

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL086008	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 05/07/2015
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NAME OF PROVIDER OR SUPPLIER TWELVE OAKS	STREET ADDRESS, CITY, STATE, ZIP CODE 1297 GALAX TRAIL MOUNT AIRY, NC 27030
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{D 000}	Initial Comments	{D 000}		
{D 310}	<p>10A NCAC 13F .0904(e)(4) Nutrition and Food Service</p> <p>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.</p> <p>This Rule is not met as evidenced by: TYPE B VIOLATION</p> <p>Based on observations, interviews, and record reviews, the facility failed to assure therapeutic diets and supplements were served as ordered by a licensed prescribing practitioner for 3 of 3 sampled residents (Residents #2, #8, and #9) with orders for no added salt (NAS) diets, and 1 of 4 sampled residents (Resident #4) with an order for a nutritional supplement.</p> <p>The findings are:</p> <p>A. Review of Resident #4's current FL-2 dated 3/5/15 revealed diagnoses of:</p> <ul style="list-style-type: none"> - High blood pressure. - Elevated cholesterol. - Hypothyroidism. - Gastroesophageal reflux disease. - Vitamin B-12 deficiency. - Diabetes mellitus, type II. <p>Review of Resident Register revealed Resident</p>	{D 310}		

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

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{D 310}	<p>Continued From page 1</p> <p>#4 was admitted to the facility on 3/10/15.</p> <p>Review of home health nursing notes dated 4/10/15 revealed Resident #4 was admitted to Hospice on 4/10/15 with diagnosis of metastatic adenocarcinoma.</p> <p>Review of house diet list dated 3/10/15 revealed a prescribing practitioner's order for mechanical soft/ground meat diet.</p> <p>Review of a medication clarification sheet dated 3/10/15 revealed a prescribing practitioner's order for diabetic health shake, 4 ounces three times per day due to weight loss.</p> <p>Interview with Resident #4 on 5/7/15 at 10:40am revealed: - He had never been offered diabetic shakes at the facility. - He never drank diabetic shakes since he has been in the facility.</p> <p>Interview with Resident #4's family member on 5/7/15 at 10:30 am revealed: - She visited the resident daily. - She had never seen Resident #4 given a diabetic shake in the facility. - His appetite continued to decrease.</p> <p>Interview with Resident Care Coordinator (RCC) on 5/7/15 at 2:40pm revealed: - If a resident had a poor appetite or weight loss, the facility usually asked for supplements or a medication to enhance the appetite on a medication clarification list. - The medication verification list with orders was then faxed to pharmacy. The pharmacy did not add diabetic health shakes to the medication administration record (MAR).</p>	{D 310}		

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{D 310}	<p>Continued From page 2</p> <ul style="list-style-type: none"> - RCC or supervisor review MARs from pharmacy to ensure accuracy with doctor's orders. - Supplements are brought from the kitchen and given to residents when medications are administered. - If diabetic supplements are not on the MAR, the resident did not get them. <p>Review of Resident #4's March, April and May, 2015 MARs revealed no entry for diabetic health shakes.</p> <p>Review of the facility's monthly weight book for Resident #4 revealed:</p> <ul style="list-style-type: none"> - A March 2015 weight of 133.6 (no date specified.) - An April 2015 weight of 136.0 (no date specified.) - A May 2015 weight of 132.0 (no date specified.) <p>Interview with Resident #4's prescribing practitioner on 5/7/15 at 3:05am revealed:</p> <ul style="list-style-type: none"> - The supplement was ordered to get sustenance into Resident #4 due to his poor appetite. - The resident's prognosis was very poor and it probably did not matter that Resident #4 had not received his supplements. <p>Refer to interview with facility Resident Care Coordinator (RCC) on 5/7/15 at 3:15pm.</p> <p>Refer to observation of the small dining room on the assisted living side of the facility at 3:45pm on 5/7/15.</p> <p>B. Review of Resident #2's most recent FL2 dated 12/11/14 revealed:</p> <ul style="list-style-type: none"> - Diagnoses of dementia, hypertension, coronary artery disease, diabetes, and cardiomyopathy. - No specific diet order. 	{D 310}		

