

JUL - 7 2015

*via email*

PRINTED: 06/19/2015  
FORM APPROVED

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  HAL041074	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____ <i>2/25</i>	(X3) DATE SURVEY COMPLETED  06/10/2015
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NAME OF PROVIDER OR SUPPLIER  SPRING ARBOR OF GREENSBORO	STREET ADDRESS, CITY, STATE, ZIP CODE 5125 MICHAUX ROAD GREENSBORO, NC 27410  <i>County: Guilford</i>
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(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  An annual and complaint survey was conducted by the Adult Care Licensure Section and the Guilford County Department of Social Services on June 9-10, 2015. The complaint investigation was initiated by the Guilford County Department of Social Services on June 4, 2015.	D 000		
D 298	10A NCAC 13F .0904(d)(2) Nutrition And Food Service  10A NCAC 13F .0904 Nutrition And Food Service (d) Food Requirements in Adult Care Homes: (2) Foods and beverages that are appropriate to residents' diets shall be offered or made available to all residents as snacks between each meal for a total of three snacks per day and shown on the menu as snacks.  This Rule is not met as evidenced by: Based on observation, interview, and record review the facility failed to assure residents were offered snacks three times daily.  Interview with the Administrator on 06/09/15 at 9:45 am revealed: -There were 21 residents who resided in the Special Care Unit (SCU) which was "Cottage 1". -There were 9 residents who resided in Cottage 2. -All of the residents in Cottage 1 and Cottage 2 had cognitive impairments.  Review of the facility menu revealed: -One snack per day was listed. -The one snack was listed as "Snack of the day" for each day. -No snack options were listed.	D 298	<b>D298 – 10A NCAC 13F .0904(d)(2) Nutrition and Food Service</b>  It is Spring Arbor's standard practice to comply with state licensure rules. The Food Service Director amended facility menus to include a "variety of snacks and beverages" between each meal for a total of three snacks per day. A variety of snacks and beverages are offered or made available to resident on a daily basis. Residents with cognitive issues will be offered a choice of snack and beverage. Food Service staff replenishes snacks in all three areas on a daily basis and as needed. Staff has been re-educated/reminded that snacks and beverages are to be offered to each individual resident between each meal, three times per day. The Food Service Director and Cottage Care Coordinator will	

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE: Becky Vance, TITLE: Executive Director (X6) DATE: 7-9-15  
STATE FORM 7GXQ11 If continuation sheet 1 of 8

*POC Approved*  
*per. J. Haszto*  
*07-08-2015*

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D 298	<p>Continued From page 1</p> <p>It was determined by observation the residents were not interviewable.</p> <p>Observations on 06/09/15 of Cottage 1 from 10:00 am to 11:15 am revealed:</p> <ul style="list-style-type: none"> <li>-One resident requested a snack at 10:05 am from a Nurse Aide (NA).</li> <li>-At 10:07, the NA provided milk, but before she could obtain the snack, the resident wandered off.</li> <li>-The resident who had requested a snack did not receive or eat a snack.</li> <li>-No other snacks were offered or made available to other residents.</li> </ul> <p>Observation on 06/09/15 of Cottage 2 at 4:20 - 4:30 pm revealed:</p> <ul style="list-style-type: none"> <li>-A snack holder located on the top of a cabinet located in the dining room that was within reach for residents.</li> <li>-Snacks that were in the snack holder included individual packs of crackers, cookies, chips, snack bars, and bananas and apples.</li> <li>-No residents obtained snacks from the snack holder.</li> </ul> <p>Observation on 06/10/15 of Cottage 1 from 8:15 am to 11:00 am revealed:</p> <ul style="list-style-type: none"> <li>-Residents completed the breakfast meal at approximately 8:45 am.</li> <li>-No snacks were observed to be offered or served to residents by staff.</li> <li>-A snack holder that included individual snacks, including crackers, cookies, bananas, oranges, snack bars, and chips were in the unit's kitchen, which was not accessible to residents who were non-ambulatory, in a wheelchair, or did not have the cognitive skills to locate the snacks.</li> <li>-There was a one unopened gallon of 2% milk, one gallon of water, one gallon of tea, and one gallon of fruit punch in the refrigerator in the unit's</li> </ul>	D 298	<p>continue to work together to ensure practices are followed and the Executive Director will regularly monitor for ongoing compliance.</p> <p><b>Completion Date: June 11, 2015</b></p>	

