STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	355124	A. BUILDING _____ B. WING _____	C 02/03/2016

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SHEYENNE CROSSINGS CARE CENTER/TCU	**125 13TH AVENUE WEST WEST FARGO, ND 58078**

(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) COMPLETION DATE
F 000	INITIAL COMMENTS For the complaint survey started on 02/02/16 and completed on 02/03/16, the sample included 5 residents for complete review. The sample included 2 additional residents to verify specific concerns during the survey.	F 000		
F 364 SS=E	483.35(d)(1)-(2) NUTRITIVE VALUE/APPEAR, PALATABLE/PREFER TEMP Each resident receives and the facility provides food prepared by methods that conserve nutritive value, flavor, and appearance; and food that is palatable, attractive, and at the proper temperature. This REQUIREMENT is not met as evidenced by: Based on observation, information submitted by the complainant, review of resident council meeting minutes, and resident and staff interview, the facility failed to serve foods at palatable temperatures for 4 of 4 confidential residents (Resident A, B, C, and D). Failure to serve foods at temperatures acceptable to residents may result in decreased intakes, weight loss, and inadequate nutrition. Findings include: Information received from the complainant identified meals served at the facility were consistently cold. Resident Council meeting minutes identified the following: *September 9, 2015: ". . . Old Business/Concerns from last Resident Council meeting: Food is cold	F 364	1. Residents A, B, C, and D will be served food at palatable temperatures. 2. All residents who receive oral intake have the potential to be affected. 3. Food will be delivered to residents as soon as it is served. Food will only be delivered to residents after they are at the table or location of their choice. Education will be completed with Dietary and Nursing staff regarding serving of resident meals by February 19, 2016. 4. Audits will be completed by DON or designee to ensure residents are served foods at palatable temperatures as follows: a) how long food is at the kitchen counter, b) food is being served to residents sitting at the table or location of their choice, c) resident interviews on food temperature palatability. Frequency of audits will be 5 times/week for 4 weeks,	3/18/16

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE | TITLE | (X6) DATE

Electronically Signed | 02/15/2016

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F 364	Continued From page 1 at times- Residents commented that the vegetables are cold at times - dietary updated with this concern . . . Food is served to tables when no one is at the table- Resident report this is not an issue . . ." *January 13, 2016: ". . . In response to previous cold food concerns from the Nutrition and Culinary Manager: . . . The Nutrition and Culinary managers has [sic] visited with staff again regarding methods of keeping the food as warm as possible during service as well . . . You will also see the Nutrition and Culinary Manager or her dietetic intern conducting audits on food temperatures as palatability [sic] at random times through out the upcoming months . . ." During a confidential resident interview on 02/02/16, Resident A stated, "Sometimes it [the food] is [hot], and sometimes it isn't." Resident A identified sometimes hot foods are "barely warm." During a confidential interview on 02/02/16, Resident B stated the food is "lukewarm at best," and "A lot of people complain about that [food not served hot enough]." She also stated staff "put food out before people start coming out." During a confidential interview on 02/02/16, when asked if hot foods were served hot, Resident C stated, "No. They [the staff] have trouble keeping it hot." During a confidential interview on 02/02/16, Resident D stated, "A lot of it [the food] was cold." Observation on 02/02/16 during the noon meal identified the following: *At 11:58 a.m., an uncovered tray containing chili,	F 364	3 times/week for 4 weeks, once a week for 4 weeks and prn. Results of audits will be brought to Quality Committee for review and recommendation.	

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F 364	Continued From page 2 green beans, and corn bread sat on a table in the dining room. Observation showed no resident seated at the place setting. At 12:05 p.m., an unidentified certified nursing assistant (CNA) brought a resident to the table and seated her in front of the tray. Observation also showed three plates of food dished up at the serving window, and loosely covered with a plate lid. The three plates remained at the serving window until 12:08 p.m. when CNAs delivered them to residents in the dining room. *At 12:06 p.m., dietary staff dished a hot turkey sandwich, mashed potatoes, and gravy and placed the uncovered plate at the serving window. Observation showed no staff available to deliver the plate, and staff delivered the plate at 12:10 p.m. *At 12:08 p.m., dietary staff dished up chili and placed the uncovered bowl at the serving window. At 12:14 p.m., an unidentified CNA placed a cover over the chili and stated, "I don't know if she's [the resident] back yet." Observation showed staff served the chili to the resident at 12:32 p.m. *At 12:10 p.m. and 12:11 p.m., dietary staff dished chili and green beans; and a hot turkey sandwich, mashed potatoes, and gravy, and placed the uncovered plates at the serving window. Observation showed no staff available to deliver the plates until 12:18 p.m. Observation during the evening meal on 02/02/16 identified the following: *At 5:56 p.m., an uncovered plate containing hotdish and corn sat on a table in the dining room. Observation showed no resident seated at the place setting. At 6:03 p.m., an unidentified CNA asked, "Where's [resident name]?" The	F 364		

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F 364	Continued From page 3 CNA then left the dining room and brought the resident to the table in his wheelchair. *At 5:59 p.m., dietary staff dished up hotdish, corn, and a breadstick and placed the uncovered plate on the serving line. Observation showed no staff available to deliver the plate until 6:05 p.m. when staff brought it to a resident. During an interview on 02/03/16 at 12:37 p.m., a dietary supervisor (#1) identified staff should wait to dish up plates until the resident is seated and staff are available to deliver the trays. She identified residents have had cold food concerns before.	F 364		