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FORM APPROVED

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
	HAL030009	A. BUILDING: _____ B. WING _____	R 12/19/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MOCKSVILLE SENIOR LIVING & MEMORY CARE	337 HOSPITAL STREET MOCKSVILLE, NC 27028

(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 and Davie County Department of Social Services conducted an annual and follow up survey and a complaint investigation from 12/17/24 to 12/19/24.	D 000	Responses to the cited deficiencies do not constitute an admission by the facility of the truth of the facts alleged or conclusions set forth in the statement of deficiencies or corrective action report; the plan of correction is prepared solely as a matter of compliance with state law.	
D 299	10A NCAC 13F .0904(d)(3) 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 be based on the U.S. Department of Agriculture Dietary guidelines for Americans 2020-2025, which are hereby incorporated by reference including subsequent amendments and editions. These guidelines can be found at https://dietaryguidelines.gov/sites/default/files/2021-03/Dietary_Guidelines_for_Americans-2020-2025.pdf for no cost. This Rule is not met as evidenced by: Based on observations, record reviews, and interviews, the facility failed to ensure that 8 ounces of milk or other equivalent dairy products were served three times daily to 13 of 14 residents in the Special Care Unit (SCU). The findings are: Review of the facility's census revealed a census of 14 residents in SCU. Review of the facility's daily menu for 12/17/24 and 12/18/24 revealed: -Milk was listed to be served for breakfast and	D 299	10A NCAC 13F. 0904 Nutrition and Food -Community will assure no less than 8 oz of milk or equivalent dairy products are served three times daily -Community Executive Director (ED), Resident Care Coordinator (RCC), and or Special Care Coordinator (SCC) will monitor at least 3 meal settings a week for 30 days, then no less than one meal setting a week. -Communtiy Dietary Manager will monitor meal and menus no less than 3 times weekly to assure dairy requirements are meant. -Community staff will be in-serviced on dairy product requirements and monitoring.	01/19/2025 01/19/2025 01/19/2025 01/19/2025

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE: Stephanie Norton — TITLE: Executive Director — (X6) DATE: 01-10-2025

Reviewed and acknowledged 01/10/25. Catherine Prater

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D 299	Continued From page 1 dinner meal service. -There were no equivalent dairy products listed on the menu to be served on 12/17/24 or 12/18/24. Observation of the kitchen on 12/17/24 revealed there were 7 unopened gallons of milk in the reach-in refrigerators. Observation of the SCU dining room on 12/17/24 revealed there was 1 unopened gallon of milk and 1 gallon of milk that had been opened in the reach-in refrigerators. Observation of the lunch meal service in the SCU on 12/17/24 between 11:45am and 12:30pm revealed: -There were 13 residents present in the dining room. -There were 14 place settings prepared for residents with 2 empty cups at each place setting. -The beverages were served from a dining cart by the personal care aides (PCAs). -Beverages included juice, tea, and water. -All residents were served water and tea or juice. -There were 13 residents who were not served milk and there were no other dairy products offered or served to the 13 residents. Interview with a PCA on 12/18/24 at 8:35am revealed: -She was not aware milk should have been served with each meal to residents in the SCU. -The dietary staff prepared the dining cart and the PCAs served the beverages. -Milk was provided on the dining cart and was available in the SCU reach-in-refrigerator for all residents in the SCU for every meal. -She served beverages to residents in the SCU during breakfast meals when she stayed from 3rd	D 299		

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D 299	Continued From page 2 shift to assist with the morning meals. -She was not aware milk was not served with the lunch meal service on 12/17/24. -She thought staff only had to offer milk to the residents and there were residents who usually refused milk during their meals. Interview with a second PCA on 12/18/24 at 8:45am revealed: -She was aware that milk should have been served with each meal to residents in the SCU. -The dietary staff prepared the dining cart and the PCAs served the beverages. -Milk was provided on the dining cart was available in the SCU reach-in-for all residents in the SCU for every meal. -She served beverages to residents in the SCU during the breakfast meal service on 12/18/24. -She was not aware milk was not served with the lunch meal service on 12/17/24. Interview with a medication aide (MA) on 12/18/24 at 8:55am revealed: -The dietary staff prepared the dining cart and the PCAs served the beverages. -Milk was always placed on the dining carts for all SCU residents for the breakfast and dinner meal but milk was also available in the SCU dining room reach-in-refrigerator. -She was not aware milk should have been served with each meal to residents in the SCU. -She was not aware milk was not served with the lunch meal service on 12/17/24. -She thought staff only had to offer milk to the residents for two meals and milk was optional for the residents during the other meal. Interview with a dietary aide on 12/18/24 at 9:05am revealed: -The dietary staff were responsible to send milk	D 299		

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D 299	Continued From page 3 on the dining carts for SCU residents. -Milk was always placed on the dining carts for all SCU residents for every meal. -He was aware all residents in SCU were supposed to receive milk with all meals. -He was not aware milk was not served with the lunch meal service on 12/17/24. Interview with the Dietary Manager (DM) on 12/18/24 at 9:30am revealed: -She was aware milk should have been served to all residents with each meal in the SCU. -Beverages were prepared by the dietary staff on dining carts and then carted to the SCU dining rooms. -She expected milk to always be placed on the dining carts for all SCU residents and milk to be served to the SCU residents during each meal. Interview with the Special Care Unit Coordinator (SCUC) on 12/18/24 at 9:15am revealed: -She was not aware milk should have been served with each meal to residents in the SCU. -She was aware milk was not served with the lunch meal service on 12/17/24 for 13 SCU residents. -She thought staff only had to offer milk to the residents for two meals and milk was optional for the residents during the other meal. Interview with the Administrator on 12/18/24 at 10:25am revealed: -She was aware milk should have been served with each meal to residents in the SCU. -She was not aware milk was not served with the lunch meal service on 12/17/24 for 13 SCU residents. -She expected PCA's to serve milk to the SCU residents at every meal according to the menu and regulations.	D 299		

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D 299	Continued From page 4 -Attempted interview with the PCA on 12/18/24 who did not serve milk to the SCU residents during the lunch meal service on 12/17/24 was unsuccessful.	D 299		