

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL091-012	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 12/18/2024
NAME OF PROVIDER OR SUPPLIER THE BRIDGES ON PARKVIEW		STREET ADDRESS, CITY, STATE, ZIP CODE 105 PARKVIEW DR E HENDERSON, NC 27536		
(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 initial survey on 12/18/24.	D 000		
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 residents in the Assisted Living (AL) and Special Care Unit (SCU). The findings are: Review of the facility's census revealed a census of 41 residents, 27 in AL and 14 in SCU. Review of the facility's daily menu for 12/17/24 and 12/18/24 revealed: -Milk was not listed to be served for the breakfast, lunch, and dinner meal service.	D 299		

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

TITLE

(X6) DATE

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D 299	Continued From page 1 -There were no equivalent dairy products listed on the menu to be served on 12/17/24 or 12/18/24. Review of the facility's food vender receipt on 12/18/24 at 9:32am revealed on 11/22/24, 11/29/24, and 12/06/24 four gallons of milk were ordered. Observation of the breakfast meal service in the AL on 12/17/2024 between 8:30am and 8:42am revealed: -There were 21 residents present in the dining room. -All residents were served coffee, water, and juice. -No residents were offered or served milk and there were no dairy items offered. Observation of the breakfast meal service in the SCU on 12/17/2024 between 8:45am and 9:12am revealed: -There were 14 residents present in the dining room. -All residents were served coffee, water, and juice. -No residents were served milk and there were no dairy items served. Observation of the refrigerator in the facility's kitchen on 12/17/24 at 9:59am revealed there were 2 unopened gallons of milk. Observation of the lunch meal service in the SCU on 12/17/24 between 12:30pm and 1:30pm revealed: -There were 14 residents present in the dining room. -All residents were served tea and water. -No residents were served milk and there were no	D 299		

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D 299	Continued From page 2 dairy items served. Interview with a dietary aide (DA) on 12/18/24 at 9:18am revealed: -She served beverages to residents in the AL and SCU during the breakfast and lunch meal service on 12/17/24 and the breakfast meal service on 12/18/24. -Milk was not served to residents during breakfast and lunch on 12/17/24 or breakfast on 12/18/24. -The dietary staff prepared the beverage cart and served the beverages. -Milk was only served when cereal was served for the breakfast meal. -She did not know milk/milk products were to be served three times a day. -She had not been told to serve any other dairy products in place of milk. Interview with a Dietary Manager (DM) on 12/18/24 at 9:25am revealed: -The DA was responsible for preparing the beverage cart and serving beverages. -Residents could always ask the staff for milk if they wanted milk with their meal. -She did not know dairy products should be served to residents three times daily. Interview with 4 residents who resided in AL on 12/17/24 between 8:30am and 9:30am revealed: -One resident was not offered milk 3 times daily with each meal. -Two residents were not offered milk 3 times daily with each meal but would drink milk if it was offered. -A fourth resident was not offered milk 3 times daily but was served milk when cereal was offered. Interview with the Administrator on 12/18/24 at	D 299		

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D 299	Continued From page 3 11:24am revealed: -She was not aware that milk or dairy products had to be served three times daily. -She thought milk or dairy products could be offered two times daily.	D 299		