| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | (X2) MULTIPLE CONSTRUCTION | (X3) DATE SURVEY COMPLETED |
|---|---|---|---|
| | HAL080027 | A. BUILDING: _____ B. WING _____ | 03/26/2026 |

| NAME OF PROVIDER OR SUPPLIER | STREET ADDRESS, CITY, STATE, ZIP CODE |
|---|---|
| ALPHA CONCORD PLANTATION | 2809 OLD CONCORD ROAD SALISBURY, NC 28146 |

| (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<br><br>The Adult Care Licensure Section conducted an annual and follow-up survey from 03/25/26 through 03/26/26. | D 000 | | |
| D 283 | 10A NCAC 13F .0904(a)(2) Nutrition and Food Service<br><br>10A NCAC 13F .0904 Nutrition and Food Service<br>(a) Food Procurement and Safety in Adult Care Homes:<br>(2) Facilities with a licensed capacity of 13 or more residents shall ensure food services comply with Rules Governing the Sanitation of Hospitals, Nursing Homes, Adult Care Homes and Other Institutions set forth in 15A NCAC 18A .1300 which are hereby incorporated by reference, including subsequent amendments, assuring storage, preparation, and serving of food and beverage under sanitary conditions.<br><br>This Rule is not met as evidenced by:<br>Based on observations, interviews, and record reviews, the facility failed to ensure the kitchen was clean and free of contamination related to the reach-in ice machine being clean.<br><br>The findings are:<br><br>Review of the environmental inspection report | D 283 | | |

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| | HAL080027 | A. BUILDING: _____ B. WING _____ | 03/26/2026 |

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|---|---|---|---|---|
| D 283 | Continued From page 1 | D 283 | | |

from the local county health department dated 12/11/25 revealed:
-The facility received two and a half demerits.
-The ice machine needed to be cleaned at a frequency for build up to be prevented and this was documented as a repeat citation.

Observation of the reach-in ice machine located in the kitchen on 03/25/26 at 10:13am revealed:
-There were dirt residue lines across the top and bottom deflector edges on the inside of the ice machine storage bin.
-The defector was directly above the ice stored in the ice machine.
-No cleaning schedule was posted in the kitchen for the ice machine.

A second observation of the reach-in ice machine located in the kitchen at the lunch meal service on 03/25/26 at 11:25am revealed:
-The cook used the ice machine to fill the water pitcher with ice for the resident's water during the lunch meal service.
-There were dirt residue lines across the top and bottom deflector edges on the inside of the ice machine storage bin.
-The deflector was directly above the ice stored in the ice machine.

Interview with a cook on 03/25/26 at 12:10pm revealed:
-She was not aware of the dirt film lines across the top and bottom deflector edges on the inside of the ice machine storage bin.
-She thought another cook had cleaned the inside of the ice machine the previous day but she had not checked to see if the inside of the ice machine was clean today (03/25/26).
-There was no set schedule for the ice machine to be cleaned and the kitchen staff were

| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | (X2) MULTIPLE CONSTRUCTION | (X3) DATE SURVEY COMPLETED |
|---|---|---|---|
| | HAL080027 | A. BUILDING: _____ B. WING _____ | 03/26/2026 |

| NAME OF PROVIDER OR SUPPLIER | STREET ADDRESS, CITY, STATE, ZIP CODE |
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| ALPHA CONCORD PLANTATION | 2809 OLD CONCORD ROAD SALISBURY, NC 28146 |

| (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 283 | Continued From page 2 | D 283 | | |

responsible for cleaning the ice machine on an as needed basis.

A third observation of the reach-in ice machine located in the kitchen on 03/25/26 at 12:16pm revealed:
-The cook scooped more ice from the ice machine storage bin for additional water for the residents during the lunch meal service.
-The cook wiped a cloth across the dirt film lines on the top and bottom deflector edges of inside of the ice machine after she scooped the ice from the ice machine for the resident's water.

Observation of the reach-in ice machine located in the kitchen on 03/26/26 at 8:03am revealed there was a dirt residue line across the right side of the top deflector edge on the inside of the ice machine storage bin.

Interview with another cook on 03/26/26 at 8:06am revealed:
-She was not aware of the dirt film lines across the top and bottom deflector edges on the inside of the ice machine storage bin from the previous day.
-She was not aware there was a dirt residue line across right side of the top deflector edge on the inside of the ice machine storage this morning.
-She tried to clean the inside of the ice machine everyday but she did not always get the cleaning completed while she worked in the kitchen.
-There was no set schedule for the ice machine to be cleaned and the cooks were responsible for cleaning the ice machine on an as needed basis.

