Received via electronic mail 01/31/25.

PRINTED: 01/13/2025
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
	HAL041090	A. BUILDING: _____ B. WING _____	R 01/08/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
WESTCHESTER HARBOUR AT PROVIDENCE PLACE	630 WHITTIER AVENUE HIGH POINT, NC 27262

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D 000	Initial Comments The Adult Care Licensure Section conducted an annual and follow up survey on January 7, 2025 and January 8, 2025.	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 14 of 23 residents in the Special Care Unit (SCU). The findings are: Review of the facility's census revealed a census of 25 residents in SCU. Review of the facility's daily menu for 01/07/25 and 01/08/25 revealed: -Milk was listed to be served for breakfast, lunch, and dinner meal service.	D 299	D299 It is the intent of this facility to utilize daily menus for regular diets that are based on the U.S. Department of Agriculture Dietary guidelines for Americans 2020-2025. The residents in the Special Care Unit (SCU) are receiving 8 oz of milk or other equivalent dairy product three times daily. The Assisted Living Administrator and Memory Care Coordinator completed education to the memory care and dietary staff on rule 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 to provide residents with 8 ounces of milk or other equivalent dairy products three times daily. This education was completed on January 13, 2025. This education will be included in new hire orientation packet regarding rule NCAC 13F .0904 Nutrition and Food Service (d) Food Requirements in Adult Care Homes. MedTech will be responsible for daily monitoring before the start of meals to ensure that residents are served 8oz of milk and/ or equivalent dairy products at each meal as evidence by documentation on the 24-hour report. Memory Care Coordinator to review the 24-hour reports for compliance with documentation daily. A designated manager will observe meals for compliance three times weekly for four weeks and then once weekly for 4 weeks, findings to be reported to RCD and Administrator. Findings to be discussed during QA meetings.	Jan 30, 2025

Division of Health Service Regulation

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE: Catherine Prater

TITLE: Administrator

(X6) DATE: 1/31/2025

Reviewed and acknowledged 02/03/25. Catherine Prater

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D 299	Continued From page 1 -There were no equivalent dairy products listed on the menu to be served on 01/07/25 or 01/08/25. Observation of the kitchen on 01/07/25 at 10:45am revealed there were 6 unopened gallons of milk in the reach-in refrigerators and 1 gallon of milk that had been opened in the reach-in refrigerators. Observation of the SCU dining room on 01/07/25 at 11:55am 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 01/07/25 between 11:55am and 12:45pm revealed: -There were 23 residents present in the dining room. -There were 23 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, coffee, lemonade, milk, and water. -All residents were served water, coffee, tea, lemonade, or juice. -There were 14 residents who were not served milk and there were no other dairy products offered or served to the 14 residents. Observation of the kitchen on 01/08/25 at 8:22am revealed there were 20 unopened gallons of milk in the reach-in refrigerators and 1 gallon of milk that had been opened in the reach-in refrigerators. Observation of the SCU dining room on 01/08/25 at 8:10am revealed there was 1 unopened gallon	D 299		

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D 299	Continued From page 2 of milk and 1 gallon of milk that had been opened in the reach-in refrigerators. Observation of the breakfast meal service in the SCU on 01/08/25 between 8:00am and 8:45am revealed: -There were 22 residents present in the dining room. -There were 22 place settings prepared for residents with 2 empty cups at each place setting. -The beverages were served from a dining cart by the PCAs. -Beverages included juice, tea, coffee, lemonade, milk, and water. -All residents were served coffee, tea, or juice. -There were 4 residents who were not served milk and there were no other dairy products offered or served to the 4 residents. Interview with a PCA on 01/08/25 at 11:00am revealed: -She was not aware milk should have been served with each meal to residents in the SCU. -The PCAs served the beverages to the SCU residents for every meal. -Milk was always available from the kitchen 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 the lunch meal service on 01/07/25 and during the breakfast meal service on 01/08/25. -She was aware milk was not served with the lunch meal service on 01/07/25 to 14 SCU residents. -She was not aware milk was not served with the breakfast meal service on 01/08/25 to 4 SCU residents because she was serving tea, juice, and coffee to the SCU residents. -She thought staff only had to offer milk to the residents for two meals and milk was optional for	D 299		

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D 299	Continued From page 3 the residents during the other meal. Interview with a second PCA on 01/08/25 at 11:35am revealed: -She was aware that milk should have been served with each meal to residents in the SCU. -Milk was always available from the kitchen 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 the breakfast meal service on 01/08/25 but had worked in the assisted living unit (AL) during the lunch meal service on 01/07/25. -She was not aware milk was not served with the lunch meal service on 01/07/25 for 14 SCU residents because she had worked in the AL unit on 01/07/25. -She was aware that milk was not served with the breakfast meal service on 01/08/25 to 4 SCU residents but there were residents who usually refused milk during their meals. Interview with a medication aide (MA) on 01/08/25 at 11:10am revealed: -The PCAs served the beverages to the SCU residents for every meal. -Milk was always available from the kitchen for all SCU residents for every meal and 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 to 14 SCU residents on 01/07/25 and to 4 SCU residents for the breakfast meal on 01/08/25. -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.	D 299		

