STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL045123	A. BUILDING: _____ B. WING _____	R 01/14/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
HERITAGE HILLS SENIOR LIVING	2500 HERITAGE CIRCLE HENDERSONVILLE, NC 28791

(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 and follow up survey 01/14/25.	D 000		
D 296	10A NCAC 13F .0904(c)(7) Nutrition And Food Service 10A NCAC 13F .0904 Nutrition And Food Service (c) Menus in Adult Care Homes: (7) The facility shall have a matching therapeutic diet menu for any resident's physician-ordered therapeutic diet for guidance of food service staff. This Rule is not met as evidenced by: Based on observations, interviews, and record reviews the facility failed to ensure there was a matching therapeutic diet menu for 2 of 3 sampled residents (#2, #4) who had physician ordered therapeutic diets. The findings are: Observation of the kitchen during initial tour on 01/14/25 at 9:18am revealed: -A list of resident therapeutic diets dated 12/02/24 was posted for staff reference. -There were no therapeutic diet menus available for reference by dietary staff. 1. Review of Resident #2's current FL2 dated 07/02/24 revealed: -Diagnoses included dysphagia (difficulty swallowing) secondary to dementia and history of stroke.	D 296		

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D 296	Continued From page 1 -There was not a diet order listed on the FL2. Review of the facility's therapeutic diet list revealed Resident #1 was documented as having a mechanical soft, thin liquids as tolerated diet. Physician's orders dated 07/02/24 revealed Resident #1 had diet orders for "international dysphagia mildly thick level 2, minced and moist level 5." Observation of the lunch meal service on 01/14/25 at 11:36am revealed: -Resident #2 was served lemonade, water and cranberry juice. -Resident #2 was served 1/2 to 1 inch pieces of chopped steak, rice pilaf, and braised cabbage. Refer to interview with the kitchen manager on 01/14/25 at 1:10pm. Refer to interview with the Administrator on 01/14/25 at 2:33pm. 2. Review of Resident #4's current FL2 dated 09/18/24 revealed: -Diagnoses included major neurocognitive disorder and psychosis. -There was an order for "finger foods" diet. Review of the facility's therapeutic diet list revealed Resident #4 was documented as having a finger foods diet. Observation of the lunch meal service on 01/14/25 at 11:36am revealed: -Resident #4 was served an uncut chicken breast, rice pilaf, braised cabbage, and sweet potato pie. -Resident #4 was served water.	D 296		

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D 296	Continued From page 2 Refer to interview with the kitchen manager on 01/14/25 at 1:10pm. Refer to interview with the Administrator on 01/14/25 at 2:33pm. _____ Interview with the kitchen manager on 01/14/25 at 1:10pm revealed: -The dietary manager did not have a therapeutic diet menu available for staff to review before meals were prepared. -He had a list of the special diets' residents were on and he knew how to prepare them. -A diet for finger foods was not listed on the theapeutic diet menu. Interview with the Administrator on 01/14/25 at 2:33pm revealed: -He was not aware the kitchen staff did not have a therapeutic diet menu available for reference when preparing meals for the residents. -The dietary manager was responsible to have the therapeutic diet menu available for the cook to follow. -He should have followed up with the dietary manager to make sure the therapeutic diets were available to the cook before meal preparation.	D 296		
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.	D 310		

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D 310	Continued From page 3 This Rule is not met as evidenced by: Based on observations, interviews, and record reviews the facility failed to ensure therapeutic diets were served as ordered for 2 of 2 sampled residents (#2, #4) who had a physician's order for a minced and moist level 5 diet (#2) and a finger foods diet (#4). The findings are: Observation of the kitchen during initial tour on 01/14/25 at 9:18am revealed: -A list of resident therapeutic diets dated 12/02/24 was posted for staff reference. -Resident #2's diet was listed as mechanical soft, thin liquids as tolerated. -Resident #4's diet was listed as finger foods. Review of the regular lunch menu for 01/14/25 revealed smothered chopped steak or aussie chicken, rice pilaf, braised cabbage, and sweet potato pie. 1. Review of Resident #2's current FL2 dated 07/02/24 revealed: -Diagnoses included dysphagia (difficulty swallowing) secondary to dementia and history of stroke. -There was not a diet order listed on the FL2. Physician's orders dated 07/02/24 revealed Resident #2 had diet orders for "international dysphagia mildly thick level 2, minced and moist level 5." Observation of the lunch meal on 01/14/25 beginning at 11:36am revealed: -Resident #2 was served smothered chopped steak in ½ to 1-inch pieces, rice pilaf, braised cabbage and a slice of sweet potato pie.	D 310		

