STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL041030	A. BUILDING _____ B. WING _____	04/30/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
BROOKDALE HIGH POINT	201 WEST HARTLEY DRIVE HIGH POINT, NC 27265

(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 survey on 04/29/25 through 04/30/25.	D 000		
D 286	10A NCAC 13F .0904(b)(1) Nutrition and Food Service 10A NCAC 13F .0904 Nutrition and Food Service (b) Food Preparation and Service in Adult Care Homes: (1) Table service shall include a napkin and non-disposable place setting consisting of at least a knife, fork, spoon, plate, and beverage containers. This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to offer table service with a non-disposable place setting consisting of at least a knife, fork, spoon, plate, and beverage containers for each meal. The findings are: Observation of the lunch meal service on 04/29/25 at 12:00pm revealed: -The kitchen staff prepared meals for 20 residents who requested meal service in their rooms. -A kitchen staff delivered 20 meals on a cart to the residents' rooms. -Twenty of twenty residents' food was served in disposable styrofoam trays, bowls, cups, and	D 286	DSC ordered and received (on 5/12/25) non-disposable, place settings to serve Residents eating in their rooms AED has re-educated and documented training for DSC, cook and all Associates completed on 5/1/2025 and 5/15/2025 Ongoing monitoring by Managers daily	

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE: Stacie Myers TITLE: Associate Executive Director (X6) DATE: 5/20/25

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D 286	Continued From page 1 plastic knives, forks and spoons. Observation of breakfast meal service on 04/30/25 at 8:00am revealed: -The kitchen staff prepared meals for 13 residents who requested meal service in their rooms. -A personal care aide (PCA) delivered 13 meals on a cart to the residents' rooms. -Twenty of twenty residents' food was served in disposable Styrofoam trays, bowls, cups and disposable knives, forks and spoons. Interview with a PCA on 04/30/25 at 8:10am revealed: - Resident meals delivered to rooms were served with plastic utensils, Styrofoam plates and cups. -She had never been told not to serve meals delivered to rooms on non-disposable plates with non-disposable utensils. -She was not aware of any residents who complained about eating their meals in disposable trays or using disposable cups, knives, forks or spoons. Observation of a resident's breakfast served in room on 04/30/25 at 8:15am revealed: -The resident was eating breakfast in her room. -The resident's breakfast meal was served on a disposable plate. -The residents drinks were in disposable cups. -The resident was eating with a plastic fork. Interview with a resident on 04/30/25 at 8:16am revealed: -She ate most of her breakfast meals in her room. -All her meals were served on disposable plates, cups, and utensils. -She would rather use non-disposable plates	D 286		

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D 286	Continued From page 2 because the non-disposable plates were too heavy for her to lift. Observation of a resident's breakfast served in room on 04/30/25 at 8:20am revealed: -The residents' breakfast was on a table in front of him. -The resident's breakfast meal was served on a disposable plate with disposable utensils, and the coffee and juice were in disposable cups. Interview with a resident second resident on 04/30/25 at 8:23am revealed: -The meals were always served in disposable trays. -He did not recall the last time food was delivered on non-disposable trays with non-disposable knives, forks and spoons. -He would prefer to eat on a non-disposable plate instead of styrofoam. -Sometimes he had difficulty cutting meats with a plastic knife. -He had not complained to any staff because he thought meals served in his room had to be in disposable plates, cups and cutlery. Interview with Dietary Manager (DM) 04/30/25 at 9:50am revealed: -She was aware all resident meals should be served on non-disposable plates, cups, knives, forks and spoons. -She was aware the lunch meal service delivered to resident rooms on 04/29/25 were served in disposable trays with disposable cutlery. -She was aware the breakfast meal service delivered to residents' rooms on 04/30/25 were served in disposable trays with disposable cutlery. -She had been using disposable plates, cups and cutlery for all meals served in residents' rooms for	D 286		

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D 286	Continued From page 3 the past six months. -There was a shortage of non-disposable plates and cups. -She had notified the administrator of the shortage several weeks ago. -She was not aware of any residents complaining about receiving their meals in disposable trays with disposable utensils. -There was a staff shortage in dietary and there is no staff scheduled after 6:00pm to wash dishes after the dinner service. -She could not say if the administrator was aware there were no staff available after the daily dinner service to wash dishes. Interview with the Health and Wellness Director (HWD) on 04/30/25 at 10:30am revealed: -She was aware of the rule about using non-disposable plates and utensils for food service. -She was not aware disposable plates, cups and utensils were being used for all meals served in the residents' rooms. -She was not aware there was a shortage of non-disposable plates and cups. -She was not aware of a dietary staff shortage and no staff were on schedule in the kitchen after 6:00pm. -The PCA's and medication aides (MA) were responsible for collecting dishes from the residents' rooms after each meal service and taking them to the kitchen to be washed. Interview with Resident Care Coordinator (RCC) on 05/30/25 at 11:00am revealed: -She was aware all resident meals should be served on non-disposable plates, cups, knives, forks and spoons. -She was not aware meals served in residents' rooms were served on disposable plates and	D 286		

