on 10/05/21 at 9:15am. Refer to interview with the dietary manager (DM) on 10/06/21 at 8:30am. Refer to interview with a second DA on 10/06/21 at 9:10am. Refer to interview with the Executive Director (ED) on 10/06/21 at 10:35am. 2. Review of Resident #6's current FL2 dated 07/19/21 revealed: -Diagnoses included aspiration pneumonia, acute respiratory failure with hypoxia and seizure disorder. -The diet order was listed as a regular puree consistency with honey thickened liquids. Observation of Resident #6 during the lunchtime meal on 10/05/21 at 11:20am revealed: -The resident was served pork, carrots and sweet potato fries pureed to mashed potato like consistency. -She was served unsweetened tea in an 8 ounce cup that had been thickened to a slush like consistency. -The resident did not experience any choking	D 310		

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D 310	Continued From page 4 episodes during the meal, but was frequently coughing. Telephone interview with the PCP on 10/05/21 at 2:25pm revealed: -Resident #6 had a a hospital visit for aspiration pneumonia on 06/22/21. -She underwent speech and swallow evaluation and was placed on honey thickened liquids and a puree diet. -The coughing she experiences is evident throughout the day with out meals or liquid intake due to her co-morbidities. Based on observations, interviews, and record reviews it was determined Resident #6 was not interviewable. Refer to interview with the cook on 10/05/21 at 8:45am. Refer to interview with a dietary aide (DA) on 10/05/21 at 9:15am. Refer to interview with the dietary manager (DM) on 10/06/21 at 8:30am. Refer to interview with a second DA on 10/06/21 at 9:10am. Refer to interview with the Executive Director (ED) on 10/06/21 at 10:35am. 3. Review of Resident #7's current FL2 dated 03/31/21 revealed: -Diagnoses included cognitive deficit, Asperger, anxiety and depression. -The diet order was listed as no concentrated sweets (NCS), ground meats and honey thickened liquids.	D 310		

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D 310	Continued From page 5 Review Resident #7's signed diet communication order dated 08/11/21 revealed health shakes to be administered three times a day with meals, at 8:00am, 11:00am and 5:00pm. Observation of Resident #7 during the lunchtime meal on 10/05/21 at 11:20am revealed: -The resident was served ground pork, carrots and sweet potato fries. -He was served unsweetened tea in an 8 ounce cup that had been thickened to a slush like consistency. Telephone interview with the PCP on 10/05/21 at 2:25pm revealed her expectation was that the staff would follow dietary orders and be re-trained in the preparation of thickener in liquids. Telephone interview with the Home Health (HH) speech therapist on 10/06/21 at 11:01am revealed: -Resident #7 was evaluated for swallowing issues on 03/03/21 and recommended a Barium Swallow test to be performed. -The resident refused the Barium swallow test. -She recommended a honey consistent thickener to be added to his liquids. -She knew the resident was noncompliant and frequently refused the thickener in his liquids. -Staff reported he could be would cough frequently when drinking thin liquids. -She continued to direct the staff to educate the resident as to the need for a honey consistent thickener in his liquids and the possibility of aspiration if he was non compliant. -She did not know the staff were not thickening the liquids to a honey consistency. -She did not educate the staff on the preparation of the varying levels of thickening and the	D 310		

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D 310	Continued From page 6 appropriate size cup. -The directions for consistency and size of cup should be on the thickener label. -Nutritional shakes should also be thickened to the appropriate consistency. Based on observations, interviews, and record reviews it was determined Resident #7 was not interviewable Refer to interview with the cook on 10/05/21 at 8:45am. Refer to interview with a dietary aide (DA) on 10/05/21 at 9:15am. Refer to interview with the dietary manager (DM) on 10/06/21 at 8:30am. Refer to interview with a second DA on 10/06/21 at 9:10am. Refer to interview with the Executive Director (ED) on 10/06/21 at 10:35am. Interview with the cook on 10/05/21 at 8:45am revealed: -The dietary aides poured the drinks for each meal and served them to the residents in the dining room. -The aides also prepared the thickener for residents who had an order for thickened liquids. -She did not train or supervise the dietary aides in preparing thickened liquids. -They should follow the posted list by the drink station naming the residents on thickener and the consistency. Interview with a dietary aide (DA) on 10/05/21 at	D 310		

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D 310	Continued From page 7 9:15am revealed: -She had worked at the facility for 4 years and was responsible for preparing and serving the drinks to the residents at each meal. -She was trained in beverage service and thickened liquids preparation by a dietary aide who was no longer at the facility. -There were 4 residents who had physician orders for honey thickened liquids. -She used the thickener available at the drink station and measured the thickener with the measuring spoon provided in the can. -She measured one scoop from the larger side (1T) and one scoop from the smaller side (1t) in each 8 ounce cup. -She would eyeball the consistency and add a little more if she thought it was not thickened enough. -Usually, the 1T and 1t was enough. -She did not follow the instructions on the container for honey thickened liquids. Interview with the dietary manager (DM) on 10/06/21 at 8:30am revealed: -She was responsible for training the dietary aides. -She had posted a sign indicating which residents were on thickened liquids and what consistency. -There were 3 residents on thickened liquids, all honey consistency. -There were directions on the thickener container with the amount of thickener for each consistency and size cup. -The juice glasses are 4 ounces, the styrofoam cups 8 ounces and the lunch and dinner cups are 6 ounces. -She did not know the dietary aides were not measuring the appropriate thickener for honey consistency. -The dietary aides responsible for the drinks were	D 310			

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D 310	Continued From page 8 hired and trained by previous staff before she was hired as the dietary manager. -She had not supervised or trained them in the preparation of thickened liquids for the residents. Interview with a second DA on 10/06/21 at 9:10am revealed: -If orders changed, it was posted on the wall above the drink station which was what she referred to. -She placed 2T of thickener in an 8 ounce styrofoam cup with a liquid of the resident's choice. -She used the measuring spoon, large end, that was in the thickener container. -She thought the speech therapist told her the amount to put in each drink for a honey thickened consistency. -She did not read the label on the back of the container. -She did not know the recommended amount for honey thickened liquids was 3T. Interview with the Executive Director (ED) on 10/06/21 at 10:35am revealed: -Resident's diet orders were kept in their record and a copy was sent to the DM to be kept in the kitchen for reference. -The DM trained the cook on the proper diets for each resident and the dietary aides on the drinks and snacks for each resident. -There was a list by the drink preparation counter reminding the staff who was on thickener and what the consistency was. -The DA had been trained by the previous DM. -She did not know the DAs were not following the directions for honey thickened liquids for the residents on thickener. -She expected the DAs to follow the directions on the thickener container.	D 310		

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