Interview with the Dietary Manager (DM) on 03/26/26 at 9:06am revealed:
-She was not aware of the dirt film lines across the top and bottom deflector edges on the inside

| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | (X2) MULTIPLE CONSTRUCTION | (X3) DATE SURVEY COMPLETED |
|---|---|---|---|
| | HAL080027 | A. BUILDING: _____ B. WING _____ | 03/26/2026 |

| NAME OF PROVIDER OR SUPPLIER | STREET ADDRESS, CITY, STATE, ZIP CODE |
|---|---|
| ALPHA CONCORD PLANTATION | 2809 OLD CONCORD ROAD SALISBURY, NC 28146 |

| (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 283 | Continued From page 3<br>of the ice machine storage bin.<br>-The cooks were responsible for cleaning the outside and the inside of the ice machine.<br>-She expected the ice machine to be cleaned at least weekly or on an as needed basis.<br><br>Interview with the Manager on 03/26/26 at 11:56am revealed:<br>-She was not aware of the dirt film lines across the top and bottom deflector edges on the inside of the ice machine storage bin.<br>-The cooks were responsible for cleaning the ice machine and any additional kitchen equipment.<br>-She expected the ice machine to be cleaned at least twice weekly or on an as needed basis.<br><br>Interview with the Administrator on 03/26/26 at 12:08pm revealed:<br>-She was not aware of the dirt film lines across the top and bottom deflector edges on the inside of the ice machine storage bin.<br>-The cooks and the current DM were responsible for cleaning the ice machine and any additional kitchen equipment.<br>-She expected the ice machine to be cleaned at least twice weekly. | D 283 | | |
| D 296 | 10A NCAC 13F .0904(c)(7) Nutrition And Food Service<br><br>10A NCAC 13F .0904 Nutrition And Food Service<br>(c) Menus in Adult Care Homes:<br>(7) The facility shall have a matching therapeutic diet menu for any resident's physician-ordered therapeutic diet for guidance of food service staff. | D 296 | | |

| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | (X2) MULTIPLE CONSTRUCTION | (X3) DATE SURVEY COMPLETED |
|---|---|---|---|
| | HAL080027 | A. BUILDING: _____ B. WING _____ | 03/26/2026 |

| NAME OF PROVIDER OR SUPPLIER | STREET ADDRESS, CITY, STATE, ZIP CODE |
|---|---|
| ALPHA CONCORD PLANTATION | 2809 OLD CONCORD ROAD SALISBURY, NC 28146 |

| (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 296 | Continued From page 4 | D 296 | | |

This Rule is not met as evidenced by:
Based on observations, interviews, and record reviews, the facility failed to have a matching therapeutic diet menu for food service guidance for 2 of 2 sampled residents with physician's orders for a resident with a Low Concentrated Sweets (LCS) diet (#1) and for a resident with a regular diet with chopped meats (#4).

The findings are:

1. Review of Resident #1's current FL2 dated 06/05/25 revealed:
-Diagnoses included schizophrenia disorder with bipolar.
-There was an order for a LCS diet listed.

Review of Resident #1's therapeutic diet orders dated 01/02/26 revealed an order for a LCS diet.

Review of the diet order list in the kitchen revealed Resident #1 was to be served a LCS diet.

Review of the facility's therapeutic menus revealed there was no LCS menu available.

Review of the facility's week-at-a-glance menu for the lunch meal on 03/25/26, for regular diets, revealed Beef Stroganoff, steamed carrots and peas, rolls, chilled pears, 2% milk, and coffee were to be served.

Observation of the lunch meal service on 03/25/26 between 11:25am and 12:30pm revealed:

| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | (X2) MULTIPLE CONSTRUCTION | (X3) DATE SURVEY COMPLETED |
|---|---|---|---|
| | HAL080027 | A. BUILDING: _____ B. WING _____ | 03/26/2026 |

| NAME OF PROVIDER OR SUPPLIER | STREET ADDRESS, CITY, STATE, ZIP CODE |
|---|---|
| ALPHA CONCORD PLANTATION | 2809 OLD CONCORD ROAD SALISBURY, NC 28146 |

| (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 296 | Continued From page 5 | D 296 | | |

-Resident #1 was served Beef Stroganoff, steamed carrots and peas, a roll, unsweet tea, and water by the cook.
-Resident #1 consumed 100% of the meal with no difficulty.
-It could not be determined if Resident #1 was served the correct therapeutic diet due to a LCS menu not being available for staff guidance.