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D 299	Continued From page 4 Interview with the Dietary Manager (DM) on 01/08/25 at 11:45am revealed: -Milk was always available from the kitchen for all SCU residents for every meal but milk was also available in the SCU dining room reach-in-refrigerator. -He was not aware milk was not served with the lunch meal service to 14 SCU resident on 01/07/25 and to 4 SCU residents with the breakfast meal on 01/08/25. -He thought staff only had to offer milk to the SCU residents for two meals and milk was optional for the residents during the other meal. Interview with the Special Care Unit Coordinator (SCUC) on 01/08/25 at 11:25am revealed: -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 to 14 SCU residents on 01/07/25 and to 4 SCU residents with the breakfast meal service on 01/08/25. -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 01/08/25 at 12:00pm 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 to 14 SCU residents on 01/07/25 and to 4 SCU residents with the breakfast meal service on 01/08/25. -She expected the PCAs to serve milk to the SCU residents at every meal according to the menu and regulations.	D 299		

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D 306	Continued From page 5 D 306 10A NCAC 13F .0904(d)(4) Nutrition and Food Service 10A NCAC 13F .0904 Nutrition and Food Service (d) Food Requirements in Adult Care Homes: (4) Water shall be served to each resident at each meal, in addition to other beverages. This Rule is not met as evidenced by: Based on observations and interviews the facility failed to ensure water was served at each meal in addition to other beverages, to 20 of 22 residents in the Special Care Unit (SCU). The findings are: Review of the facility's census revealed a census of 25 residents in SCU. Observation of the breakfast meal service in the SCU on 01/08/25 between 8:00am and 8:45am revealed: -There were 22 residents present in the dining room. -There were 22 place settings prepared for residents with 2 empty cups at each place setting. -The beverages were served from a dining cart by the PCAs. -Beverages included juice, tea, coffee, lemonade, milk, and water. -All residents were served coffee, tea, or juice. -There were 20 SCU residents who were not served water.	D 306 D 306	D306 It is the intent of this facility to serve water to each resident at each meal, in addition to other beverages. The residents in the Special Care Unit (SCU) are currently receiving water, in addition to other beverages, with their meals three daily. The Assisted Living Administrator and Memory Care Director completed education for the memory care and dietary staff on rule 10A NCAC 13F .0904 Nutrition and Food Service (d) Food Requirements in Adult Care Homes: (4) Water shall be served to each resident at each meal, in addition to other beverages. This education was completed on January 13, 2025. Education to be included in the new hire orientation packet to ensure all staff understand the rule to provide water at each meal to all residents. MedTech will be responsible for daily monitoring before the start of meals to ensure that residents are served water at each meal as evidence by documentation on the 24-hour report. Memory Care Coordinator to review the 24-hour reports for compliance with documentation daily. A designated manager will observe meals for compliance three times weekly for four weeks and then once weekly for 4 weeks, findings to be reported to RCD and Administrator. Findings to be discussed during QA meetings.	Jan 30, 2025

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D 306	Continued From page 6 Interview with a personal care aide (PCA) on 01/08/25 at 11:00am revealed: -She was not aware water should have been served with each meal to residents in the SCU. -The PCAs served the beverages to the SCU residents for every meal. -Water was always available for all residents in the SCU for every meal. -She served beverages to residents in the SCU during the breakfast meal service on 01/08/25. -She was not aware water was not served with the breakfast meal service to 20 SCU residents on 01/08/25, because she was serving tea, juice, and coffee to the SCU residents. -She thought water was optional for the SCU residents during the breakfast meal. Interview with a second PCA on 01/08/25 at 11:35am revealed: -She was not aware that water should have been served with each meal to residents in the SCU. -Water was always available for all residents in the SCU for every meal. -She served beverages to residents in the SCU during the breakfast meal service on 01/08/25. -She was aware that water was not served with the breakfast meal service to 20 SCU residents on 01/08/25 but she thought water was optional for the SCU residents during the breakfast meal. Interview with a medication aide (MA) on 01/08/25 at 11:10am revealed: -The PCAs served the beverages to the SCU residents for every meal. -Water was always available for all residents in the SCU for every meal. -She was not aware water should have been served with each meal to residents in the SCU. -She was not aware water was not served with the breakfast meal service to 20 SCU residents	D 306		

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D 306	Continued From page 7 on 01/08/25. -She thought staff only had to offer water to the SCU residents for the breakfast meal. Interview with the Dietary Manager (DM) on 01/08/25 at 11:45am revealed: -Water was always available in the SCU for residents during every meal. -He was not aware water was not served with the breakfast meal to 20 SCU residents on 01/08/25. -He was aware water should have been served with each meal to residents in the SCU. -He expected PCAs to serve water to the SCU residents at every meal according to the nutritional guidelines. Interview with the Special Care Unit Coordinator (SCUC) on 01/08/25 at 11:25am revealed: -She was aware water should have been served with each meal to residents in the SCU. -She was not aware water was not served with the breakfast meal to 20 SCU residents on 01/08/25. -She expected PCAs to serve water to the SCU residents at every meal. Interview with the Administrator on 01/08/25 at 12:00pm revealed: -She was aware water should have been served with each meal to residents in the SCU. -She was not aware water was not served with the breakfast meal to 20 SCU residents on 01/08/25. -She expected PCAs to serve water to the SCU residents at every meal according to the regulations.	D 306		