STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	hal045127	A. BUILDING: _____ B. WING _____	R-C 01/09/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
THE LANDINGS OF MILLS RIVER	4143 HAYWOOD ROAD MILLS RIVER, NC 28759

(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 and the Henderson County Department of Social Services conducted an annual and follow-up survey on 01/08/26-01/09/26.	D 000		
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. This Rule is not met as evidenced by: Based on observations, interviews, and record reviews, the facility failed to serve therapeutic diets as ordered by the physician for 4 of 5 sampled residents (#3, #7, #8 and #9) related to an order for chopped meat (#3 and #8), finger foods (#7) and a mechanical soft entire meal ground meats diet (#9). The findings are: 1. Review of Resident 9's current FL2 dated 05/08/25 revealed: -Diagnoses included unspecified dementia. -There was an order for a mechanical soft ground meats. Review of Resident #9's primary care provider (PCP) order dated 12/08/25 revealed regular mechanical soft diet entire meal ground meats. Review of Resident #9's PCP order dated 01/08/26 revealed regular diet.	D 310		

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D 310	Continued From page 1 Review of the facility's weekly menu for 01/08/26 revealed bacon, lettuce, tomato (BLT) sandwich, garden vegetable soup, milk, and grapes. Interview with the Dietary Manager on 01/08/26 at 10:00am revealed he was substituting a turkey and cheese sandwich for the BLT sandwich and substituting canned peaches for grapes. Review of the facility's extension menu for mechanical soft for 01/08/26 revealed: -Minced and moist sandwich. -Mashed soft fruit. Observation of the lunch meal service on 01/08/26 between 11:45am and 12:35pm revealed: -Resident #9 was served a turkey and cheese sandwich cut into four pieces, garden vegetable soup, canned peach slices, iced tea, and a chocolate supplement shake. -Resident #9 did not eat any of the items served to him. Interview with the Special Care Coordinator (SCC) on 01/08/26 at 12:20pm revealed: -Resident #9 was recently started on a new medication and it affected his appetite. -Resident #9's PCP was onsite today (01/08/26) and she had discussed the changes in Resident #9's appetite with the PCP. -She received a new order today (01/08/26) to change Resident #9 to a regular diet. -The order for a regular mechanical soft diet entire meal ground meats was implemented after Resident #9 had teeth removed. Interview with the Dietary Manager on 01/08/26 at 12:40pm revealed:	D 310		

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D 310	Continued From page 2	D 310		

-The deli turkey was thin and soft.
-He cut the crusts off the sandwich he prepared for Resident #9.

Interview with the Dietary Aide on 01/09/26 at 10:55am revealed turkey deli meat was soft and thin and did not need to be ground.

Telephone interview with the Corporate Dietician on 01/09/26 at 11:50am revealed the turkey and cheese should be finely minced to 1/8 inch pieces and moistened with condiments and put on the bread of the sandwich and cut into bite sized pieces for mechanical soft entire meal ground meats diet.

Telephone interview with Resident #9's PCP on 01/09/26 at 12:25pm revealed:
-She became Resident #9's PCP in August 2025.
-Resident #9 had not had any swallowing problems as long as she had been his PCP.
-She changed Resident #9 to a regular diet on 01/08/26.

Refer to the interview with the Administrator on 01/08/26 at 12:50pm.

2. Review of Resident #8's current FL2 dated 09/04/25 revealed:
-Diagnoses included vascular dementia, peripheral vascular disease, and gastroesophageal reflux disease without esophagitis.
-There was an order for a no added table salt diet.

Review of Resident #8's primary care provider (PCP) order dated 09/25/25 revealed no added table salt, chopped meats, and nectar thickened liquids.

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D 310	Continued From page 3 Review of the facility's weekly menu for 01/08/26 revealed bacon, lettuce, tomato (BLT) sandwich, garden vegetable soup, milk, and grapes. Review of the facility's extension menu for mechanical soft chopped meat diet for 01/08/26 revealed: -Soft bite sized sandwich. -Garden vegetable soup at ordered thickness. -Soft bite sized fruit. Interview with the Dietary Manager on 01/08/26 at 10:00am revealed he was substituting a turkey and cheese sandwich for the BLT sandwich and substituting canned peaches for grapes. Observation of the lunch meal service on 01/08/26 between 11:45am and 12:35pm revealed: -Resident #8 was served a turkey and cheese sandwich cut into four pieces, pureed garden vegetable soup, canned peach slices, and nectar thickened lemon water. -Resident #8 consumed 100% of the meal. Interview with the Dietary Manager on 01/08/26 at 12:40pm revealed: -The sandwiches were made of deli turkey. -The deli turkey was thin and soft. -He did not chop the deli turkey into smaller pieces for residents who were ordered a chopped meat diet. Telephone interview with the Corporate Dietician on 01/09/26 at 11:50am revealed: -The chopped meat diet for a turkey and cheese sandwich would have required the staff to cut the sandwich into soft bite sized pieces with or without bread.	D 310		