Interview with Resident #1 on 03/26/26 at 9:15am revealed:
-He was aware he was on some type of diet for his calories but he was not aware of the name of the diet.
-He was served the same meals as the other residents during the meal services and he could not tell a difference.
-He had not experienced any issues related to his diabetes.

Interview with Resident #1's primary care provider (PCP) on 03/26/26 at 11:50am revealed:
-She was not aware the facility did not have a therapeutic diet menu for Resident #1's LCS diet.
-She expected Resident #1 to be served meals according to a therapeutic diet menu for a LCS diet.

Interview with Resident #1's guardian on 03/26/26 at 11:00am revealed:
-She was not aware Resident #1 was on a LCS diet.
-She had no concerns related to Resident #1's diet or related to his diabetes.

Interview with a cook on 03/25/26 at 10:32am revealed:
-She was not aware of any therapeutic menus in the kitchen.
-She was aware Resident #1 was on a LCS diet

| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | (X2) MULTIPLE CONSTRUCTION | (X3) DATE SURVEY COMPLETED |
|---|---|---|---|
| | HAL080027 | A. BUILDING: _____ B. WING _____ | 03/26/2026 |

| NAME OF PROVIDER OR SUPPLIER | STREET ADDRESS, CITY, STATE, ZIP CODE |
|---|---|
| ALPHA CONCORD PLANTATION | 2809 OLD CONCORD ROAD SALISBURY, NC 28146 |

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|---|---|---|---|---|
| D 296 | Continued From page 6 | D 296 | | |

due to the resident diet list posted in the kitchen.
-She used the resident diet list and she thought she could use the regular menus and adjust the meal for Resident #1 for his diabetic needs.
-The Dietary Manager (DM) was responsible for providing the cooks with a diet list, the daily menu, and for any possible therapeutic menus.

Interview with a second cook on 03/26/26 at 8:03am revealed:
-She was not aware of any therapeutic menus in the kitchen.
-She was aware Resident #1 was on a LCS diet due to the resident diet list posted in the kitchen.
-She used the resident diet list and she thought she could use the regular menus and adjust the meal for Resident #1 for his diabetic needs.
-The DM was responsible for providing the cooks with a diet list and the daily menus.

Refer to the interview with the DM on 03/26/26 at 9:06am.

Refer to the interview with Manager on 03/26/26 at 11:56am.

Refer to the interview with the Administrator on 03/26/26 at 12:08pm.

2. Review of Resident #4's current FL2 dated 05/23/25 revealed:
-Diagnoses included profound hearing loss, profound intellectual disability, profound communication deficits, and scoliosis.
-There was an order for a regular diet with chopped meat.

Review of Resident #4's therapeutic diet orders dated 01/02/26 revealed an order for a regular diet with chopped meat.

| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | (X2) MULTIPLE CONSTRUCTION | (X3) DATE SURVEY COMPLETED |
|---|---|---|---|
| | HAL080027 | A. BUILDING: _____ B. WING _____ | 03/26/2026 |

| NAME OF PROVIDER OR SUPPLIER | STREET ADDRESS, CITY, STATE, ZIP CODE |
|---|---|
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|---|---|---|---|---|
| D 296 | Continued From page 7<br><br>Review of the diet order list in the kitchen revealed Resident #4 was to be served a regular diet with chopped meat.<br><br>Review of the facility's therapeutic menus revealed there was no regular diet with chopped meat menu available.<br><br>Review of the facility's week-at-a-glance menu for the lunch meal on 03/25/26, for regular diets, revealed Beef Stroganoff, steamed carrots and peas, rolls, chilled pears, 2% milk, and coffee were to be served.<br><br>Observation of the lunch meal service on 03/25/26 between 11:25am and 12:30pm revealed:<br>-Resident #4 was served Beef Stroganoff, steamed carrots and peas, a roll, tea, and water by the cook.<br>-Resident #4 consumed 95% of the meal with no difficulty but did eat very slowly.<br>-It could not be determined if Resident #4 was served the correct therapeutic diet due to regular diet with chopped meat menu not being available for staff guidance.<br><br>Interview with Resident #4's primary care provider (PCP) on 03/26/26 at 11:50am revealed:<br>-She was not aware the facility did not have therapeutic diet menu for Resident #4's regular diet with chopped meat.<br>-She expected Resident #4 to be served meals according to the therapeutic diet menu for a regular diet with chopped meat.<br><br>Interview with Resident #4's guardian on 03/26/26 at 11:00am revealed:<br>-She was not aware Resident #4 was on a regular | D 296 | | |

| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | (X2) MULTIPLE CONSTRUCTION | (X3) DATE SURVEY COMPLETED |
|---|---|---|---|
| | HAL080027 | A. BUILDING: _____ B. WING _____ | 03/26/2026 |

| NAME OF PROVIDER OR SUPPLIER | STREET ADDRESS, CITY, STATE, ZIP CODE |
|---|---|
| ALPHA CONCORD PLANTATION | 2809 OLD CONCORD ROAD SALISBURY, NC 28146 |

