STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL002007	A. BUILDING: _____ B. WING _____	10/21/2021

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
A NEW OUTLOOK OF TAYLORSVILLE	360 WOOD ROAD TAYLORSVILLE, NC 28681

(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 from 10/20/21 to 10/21/21.	D 000		
D 287	10A NCAC 13F .0904(b)(2) Nutrition And Food Service 10A NCAC 13F .0904 Nutrition And Food Service (b) Food Preparation and Service in Adult Care Homes: (2) Table service shall include a napkin and non-disposable place setting consisting of at least a knife, fork, spoon, plate and beverage containers. Exceptions may be made on an individual basis and shall be based on documented needs or preferences of the resident. This Rule is not met as evidenced by: Based on observations and interviews the facility failed to ensure all residents were provided with a complete place setting including a knife. The findings are: Observation of set up for the lunch meal in the dining room on 10/20/21 beginning at 11:40am revealed: -Staff was placing a napkin, sugar substitute packet, plastic spoon and plastic fork at each place setting. -Staff was not observed placing a plastic or metal knife at each place setting. Observation of the lunch meal on 10/20/21 from 11:55am to 12:18pm revealed: -There were twenty-three residents seated at	D 287		

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D 287	Continued From page 1	D 287		

tables in the dining room.
-Twenty-one residents were served a pork chop, macaroni and cheese, mixed vegetables and pineapple.
-Each resident had a napkin, plastic spoon and fork, but no knife.
-Three residents were observed attempting to use their spoon and fork to cut their pork chop.
-Nine residents were observed eating their pork chops with their hands.
-Staff never offered to cut up the residents' pork chops.

Interview with the Personal Care Aide (PCA) on 10/20/21 at 1:30pm revealed:
-She normally helped set the tables and serve meals at mealtimes.
-She set the tables with a napkin, sugar substitute packet, plastic spoon and fork at each place setting.
-She never put knives out for the residents.
-She did not think they had plastic knives.
-She observed a few residents having difficulties cutting their pork chop with their forks, but she did not offer to help them.
-If the residents needed help cutting up their food, they would ask for it.

Interview with the Medication Aide (MA) on 10/20/21 at 1:40pm revealed:
-At mealtimes, either the PCA or the MA set up the tables with the place settings.
-She was aware knifes were not put out.
-She thought this was due to safety concerns.
-They did need a knife to cut up the pork chop for lunch today or needed to have a staff member cut the pork chop up for them.

Interviews with residents on 10/20/21 from 1:12pm to 1:25pm revealed:

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D 287	Continued From page 2 -"I had to use my spoon to hold my pork chop while I tried to cut it with my fork." -"I had to use my hands to eat my pork chop." -"If they would have given me a knife, I could have cut up my pork chop." -"I picked up my pork chop with my fingers because there was no other way to eat it." -"Staff will cut meat up for you if you ask them to." -"I could not cut my pork chop with my fork so I had to pick it up with my fingers to eat it." -"That pork chop was good, but we didn't have anything to cut it up with." Interview with the Administrator on 10/20/21 at 2:52pm revealed: -The person who was normally in the kitchen preparing meals was not here for the lunch meal on 10/20/21. -The regular kitchen staff know who needed to have their food chopped in smaller pieces. -She was aware they were not getting knives. -Normally they do not put knives out. -She will get plastic knives today for the residents use at mealtimes.	D 287		