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D 310	Continued From page 4 -The pieces of turkey should be ¼ inch to ½ inch in size. Telephone with Resident #8's primary care provider (PCP) on 01/09/26 at 12:25pm revealed: -Resident #8 did not have dysphagia (difficulty swallowing food or liquids). -Resident #8 had been evaluated by speech language pathology. -Resident #8 had no issues with chewing and swallowing a turkey and cheese sandwich. -Resident #8 had more issues with aspiration of liquids with food in her mouth. -She was placed on nectar thickened liquids because she would "chug" thin water with food in her mouth which could cause aspiration (the incidental inhalation of substances meant for the stomach into the airway and lungs instead of down the esophagus). Refer to the interview with the Administrator on 01/08/26 at 12:50pm. 3. Review of Resident #7's current FL2 dated 10/09/25 revealed: -Diagnoses included vascular dementia with behavioral disturbance. -There was an order for regular diet finger foods. Review of the facility's weekly menu for 01/08/26 revealed bacon, lettuce, and tomato (BLT) sandwich, garden vegetable soup, milk, and grapes. Review of the facility extension menu for a finger foods diet for 01/08/26 revealed BLT sandwich cut into 1/4 pieces, soup pureed in mug, and grapes. Interview with the Dietary Manager on 01/08/26 at	D 310		

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D 310	Continued From page 5 10:00am revealed he was substituting a turkey and cheese sandwich for the BLT sandwich and substituting canned peaches for grapes. Observation of the lunch meal service on 01/08/26 between 11:45am and 12:35pm revealed: -Resident #7 was served a cheeseburger, potato chips, sliced canned peaches, and iced tea in a cup with a lid and straw. -Resident #7 consumed 75% of the meal. Interview with the Dietary Manager on 01/08/26 at 12:40pm revealed: -They prepared a cheeseburger, potato chips, and sliced canned peaches for Resident #7's lunch. -He and the Diet Aide "forgot" to cut up the cheeseburger for Resident #7. -He would "make sure" next time Resident #7's cheeseburger was cut up into half or quarter pieces. -He served potato chips instead of garden vegetable soup to Resident #7 because she liked potato chips and would not eat the soup. Interview with the Dietary Aide on 01/09/26 at 10:55am revealed: -Resident #7 was able to pick up a cheeseburger and eat it without assistance. -She did not cut Resident #7's cheeseburger into pieces because pieces of the burger might fall out when Resident #7 picked them up. Telephone interview with the Corporate Dietician on 01/09/26 at 11:50am revealed: -The finger foods diet should provide pieces easily picked up by fingers. -Piece size should depend on the resident's ability.	D 310		

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-She would have cut the cheeseburger in half or in fourths before serving.

Telephone interview with Resident #7's primary care provider (PCP) on 01/09/26 at 12:25pm revealed:
-Resident #7 was ordered a finger foods diet to help maintain independence with eating.
-Resident #7 had trouble holding eating utensils.

Refer to the interview with the Administrator on 01/08/26 at 12:50pm.

4. Review of Resident #3's current FL2 dated 03/18/25 revealed:
-Diagnoses included abnormal weight loss, urinary incontinence, and unspecified severe protein-calorie malnutrition (extreme protein and calorie deficiency indicated by significant weight loss, muscle wasting, and poor nutrient absorption).

Review of Resident 3's Resident Register revealed he was admitted to the facility on 01/26/24.

Review of Resident #3's primary care provider (PCP) order dated 12/18/25 revealed regular chopped meat diet.

Observation of the kitchen on 01/08/26 at 10:00am revealed there was a regular menu posted but no extension menu was available for a regular chopped meat diet.

Review of the weekly menu posted revealed bacon, lettuce and tomato (BLT) sandwich, garden vegetable soup, milk and grapes.

Interview with the Dietary Manager (DM) on

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D 310	Continued From page 7 01/08/26 at 10:00am revealed: -He was substituting a turkey and cheese sandwich for the BLT sandwich and substituting canned peaches for the grapes. -He followed the mechanical soft chopped recipe for chopped meat diets. Observation of the meal service on 01/08/26 between 12:00pm and 12:34pm revealed: -Resident #3 was served a turkey and cheese sandwich cut into fourths, garden vegetable soup, peaches and tea. -Resident #3 consumed 100% of the meal. Telephone interview with the Corporate Dietician on 01/09/26 at 11:50am revealed: -The facility had access to downloadable instructions on how to prepare all items on the therapeutic menu. -Sandwiches should be cut into half inch or less bite sizes. Telephone interview with the Hospice nurse on 01/09/26 at 12:54pm revealed: -She was not aware that Resident #3 was on a regular chopped meat diet. -She thought Resident #3 was on a regular diet. -She did not know if Resident #3 should be on a should on a regular chopped meat diet. Refer to the interview with the Administrator on 01/08/26 at 12:50pm. _____ Interview with the Administrator on 01/08/26 at 12:50pm revealed: -The facility had extension menus for therapeutic diets. -The facility had recipes to help the kitchen staff to prepare the items they served.	D 310		