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|---|---|---|---|---|
| D 296 | Continued From page 8 | D 296 | | |

diet with chopped meat.
-She had no concerns related to Resident #4's chopped meat portion of her diet because Resident #4 normally ate slowly.

Interview with a cook on 03/25/26 at 10:32am revealed:
-She was not aware of any therapeutic menus in the kitchen.
-She was aware Resident #4 was on a regular diet with chopped meat due to the resident diet list posted in the kitchen.
-She used the resident diet list but she thought she could use the regular menus and cut up the meat for Resident #4.
-The Dietary Manager (DM) was responsible for providing the cooks with a diet list, the daily menu, and for any possible therapeutic menus.

Interview with a second cook on 03/26/26 at 8:03am revealed:
-She was not aware of any therapeutic menus in the kitchen.
-She was aware Resident #4 was on a regular diet with chopped meat due to the resident diet list posted in the kitchen.
-She used the resident diet list but she thought she could use the regular menus and cut up the meat for Resident #4.
-The DM was responsible for providing the cooks with a diet list and the daily menus.

Refer to the interview with the DM on 03/26/26 at 9:06am.

Refer to the interview with Manager on 03/26/26 at 11:56am.

Refer to the interview with the Administrator on 03/26/26 at 12:08pm.

| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | (X2) MULTIPLE CONSTRUCTION | (X3) DATE SURVEY COMPLETED |
|---|---|---|---|
| | HAL080027 | A. BUILDING: _____ B. WING _____ | 03/26/2026 |

| NAME OF PROVIDER OR SUPPLIER | STREET ADDRESS, CITY, STATE, ZIP CODE |
|---|---|
| ALPHA CONCORD PLANTATION | 2809 OLD CONCORD ROAD SALISBURY, NC 28146 |

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|---|---|---|---|---|
| D 296 | Continued From page 9<br><br>Based on observations, record reviews, and interviews, it was determined Resident #4 was not interviewable.<br><br>_____<br>Interview with the DM on 03/26/26 at 9:06am revealed:<br>-She was the DM and the Resident Care Director (RCD) for the facility.<br>-She was responsible for ensuring the cooks had therapeutic menus to prepare meals according to diet orders.<br>-She was aware there were no therapeutic menus in the kitchen for the cooks to use for guidance.<br>-She had the therapeutic menus on her computer but had not printed the therapeutic menus until yesterday afternoon (03/25/26) because it would have been "a lot of paper."<br>-She was aware she needed therapeutic menus for the meal service due to being told the same information from a previous surveyor.<br>-The cooks used resident diet list and she thought the cooks could use the regular menus and adjust the meals according to the residents listed diet because "that's the way they had usually done things."<br><br>Interview with the Manager on 03/26/26 at 11:56am revealed:<br>-She did not know there were menus not available for all therapeutic diets.<br>-The DM was responsible for ensuring menus were available for dietary staff for guidance in food preparation for therapeutic diets.<br>-She expected the facility to have a therapeutic menu to match all residents diets ordered by a physician.<br><br>Interview with the Administrator on 03/26/26 at 12:08pm revealed: | D 296 | | |

| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | (X2) MULTIPLE CONSTRUCTION | (X3) DATE SURVEY COMPLETED |
|---|---|---|---|
| | HAL080027 | A. BUILDING: _____ B. WING _____ | 03/26/2026 |

| NAME OF PROVIDER OR SUPPLIER | STREET ADDRESS, CITY, STATE, ZIP CODE |
|---|---|
| ALPHA CONCORD PLANTATION | 2809 OLD CONCORD ROAD SALISBURY, NC 28146 |

| (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 296 | Continued From page 10<br>-She knew the facility needed therapeutic diet menus available for staff guidance for each therapeutic diet ordered for residents in the facility.<br>-She did not know the therapeutic menus were not available in the kitchen and had not been printed for the cooks to use for food preparation.<br>-The cooks were responsible for ensuring a therapeutic menu was available for residents diets ordered by a physician.<br>-She expected the facility to have a therapeutic menu to match all residents diets ordered by a physician. | D 296 | | |