Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED
	HAL060129		R 05/06/2015

NAME OF PROVIDER OR SUPPLIER
RADBOURNE MANOR III

STREET ADDRESS, CITY, STATE, ZIP CODE
2920 CINDY LANE
CHARLOTTE, NC 28269

(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 Mecklenburg County Department of Social Services conducted a follow-up survey on 05/05/15 and 05/06/15.	{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 observation, interview, and record review, the facility failed to assure therapeutic diets (balanced carbohydrates) were served as ordered by the physician for 2 of 3 sampled residents (Residents #2 and #3) with physician's orders for balanced carbohydrate diets. The findings are: Review of the facility's diet order form revealed a description of a balanced carbohydrate diet was "where we limit the concentrated sweets and encourage residents to choose healthier carbohydrates. We also try to keep the carbohydrate at each meal to be 45-50 grams." A. Review of Resident #3's current FL2 dated 03/27/15 revealed: -Diagnoses included Chronic Kidney Disease, Chronic Obstructive Pulmonary Disease, and weight loss with a history of malnutrition, Hepatitis C, anemia, and drug use.	{D 310}		

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE TITLE (X6) DATE

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{D 310}	Continued From page 1 -An order for a balanced carbohydrates diet. Review of Resident #3's Resident Register revealed an admission date of 03/27/15. Review of Resident #3's record revealed a subsequent diet order on the Physician Order renewal form signed by the physician dated 04/13/15 for a balanced carbohydrates diet. Review of the resident diet list on 05/05/15 at 11:00 am posted in the kitchen revealed Resident #3 was to be served a balanced carbohydrate diet. Review of the facility's menu for lunch on 05/05/15 revealed residents on a regular diet were to be served salisbury steak (3-4 ounces), green peas (1 cup), seasoned beets (1 cup), dinner roll (1), margarine, piña cola cake (2 x 2 square), and beverage of choice (8 ounces). Review of the facility's therapeutic diet menus for lunch on 05/05/15 revealed resident ordered a balanced carbohydrate diet were to be served salisbury steak (3-4 ounces), green peas (1 cup), seasoned beets (1 cup), piña cola cake (2 x 2 square), and beverage of choice (8 ounces). Observation on 05/05/15 at 11:35 am revealed Staff A preparing a frozen salisbury steak with gravy entree in the oven. Review of the label of the frozen salisbury steak package revealed a serving size of one piece of steak with gravy had 9 grams of carbohydrates. Observation of the lunch meal served to Resident #3 on 05/05/15 between 12:30 pm and 1:05 pm revealed:	{D 310}		

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{D 310}	Continued From page 2 -The resident was served salisbury steak (4 ounces), green peas (3/4 cup), corn (1/4 cup), seasoned beets (1 cup), one slice of white bread, water (8 ounces), and fruit punch (8 ounces). -The resident requested a second serving of Salisbury steak (4 ounces) and extra gravy (for a total of 1/4 cup), which was served by Staff A, Medication Aide (MA) at 12:40 pm. -Resident #3 consumed 70% of the meal, excluding 1/2 of the peas and corn. -Yellow corn (1/4 cup = 31 carbohydrates) and one slice of white bread (13 carbohydrates) were initially served to the resident and were not on the menu for a balanced carbohydrate diet. -Two servings of salisbury steak served to Resident #3 had 18 grams of carbohydrates. Observation on 05/05/15 at 1:07 pm revealed Resident #3 requested jello from Staff A for his dessert which was provided by Staff A. Review of Staff A's personnel record revealed he completed the Adult Care Licensure Food and Nutrition test on 06/15/13 with a score of 97%. Interview with Resident #3 on 05/06/15 at 8:35 am revealed: -He was not on a special diet. -"I mostly have to watch it myself." -His doctor had told him to limit salt and to "watch starchy foods because I have stomach problems." -Sometimes "brown meat" could cause problems with digestion. -He enjoyed the food that was served to him. -Sometimes staff served him bread, but not always. -Refer to interview with Staff A, MA on 05/05/15 at 12:10 pm.	{D 310}		

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{D 310}	Continued From page 3 -Refer to further interview with Staff A, MA on 05/05/15 at 1:05 pm. -Refer to interview with Staff B, MA on 05/05/15 at 3:10 pm. -Refer to interview with the Administrator on 05/05/15 at 9:45 am. -Refer to further interview with the Administrator on 05/05/15 at 1:15 pm B. Review of Resident #2's current FL2 dated 8/26/14 revealed: -Diagnoses included diabetes mellitus Type II, hypercholesterolemia, obesity, and hypertension. -An order for a regular diet. Review of Resident #2's Resident Register revealed an admission date of 08/15/14. Review of Resident #2's record revealed a subsequent physician's order on 03/03/15 for a balanced carbohydrates diet. Review of the diet board on 05/05/15 at 11:00 am posted in the kitchen revealed Resident #2 was to be served a balanced carbohydrate diet. Review of the facility's menu for lunch on 05/05/15 revealed residents on a regular diet were to be served salisbury steak (3-4 ounces), green peas (1 cup), seasoned beets (1 cup), dinner roll (1), margarine, piña cola cake (2 x 2 square), and beverage of choice (8 ounces). Review of the facility's therapeutic diet menus for lunch on 05/05/15 revealed resident ordered a balanced carbohydrate diet were to be served	{D 310}		