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{D 310}	<p>Continued From page 3</p> <ul style="list-style-type: none"> - A medication order for Spironolactone 25mg, 1 tablet daily. (Spironolactone is a diuretic used to treat hypertension and cardiomyopathy.) - An admission date of 7/12/99. <p>Continued review of Resident #2's records revealed:</p> <ul style="list-style-type: none"> - House diet order sheets dated 7/28/14 and 11/6/14 specifying Resident #2's diet as no concentrated sweets (NCS) and NAS. (The definition of the facility's NAS diet on the house diet order sheets was a regular diet with no added table salt available.) - April and May 2015 Medication Administration Records (MARs) specified an NCS/NAS diet for Resident #2. <p>Observation of the breakfast meal on 5/7/15 at 7:30am revealed:</p> <ul style="list-style-type: none"> - Resident #2 was served water, orange juice, coffee, milk, scrambled eggs, bacon, and grits. - Three packets of salt were observed next to the resident's plate, and two had been opened and were empty. <p>Interview with a dietary aide at 8:07am on 5/7/15 revealed:</p> <ul style="list-style-type: none"> - Resident #2 wasn't served any salt packets with her breakfast meal this morning. - Resident #2 may have gotten the salt packets out of a condiment tray in the center of the dining table. - Dietary staff try to encourage Resident #2 to not eat salt. <p>Interview with Resident #2 on 5/7/15 at 10:25am revealed:</p> <ul style="list-style-type: none"> - The facility food was pretty good and she always gets plenty. - Salt packets are in the condiment tray on the 	{D 310}		

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{D 310}	<p>Continued From page 4</p> <p>dining room tables for residents to use.</p> <ul style="list-style-type: none"> - No one, either her doctor or facility staff had ever told her not to add salt to her meals. <p>Interview with Resident #2's prescribing practitioner on 5/7/15 at 3:05pm revealed:</p> <ul style="list-style-type: none"> - It was very important for Resident #2 to be on a NAS diet due to her diagnosis of cardiomyopathy. - He wasn't aware Resident #2 was not receiving an NAS diet. <p>Review of a physician's progress note dated 5/5/15 revealed no evidence of edema and a blood pressure of 122/64 on examination of Resident #2.</p> <p>Observation of Resident #2 on 5/7/15 at 10:25am and 12:17pm revealed no peripheral edema or shortness of breath.</p> <p>Attempts to reach Resident #2's responsible party (family member) during the survey were unsuccessful.)</p> <p>Refer to interview with facility Resident Care Coordinator (RCC) on 5/7/15 at 3:15pm.</p> <p>Refer to observation of the small dining room on the assisted living side of the facility at 3:45pm on 5/7/15.</p> <p>C. Review of Resident #8's most recent FL2 dated 2/19/15 revealed:</p> <ul style="list-style-type: none"> - Diagnoses of edema, anemia, and hypothyroidism. - A dietary order for NAS. - A medication order for Lasix 20mg, 1 tablet every morning, (Lasix is a potent diuretic used to treat hypertension and edema.) 	{D 310}		

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{D 310}	<p>Continued From page 5</p> <p>Continued review of the resident's record revealed a house diet order sheet dated 11/6/14 for Resident #8 with a check mark beside "No Added Salt (NAS): This is a regular diet with no table salt available."</p> <p>Review of the facility's "Assisted Living- Main Dining Room Diets" noted Resident #8 was to have a regular (whole meat) NAS diet.</p> <p>Interview with Resident #8 on 5/7/15 at 11:30am revealed:</p> <ul style="list-style-type: none"> - She sometimes puts salt on her food. - She gets the salt from salt packets in the tray of condiments on the dining room table. <p>Observation of the lunch meal on 5/7/15 at 12:15pm revealed:</p> <ul style="list-style-type: none"> - Resident #8 had several packs of salt, coffee creamer, and artificial sweetener stacked neatly beside her plate. - At the time of this observation, Resident #8 did not use any of the salt packets. <p>Interview with Resident #8 on 5/7/15 at 3:18pm revealed:</p> <ul style="list-style-type: none"> - There were salt and pepper packets in the condiment tray in the center of the dining room table today. - She used one pack of salt today on her food because "the food is so bland without it." - No one had ever told her not to use the salt packets and wondered if it (the salt) was "bad for me." <p>Observation on 5/7/15 at 3:20pm revealed no peripheral edema in Resident #8's extremities.</p> <p>Interview with Resident #8's prescribing practitioner on 5/7/15 at 2:48pm revealed:</p>	{D 310}		

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{D 310}	<p>Continued From page 6</p> <ul style="list-style-type: none"> - He would prefer Resident #8 to have a NAS diet. - Not being on an NAS diet would not put the resident in jeopardy. - He was unaware the resident was not receiving a NAS diet. <p>Refer to interview with facility Resident Care Coordinator (RCC) on 5/7/15 at 3:15pm.</p> <p>Refer to observation of the small dining room on the assisted living side of the facility at 3:45pm on 5/7/15.</p> <p>D. Review of Resident #9's most recent FL2 dated 1/16/15 revealed:</p> <ul style="list-style-type: none"> - Diagnoses of hypertension, aortic insufficiency, a history of stroke, and OBS (organic brain syndrome.) - A medication order for Lopressor 25mg, 1 tablet by mouth daily. (Lopressor is a medication used to treat hypertension.) - No specific dietary orders. - An admission date of 1/2/13. <p>Continued record review revealed a dietary order clarification on 11/19/14 on the house diet order sheet with a check mark beside the No Added Salt diet and the Mechanical Soft diet with chopped meat.</p> <p>Review of the "Assisted Living-Main Dining Room Diets" list revealed Resident #9 was to have "Mechanical Soft (chopped) NAS" diet.</p> <p>Interview with Resident #9 on 5/7/15 at 11:37am revealed:</p> <ul style="list-style-type: none"> - Staff put salt packets in the condiment tray in the center of the dining room table. - He uses the salt packets regularly because the 	{D 310}		