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D 310	Continued From page 4 -Resident #2 required assistance from a medication aide (MA) for eating part of his meal. Interview with the Special Care Unit Coordinator (SCUC) on 01/14/25 at 12:53pm revealed: -She was not in the dining room assisting during mealtimes. -She was not aware of what a minced and moist level 5 diet was for Resident #2. -She was responsible for letting the kitchen know about dietary order changes. -She was not aware Resident #2 was served the wrong diet at lunch on 01/14/25. -Staff should be following dietary orders for all resident meals. Interview with the kitchen manager on 01/14/25 at 1:10pm revealed: -He was not aware Resident was supposed to be on a minced and moist level 5 diet. -He did not have anything to go by to tell him exactly how this diet should have been prepared. -He thought a diet that was minced and moist was small pieces of chopped food with gravy on it. -He was unsure what the level 5 diet meant. -The SCUC gave the dietary orders to the Dietary Manager. Telephone interview with the primary care provider (PCP) on 01/14/25 at 3:04pm revealed: -Resident #2 was supposed to have food that was much smaller than ½ to 1-inch pieces. -The kitchen staff should have prepared Resident #2's food according to the dietary order. Interview with the Administrator on 01/14/25 at 2:33pm revealed: -He was not aware the kitchen staff had not prepared the correct diet for Resident #2.	D 310		

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D 310	Continued From page 5 -Staff should be following physician's orders for all resident diets. 2. Review of Resident #4's current FL2 dated 09/18/24 revealed: -Diagnoses included major neurocognitive disorder and psychosis. -There was an order for "finger foods" diet. Review of the facility's therapeutic diet list revealed Resident #4 was documented as having a finger foods diet. Observation of the lunch meal on 01/14/25 beginning at 11:36am revealed: -Resident #4 was served a piece of uncut aussie chicken, rice pilaf, braised cabbage and a slice of sweet potato pie. -Resident #4 was observed unsuccessfully attempting to use her fork to cut her chicken. -A personal care aide was observed cutting up Resident #4's chicken at 12:15pm. Interview with the Special Care Unit Coordinator (SCUC) on 01/14/25 at 12:53pm revealed: -She was not in the dining room assisting during mealtimes. -She knew that Resident #4 was on a finger foods diet. -She was not aware Resident #4 was served a regular diet at lunch on 01/14/25. -Staff should be following dietary orders for resident meals. Interview with the kitchen manager on 01/14/25 at 1:10pm revealed: -Resident #4 was on a finger foods diet. -He had prepared Resident #4 a sandwich with potato chips for the lunch meal on 01/14/25. -He was not aware the staff gave Resident #4 a	D 310		

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D 310	Continued From page 6 regular plate, but she should have had the sandwich and potato chips. -He did not know why Resident #4 was given the wrong dietary plate by staff. Telephone interview with Resident #4's primary care provider (PCP) on 01/14/25 at 3:04pm revealed: -Resident #4 had been attempting to eat her meals with her hands instead of using utensils. -She had changed her diet order from regular to a finger foods diet because Resident #4 was using her hands, not eating well and tended to become easily distracted during mealtimes. Interview with the Administrator on 01/14/25 at 2:33pm revealed: -He was not aware the personal care aide (PCA) had given Resident #4 the incorrect diet for the lunch meal on 01/14/25. -Staff should be following physician's orders for all resident diets.	D 310		
D 338	10A NCAC 13F .0909 Resident Rights 10A NCAC 13F .0909 Resident Rights An adult care home shall assure that the rights of all residents guaranteed under G.S. 131D-21, Declaration of Residents' Rights, are maintained and may be exercised without hindrance. This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to ensure the rights of all residents on the Special Care Unit (SCU) were maintained including being treated with dignity and respect by having a choice of what to eat at mealtimes.	D 338		

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D 338	Continued From page 7 The findings are: Observation of the dining room on 01/14/25 at 11:36am revealed: -There were 2 residents seated in the dining room. -There were 18 plates of food placed throughout various tables in the dining room. -There were 1-2 plates with chicken, rice, and cabbage at each table and 1-2 plates with steak, rice, and cabbage at each table. Interview with the personal care aide (PCA) on 01/1/4/25 at 11:36am revealed: -She and another PCA placed 3 to 4 plates at each table on 01/14/25 for the lunch meal. -At each table the food on the plates was the same except for the meat. -She had placed the chicken and steak lunch plates on the dining room tables in no particular order. -The residents used to get to choose what they ate, but they do not anymore. -Staff used to assist residents in choosing from the menu what they wanted to eat for lunch and dinner the next day. -It had been 3 to 4 months since staff stopped completing the menu selection form with the residents. -She did not know why they had stopped completing the menu selection form with the residents. Interview with the medication aide (MA) on 01/14/25 at 12:19pm revealed: -Residents used to get to choose what they wanted to eat the day before, but they stopped doing that about 4 months ago. -She was unsure why they had stopped giving the residents meal choices.	D 338		

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D 338	Continued From page 8 -Meals are brought out to the residents and randomly placed on the tables. -If the resident did not like what was served for a meal, they could always request something different. -There was always an alternative meal available for the residents. Interview with the Special Care Unit Coordinator (SCUC) on 01/14/25 at 12:53pm revealed: -She was not in the dining room assisting resident at mealtimes. -The PCAs and the MA would be in the dining room at mealtimes. -She was not aware the residents were not being given a choice of what to eat at meal times. Interview with the Administrator on 01/14/25 at 2:33pm revealed: -They had been using a menu system with a selection of food for the residents to choose from for their lunch and dinner meals the next day. -This was temporarily stopped during September 2024, but he thought it had been restarted. -He was not aware the staff was no longer assisting the residents with their meal choices for the next day. -All residents should have the right to choose what they wanted to eat.	D 338		