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{D 310}	Continued From page 4 salisbury steak (3-4 ounces), green peas (1 cup), seasoned beets (1 cup), piña cola cake (2 x 2 square), and beverage of choice (8 ounces). Observation on 05/05/15 at 11:35 am revealed Staff A preparing a frozen salisbury steak with gravy entree in the oven. Review of the label of the frozen salisbury steak package revealed a serving size of one piece of steak with gravy had 9 grams of carbohydrates. Observation of the lunch meal served to Resident #2 on 05/05/15 between 12:30 pm and 1:05 pm revealed: -The resident was served Salisbury steak (4 ounces), green peas (3/4 cup), corn (1/4 cup), seasoned beets (1 cup), one slice of white bread, water (8 ounces), and fruit punch (8 ounces). -Resident #3 consumed 40% of the meal, excluding 1/2 of the peas and corn and 1/2 of the beets. -Yellow corn (1/4 cup = 31 carbohydrates) and one slice of white bread (13 carbohydrates) were initially served to the resident and were not on the menu for a balanced carbohydrate diet. -Observation on 05/05/15 at 12:50 pm revealed Resident #2 left the dining room without being served or requesting dessert. Interview with Resident #2 on 05/05/15 at 12:50 pm revealed: -He was not on a special diet. -Sometimes staff served him bread, but not always. -Staff served the meals, but residents could request more food if they wanted it. Refer to interview with Staff A, MA on 05/05/15 at	{D 310}		

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{D 310}	Continued From page 5 12:10 pm. Refer to further interview with Staff A, MA on 05/05/15 at 1:05 pm. Refer to interview with Staff B, MA on 05/05/15 at 3:10 pm. Refer to interview with the Administrator on 05/05/15 at 9:45 am. Refer to further interview with the Administrator on 05/05/15 at 1:15 pm. _____ Interview with Staff A, MA on 05/05/15 at 12:10 pm revealed: -He prepared meals daily during his shifts. -He utilized the facility's weekly menus that were developed by a dietician to determine what to serve each resident. -A Resident Diet List was posted in the kitchen and was updated by the Administrator when a resident's diet order changed or when the facility admitted a new resident. -He was aware three residents currently had orders for a balanced carbohydrate diet. Further interview with Staff A, MA on 05/05/15 at 1:05 pm revealed: -According to the therapeutic menu for today's lunch, resident's were to be served "the same food as a regular diet, except they aren't supposed to get margarine." -One resident who was on a balanced carbohydrate diet was out of the facility at lunch. -Resident #2 and Resident #3 were both served one slice of white bread and corn with their lunch meal. -He had not prepared the piña cola cake, because "I don't bake, so I was going to give	{D 310}		

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{D 310}	Continued From page 6 them jello." -He had received training from the facility's nurse and Administrator regarding how to use the posted weekly menu for therapeutic diets. Interview with Staff B, MA on 05/05/15 at 3:10 pm revealed: -She had been employed with the facility as a MA since July 2014. -She did not know who was responsible for training staff regarding meal preparations. -She had received training from another employee who "was the cook" when she was first hired, but he was no longer employed at the facility. -"Since he left, all of us cook for the residents." -She prepared and served lunch and dinner meals for residents. -There was a Resident Diet List posted in the kitchen for staff reference. -The Resident Diet List was updated by the Administrator when a resident's diet order changed or when the facility admitted a new resident. -She was aware three residents currently had orders for a balanced carbohydrate diet. -"The residents on the carbohydrate diet cannot have bread unless they ask for it." -There was a therapeutic diet menu and "a sheet with serving sizes" for staff reference. -The facility's Administrator purchased cooking utensils, including serving spoons, for staff to use when plating resident's meals. -She utilized the measured cooking utensils and the therapeutic menu when serving residents. Interview with the Administrator on 05/05/15 at 9:45 am revealed: -The facility offered three diets, one of which was balanced carbohydrates.	{D 310}		

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{D 310}	Continued From page 7 -A Registered Dietician developed the therapeutic menus, including balanced carbohydrates as well as a serving size reference form for staff to utilize. -She had posted the therapeutic menus and serving size reference form and instructed staff on how to use them when serving residents on therapeutic diets. -Staff A would be preparing the lunch meal on 05/05/15. Further interview with the Administrator on 05/05/15 at 1:15 pm revealed: -She was unaware that residents who were on the balanced carbohydrate diet were being served bread and corn for the lunch meal. -She and the facility nurse were responsible for training staff on how to use the therapeutic diet menu. -She would immediately in-service staff again as well as monitor meals to ensure they were served as ordered.	{D 310}		