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D 298	<p>Continued From page 2 kitchen.</p> <p>Interview with a Nurse Aide (NA) on 06/09/15 at 4:20 pm revealed: -The dietary department filled the snack holder with snacks every morning. -"We keep it out here so the residents can get what they want to eat." -The unit had a popcorn machine that was sometimes used when they were showing a movie. -Dietary delivered cookies daily to the unit for the residents at 2:00 pm. -Snacks and beverages were not served individually to residents at routine times by staff unless requested by the resident or the family. -Residents on the unit did have cognitive issues and some did not know to get a snack from the snack holder.</p> <p>Interview with a Medication Aide (MA) on 06/09/15 at 5:50 pm revealed: -Snacks were served in the afternoon and after supper. -Cookies were brought daily to the unit about 2:45 pm by dietary. -The unit staff and the dietary aide served the afternoon snack to the residents. -Snacks for Cottage 1 were kept in the unit's kitchen and were stocked by the dietary department. -There was not a problem with having snacks available on the unit. -She did not work on first shift, so she could not say how snacks were given to residents on that shift.</p> <p>Interview with the Food Service Director on 06/10/15 at 11:30 am revealed: -She had been employed with the facility since</p>	D 298		

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D 298	<p>Continued From page 3</p> <p>05/07/2007.</p> <ul style="list-style-type: none"> <li>-Snacks were available for residents on the Assisted Living (AL) side in the cafe area at all times.</li> <li>-The dietary staff daily filled the "snack stands" located in Cottage 1 and Cottage 2.</li> <li>-The snacks provided include sugar-free items and fresh fruit, as well as crackers, cookies, and chips.</li> <li>-The dietary staff delivered cookies to Cottage 1 and Cottage 2 between lunch and dinner.</li> <li>-The unit staff and the dietary staff provided the cookies and beverages to the residents at the snack between lunch and dinner.</li> </ul> <p>Interview with the Cottage Care Coordinator on 06/10/15 at 1:45 pm revealed:</p> <ul style="list-style-type: none"> <li>-The residents who resided in Cottage 1 and Cottage 2 had cognitive impairments.</li> <li>-Snacks and beverages were served to residents in the afternoon when dietary delivered cookies to Cottage 1 and Cottage 2.</li> <li>-Snacks were made available to residents in Cottage 2 by having them on a table located in the dining room on the unit.</li> <li>-"Residents can get what they want."</li> <li>-For other times, residents were offered water, juices, and families bring snacks for the resident.</li> </ul> <p>Interview with the Administrator on 06/10/15 at 1:55 pm revealed:</p> <ul style="list-style-type: none"> <li>-Snacks were served after lunch and dinner for both Cottage 1 and Cottage 2 when dietary sent trays of cookies to both units.</li> <li>-Beverages were also served at these times by staff and offered by staff throughout the day.</li> <li>-There was no formal serving of snacks to residents in the mornings (between breakfast and lunch).</li> <li>-She was aware that snacks were to be served</li> </ul>	D 298		

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D 298	Continued From page 4  three times a day, but thought that having them on the unit in the mornings if a resident requested a snack and serving them in the afternoon and evenings was acceptable. -She understood that residents with cognitive impairments may not know to request snacks or be able to communicate to the staff. -She would work with the Food Service Director and the Cottage Care Coordinator to ensure residents were offered snacks three times daily.	D 298		
D 299	10A NCAC 13F .0904(d)(3)(A) Nutrition And Food Service  10A NCAC 13F .0904 Nutrition And Food Service (d) Food Requirements in Adult Care Homes: (3) Daily menus for regular diets shall include the following: (A) Homogenized whole milk, low fat milk, skim milk or buttermilk: One cup (8 ounces) of pasteurized milk at least twice a day. Reconstituted dry milk or diluted evaporated milk may be used in cooking only and not for drinking purposes due to risk of bacterial contamination during mixing and the lower nutritional value of the product if too much water is used.  This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to serve eight ounces of pasteurized milk at least twice a day to residents in the Special Care Unit (SCU).  The findings are:  Review on 06/09/15 of the diet spreadsheet revealed milk was to be served at breakfast and lunch meals.	D 299	<u>D299 – 10A NCAC 13F 0904(d)(3)(A) Nutrition and Food Service</u>  It is Spring Arbor's standard practice to comply with state licensure rules. The community practice has been modified to ensure that one cup (8 ounces) of pasteurized milk is given to each individual resident in the SCU (Cottage 1) and Cottage 2 (memory care neighborhood) at breakfast and again at lunch (and as requested by the resident) with a result of no less than two 8 ounce servings of pasteurized milk per day. Menus for these programs are posted and reflect 8 ounces of pasteurized milk being served with breakfast and lunch and made available at dinner and/or as a snack upon	

