STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL080033	A. BUILDING: _____ B. WING _____	R 12/11/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
BEST OF CARE	234 NORTHDALE AVENUE KANNAPOLIS, NC 28081

(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 from 12/10/25 through 12/11/25.	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 have matching therapeutic diet menus for food service guidance for 1 of 3 sampled residents (#1) who had a physician's orders for a regular diet with ground meats. The findings are: Review of Resident #1's current FL2 dated 05/21/25 revealed diagnoses included Alzheimer's disease, unspecified atrial fibrillation, and Sophysa Polaris Programmable VP shunt. Review of Resident #1's signed physician order dated 12/08/25 revealed there was an order for a regular diet with ground meats.	D 296		

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D 296	Continued From page 1 Review of the facility's therapeutic diet list posted in the kitchen dated 12/10/25 revealed Resident #1 was to be served a regular diet with ground meats. Review of the facility's therapeutic menus revealed there were no therapeutic menus available. Review of the facility's week-at-a-glance menu for the lunch meal on 12/10/25, for regular diets, revealed meat sauce, spaghetti noodles, tossed salad with dressing, breadsticks, cheesecake, choice of beverage, and water were to be served. Observation of the lunch meal service on 12/10/25 between 11:45am and 12:45pm revealed: -Resident #1 was served ground meat sauce, chopped spaghetti noodles, chopped cucumber salad, the soft inside of garlic bread, and a slice of chocolate cream pie. -Resident #1 consumed 85% of the meal. Based on observation of the lunch meal service on 12/10/25 it could not be determined if Resident #1 was served the correct therapeutic diet due to no regular diet with ground meats menu available for staff guidance. Telephone interview with Resident #1's family member on 12/11/25 at 9:35am revealed: -She did not know Resident #1 was on a special diet. -Resident #1 was usually served the same meals as the other residents were served. Telephone interview with the hospice provider on 12/11/25 at 12:35pm revealed: -She did not realize Resident #1 had a diet order	D 296		

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D 296	Continued From page 2	D 296		

for a regular diet with ground meats.
-She expected the facility to have a matching therapeutic menu for diets ordered for residents.

Interview with a cook on 12/10/25 at 9:45am revealed:
-She used the week-at-a-glance menu for regular diets to prepare all the meals for the residents.
-She did not have any therapeutic menus available including a menu for a regular diet with ground meats.
-She was not sure who was responsible for providing therapeutic menus to the kitchen staff.

Interview with the Assistant Administrator (AA) on 12/11/25 at 8:15am revealed:
-She was responsible for ensuring the facility had therapeutic menus in place for dietary staff for guidance in preparing meals.
-She did not know the dietary staff needed a therapeutic menu for a regular diet with ground meat.
-She had not provided any therapeutic diet menus to the dietary staff for guidance in preparing meals because she thought preparing ground meat for a resident was a courtesy.
-She had not received therapeutic menus until today, 12/11/25.

Interview with the Owner on 12/11/25 at 7:45am revealed:
-The AA was responsible for ensuring the facility had therapeutic menus in place for dietary staff for guidance in preparing meals.
-He was aware the facility needed therapeutic menus to match a provider's diet orders but he thought a ground meat specification for a resident was a courtesy preparation.

Based on observations and interviews it was

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D 296	Continued From page 3 determined Resident #1 was not interviewable. Based on observations and interviews it was determined the Administrator was not interviewable due to being out of the facility.	D 296		