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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		

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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

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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.

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-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

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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.

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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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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

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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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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.

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