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{D 310}	<p>Continued From page 7</p> <p>food was bland. - No one has ever told him not to add salt to his food.</p> <p>Observation of the lunch meal on 5/7/15 at 12:10pm revealed: - Resident #9 was served a mechanical soft diet with chopped meat (chicken.) - No salt packets were noted around the resident's plate, and resident was not observed adding salt to his food.</p> <p>Interview with Resident #9's prescribing practitioner on 5/7/15 at 3:05pm revealed: - He would prefer Resident #9 receive a NAS diet due to his cardiovascular diagnoses, but it was not critical. - He was not aware Resident #9 was not receiving a NAS diet.</p> <p>Refer to interview with facility Resident Care Coordinator (RCC) on 5/7/15 at 3:15pm.</p> <p>Refer to observation of the small dining room on the assisted living side of the facility at 3:45pm on 5/7/15.</p> <p>_____</p> <p>Interview with the facility RCC on 5/7/15 at 3:15pm on the protocol for therapeutic diet and supplements revealed: - The facility obtained diet orders for the resident on the house diet list sheet. - The diet list was turned in to the dietary staff. - No salt was to be kept on the table except for packs of salt in the condiment trays (baskets) with jellies, creamers, and sugars. - Staff may have left salt on the table after they had eaten in the dining rooms. - Salt packets are not placed on the resident's</p>	{D 310}		

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{D 310}	<p>Continued From page 8</p> <p>food trays.</p> <ul style="list-style-type: none"> - If residents asked for salt, "we gave them salt," the dietary staff would then tell the supervisor, and the supervisor would notify the resident's doctor, responsible party, and document in the chart. - If residents continued to ask for salt, and the doctor doesn't change the order, we do a diet Family Intervention Discussion Agreement (FID). <p>Review of the FID revealed:</p> <ul style="list-style-type: none"> - An area for check mark noting resident is "at risk" for non-compliance. - An area for check mark asking whether the resident wants to remain in the assisted living setting and as independent was possible. - An area for check mark noting non-compliance could result in bodily injury or deterioration in condition, and complications associated with non-compliance. - An area for check mark for alternatives offered to minimize risk, (multiple examples given.) - An area for check mark to agree (or not) to work with the community staff and resident's physician and encourage my loved one (resident) to follow their diet. - An area for check mark noting responsible party (or resident) is aware refusing his or her diet carries a real risk of my loved one's condition could deteriorate and could result in bodily injury, death, or discharge. - A place for the resident, responsible party, and staff to sign and date the form. <p>Observation of the small dining room on the assisted living side of the facility at 3:45pm on 5/7/15 revealed 5 of 6 dining tables had condiment trays containing either salt packets or salt shakers.</p>	{D 310}		

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{D 310}	Continued From page 9 On 5/7/15, the facility provided the following plan of protection: - All salt packets will be removed from the tables to ensure NAS therapeutic diets are followed. - Staff training will occur immediately with dietary and resident care employees related to therapeutic diets, to create a better understanding of such diets. - All supplement orders will be reviewed immediately to assure such orders are noted on the eMAR and administered as ordered by physician. THE DATE OF CORRECTION FOR THIS TYPE B VIOLATION SHALL NOT EXCEED JUNE 21, 2015.	{D 310}		
{D912}	G.S. 131D-21(2) Declaration of Residents' Rights G.S. 131D-21 Declaration of Residents' Rights Every resident shall have the following rights: 2. To receive care and services which are adequate, appropriate, and in compliance with relevant federal and state laws and rules and regulations. This Rule is not met as evidenced by: Based on observations, interviews, and record reviews, the facility failed to ensure residents received care and services which were adequate, appropriate, and in compliance with relevant federal and state laws and rules and regulations regarding therapeutic diets and supplements. The findings are:	{D912}		

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{D912}	Continued From page 10 Based on observations, interviews, and record reviews, the facility failed to assure therapeutic diets and supplements were served as ordered by a licensed prescribing practitioner for 3 of 3 sampled residents (Residents #2, #8, and #9) with orders for no added salt (NAS) diets, and 1 of 4 sampled residents (Resident #4) with an order for a nutritional supplement. [Refer to Tag D310 10A NCAC 13F .0904(e)(4) Nutrition and Food Service. (Type B Violation.)]	{D912}		