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D 286	Continued From page 4 plastic cutlery. -The only acceptable time to use disposable plates and cutlery is during a virus outbreak for infection control. -She was not aware of the dietary staff shortage after the daily dinner service meal. (do not need-not responsible for) -She was not aware of the shortage of non-disposable plates and cups. -She was not aware of any residents complaining about receiving their meals in disposable trays with disposable utensils. -Her expectation would be for all residents to be served on non-disposable plates, cups and cutlery. Interview with Administrator on 04/30/25 revealed: -She was not aware of dietary staff using non-disposable plates and utensils for food service for all meals served in residents' rooms. -She was not aware of the dietary staffing shortages. -She was not aware there were no staff available to wash dishes after the daily dinner service after 6:00pm. -The dietary staff were responsible for washes dishes after each meal service. -She expected all residents meals to be served on non-disposable plates, cups and cutlery.	D 286		
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.	D 306	AED has re-educated and documented training for DSC, cook and all Associates that water should be poured for all Residents 5/1/2025 and 5/15/2025 Ongoing monitoring by Managers daily	

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D 306	Continued From page 5	D 306		

This Rule is not met as evidenced by:
Based on observations and interviews, the facility failed to ensure water was served at each meal for 15 of 38 assisted living (AL) residents in addition to other beverages.

The findings are:

Review of the facility's daily menu for 04/29/25 and 04/30/25 revealed water was not listed to be served for breakfast, lunch, and dinner meal service.

Observation of the lunch meal service on 04/29/25 for the AL dining room between 12:00am and 12:30pm revealed:
-There were 23 residents present for the lunch meal service.
-Beverages available from the kitchen included lemonade, milk, tea, coffee, and water.
-The beverages were ordered by the residents from the daily lunch menu and served by the dietary staff from the kitchen.
-Eight residents were served water, and all the other residents were served other beverages.
-No other residents were served water.

Observation of the breakfast meal service on 04/30/25 for the AL dining room between 8:00am and 8:30am revealed:
-There were 17 residents present for the breakfast meal service.
-Beverages available from the kitchen included juice, milk, coffee, and water.
-The beverages were ordered by the residents

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D 306	Continued From page 6 from the daily breakfast menu and served by the dietary staff from the kitchen. -Four residents were served water, and all the other residents were served other beverages. -No other residents were served water. Interview with a resident on 04/30/25 at 8:30am: -He did not drink water with every meal. -If he wanted water during the breakfast meal, he had to ask for it. Interview with a second resident on 04/30/25 at 8:35am revealed: -The dietary staff walked around and asked everyone what they wanted to drink. -She asked for two glasses of water. -Water is never on the table but you could request water from the staff if you wanted it. Interview with a dietary staff on 04/30/25 at 8:45am revealed: -Water was available for all residents if they wanted it. -She was not aware water had to be poured for all residents. -She only offered water to residents that requested it. Interview with the Dietary Manager (DM) on 04/30/25 at 9:50am revealed: -The dietary staff were supposed to have water poured and placed at each place setting for every meal. -Water was always available as a beverage for the AL residents. -She was not aware water was not served with the lunch meal service on 04/29/25 or the breakfast meal service on 04/30/25 for residents. -Her expectation would be for the dietary staff to serve water to all residents during all meal	D 306		

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D 306	Continued From page 7 services. Interview with the Health and Wellness Director (HWD) on 04/30/25 at 10:18am revealed: -She was aware water should have been served daily to all residents with each meal. -The dietary staff was supposed to have water poured and placed at each place setting for every meal service. Interview with the Resident Care Coordinator (RCC) on 04/30/25 at 11:00am revealed: -She was aware all residents should be served water during every meal service. -She was not aware water was only being offered and not poured. Interview with the Administrator on 04/30/25 at 11:30am revealed: -She was aware water should be served and not just offered daily with each meal service. -She was not aware the dietary staff did not serve water to all residents during the lunch meal service on 04/29/25 or the breakfast meal service on 04/30/25. -The DM was responsible for making sure all residents were served water daily during each meal service. -She expected the dietary staff to have water poured at each place setting during each meal service.	D 306		