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D 299	<p>Continued From page 5</p> <p>Observation of the lunch meal on 06/09/15 from 12:05 pm to 12:35 pm in the SCU revealed: -Twenty residents were present in the dining room. -Each resident was served water. -Each resident was served cranberry juice. -No milk was served or offered.</p> <p>Observation of the dinner meal on 06/09/15 from 5:15 pm to 5:35 pm in the SCU revealed: -19 residents were present in the dining room. -Each resident was served water. -Each resident was served orange juice or tea. -No milk was served or offered. -There was a gallon container of 2% milk in the refrigerator that contained approximately 4 ounces of milk.</p> <p>Observation of milk on hand in the main kitchen of the facility on 06/09/15 at 5:45 pm revealed there were 7 gallons of whole milk, 1 gallon of skim milk, 1 1/2 gallons of 2 percent milk, and 1/4 gallon of skim milk.</p> <p>Interview with the Lead Cook on on 06/09/15 at 5:45 pm revealed the facility would be receiving a delivery of milk the morning of 06/10/15.</p> <p>Observation of the breakfast meal on 06/09/15 at 8:30 am revealed: -Residents in Cottage 1 and Cottage 2 were served 8 ounces of milk. -There was an unopened gallon of 2% milk in the refrigerator in the kitchen of the SCU.</p> <p>Interview with a Dietary Aide on 06/09/15 at 5:45 pm revealed: -One of her duties was to check the refrigerator in the SCU in the mornings to see if milk and other beverages were needed for the unit.</p>	D 299	<p>request. Staff have been re-educated/reminded that 8 ounces of pasteurized milk must be served to all cognitive impaired residents with breakfast and lunch. The Food Service Director and Cottage Care Coordinator will continue to work together to ensure practices are followed and the Executive Director will regularly monitor for ongoing compliance.</p> <p><b>Completion Date: June 11, 2015</b></p>	

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D 299	<p>Continued From page 6</p> <ul style="list-style-type: none"> <li>-She would be checking the milk in the unit refrigerator after the dining room tables are cleared.</li> <li>-Staff on the SCU could also request milk, if needed.</li> <li>-She worked second shift and assisted unit staff with serving beverages to the residents.</li> <li>-She did not observe milk being served at the dinner meal.</li> </ul> <p>Interview with Nurse Aides on 06/09/15 at 5:50 pm and on 06/10/15 at 9:15 am revealed:</p> <ul style="list-style-type: none"> <li>-Two NAs said milk was to be served at breakfast and lunch meals.</li> <li>-One NA said milk was to be served at breakfast and dinner meals.</li> <li>-The staff on second shift did not serve milk at the dinner meal.</li> <li>-"We may serve it if cookies are served as a snack."</li> <li>-The dietary staff provided the milk to their unit.</li> <li>-They did not have a menu available to know when milk was to be served.</li> </ul> <p>Interview with the Dietary Manager on 06/10/15 at 11:30 am revealed:</p> <ul style="list-style-type: none"> <li>-She had been employed at the facility as Dietary Manager since 05/07/2007.</li> <li>-She was aware that milk was to be served twice a day to residents; however, she needed clarification because milk for the Assisted Living residents was made available to them at each meal and they could request it.</li> <li>-The dietary department sent a beverage cart to the SCU each day that included milk, tea, juices, and water.</li> <li>-She was not aware that milk was to be served to each resident on the SCU twice a day.</li> <li>-The facility had a menu that listed milk to be served at breakfast and lunch meals.</li> </ul>	D 299		

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D 299	Continued From page 7 -The menus were for the Assisted Living and the SCU. -The facility had milk available for residents. -She would work with the Care Coordinator and the Administrator to ensure the residents on the SCU were served milk at breakfast and lunch.	D 299		

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June 9, 2015

Ms. Sherry Haszio RN, MSN, Licensure Consultant  
Adult Care Licensure Section  
Division of Health Service Regulation

[Sherry.Haszio@dhhs.nc.gov](mailto:Sherry.Haszio@dhhs.nc.gov)

RE: Plan of Correction

Spring Arbor of Greensboro  
HAL-041-074  
Guilford County

Dear Ms. Haszio:

Please find attached a copy of our Plan of Correction related to Spring Arbor of Greensboro's Annual Survey completed June 10, 2015. I am emailing you a copy and will mail the original tomorrow, July 10, 2015.

If you have any questions or comments concerning the attached plan, please call me at 336-286-6404.

Sincerely,

Becky Vance  
Executive Director