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
	HAL091-012	A. BUILDING: _____ B. WING _____	12/18/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
THE BRIDGES ON PARKVIEW	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	In response to the cited defeciencies do not constitute an admission or agreement by the facility of the truth of facts alleged or conclusions set forthin the Statementof Defeciencies or Corrective Action Report; the Plan of Correction is prepared soley 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 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	10A NCAC 13F .0904 Bridges on Parkview shall ensure that 8 ounces of milk or other equivalent dairy products is served three times a day. All staff have been in-serviced by the Executive Director (ED) on the expectation of milk and/or dairy will be offered 3 times day with meals. Posted menus will be audited along with meal observationsfor 2 weeks, then weekly times 4 weeks, then monthly times 1 month with results reported during management quality meetings. Any menu and/or serving concerns will be discussed in daily manager stand up meetings. D0299 Addendum per telephone conversation with Destiny Ellis on 01/10/25 revealed she (Administrator) will be responsible for all audits. Kathleen Clawson 1/10/25	12/19/2024 12/19/24 12/19/24

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE Destiny Ellis TITLE Executive Director (X6) DATE 1/3/25

The POC with addendum was reviewed and acknowledged on 1/10/25
Refer to addendum on page 1 of this SOD.

kc 1/10/25

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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		