

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>HAL034035</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>08/12/2015</b>
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NAME OF PROVIDER OR SUPPLIER  <b>BROOKDALE REYNOLDA ROAD</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>2980 REYNOLDA ROAD WINSTON SALEM, NC 27106</b>
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D 000	Initial Comments  The Adult Care Licensure Section and the Forsyth County Department of Social Services conducted an annual and follow-up survey on 08/11/15 and 08/12/15.	D 000		
D 137	<p>10A NCAC 13F .0407(a)(5) Other Staff Qualifications</p> <p>10A NCAC 13F .0407 Other Staff Qualifications (a) Each staff person at an adult care home shall:</p> <p>(5) have no substantiated findings listed on the North Carolina Health Care Personnel Registry according to G.S. 131E-256;</p> <p>This Rule is not met as evidenced by: Based on interviews and record review, the facility failed to ensure 1 of 3 sampled staff (Staff A) had no substantial findings listed on the North Carolina Health Care Personnel Registry (HCPR) prior to hiring.</p> <p>The findings are:</p> <p>Review of Staff A's personnel records revealed: -A hire date of 5/3/15. -She was hired as Resident Care Coordinator (RCC). -Documentation of a completed HCPR check was dated 3/24/14 with no substantial findings. -An updated documentation of a completed HCPR dated 8/11/15 with no substantial findings.</p> <p>Interview with Staff A on 8/11/15 at 3:50 pm revealed: -She had worked here since 5/19/15. -She came here from another facility. -She thought the Business Office Coordinator</p>	D 137		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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D 137	<p>Continued From page 1</p> <p>(BOC) performed the HCPR check on her. -Her daily responsibilities included supervision of medication aides (MA) and personal care aides (PCA). -On occasion she worked as direct care staff performing PCA tasks including assisting with transferring, bathing, and grooming of residents. -On occasion she worked as a Medication Aide administering medications to residents.</p> <p>Interview with the BOC on 8/11/15 at 3:55pm revealed: -The HCPR check was performed by the hiring manager, the RCC, the interviewing nurse or the BOC at the time of interview. -Was not aware that a HCPR check was not done prior to hire date.</p> <p>Interview with Staff A on 8/12/15 at 9:50 am revealed a HPCR check was completed on 8/11/15 with no substantial findings.</p> <p>Interview with the Regional Support nurse on 8/12/15 at 10:15 am revealed: -The HCPR check was performed on 8/11/15.</p>	D 137		
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>	D 310		

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D 310	<p>Continued From page 2</p> <p>Based on observations, interviews, and record reviews, the facility failed to assure the therapeutic diets Renal, Nectar Thickened liquids, Carbohydrate Control diet orders for 3 of 5 sampled resident (Resident #2, #4, and #5). were served as ordered by the physican.</p> <p>The finding are:</p> <p>A. Review of Resident #2's current FL2 dated 7/15/15 revealed: -Diagnoses that include End Stage Renal Disease, Diabetes, Right below the knee amputation, and atrial fibrillation. -An order for Hemodialysis 3 times weekly. -A diet order for a dialysis diet.</p> <p>Review on of the facility's therapeutic modification summary menu in the kitchen revealed: -There were diets listed for No Added Salt (NAS), Carbohydrate Control (CC), Nectar Thicken, Textured modified, Low fat / Low cholesterol, Pureed, Finger Foods, 2 Gram Sodium, and Liberalized Renal.</p> <p>Review of the facility posted week at a glance lunch menu for 8/11/15 revealed: -The lunch meal for a regular diet consisted of house salad, chicken with waffle and gravy, steam cabbage, mashed potatoes and coconut cake as well as reduced sugar coconut cake. -The alternative choice was a hamburger on bun and chips.</p> <p>Observation on 8/11/15 between 12:15 pm and 1:10 pm of the lunch meal served to Resident #2 revealed: -Resident #2 was served the following meal for lunch.</p>	D 310		

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D 310	<p>Continued From page 3</p> <ul style="list-style-type: none"> <li>-A 8 ounce glass of water.</li> <li>-A 12 ounce glass of orange juice that had been dispensed from a juice machine located in the dining room.</li> <li>-One small tossed garden salad with low calorie ranch dressing.</li> <li>-One piece of chicken.</li> <li>-One 4 ounce scoop of mashed potatoes.</li> <li>-One 4 ounce scoop of steamed cabbage.</li> <li>-One waffle square with un-sweet syrup.</li> <li>-Resident refused desert.</li> <li>-Resident #2 consumed 1/2 of the piece of chicken, 100% of the mashed potatoes, 100% of the steamed cabbage, 100% of the waffle.</li> <li>-Resident #2 consumed 100 % of the orange juice, and 1/2 of the glass water.</li> </ul> <p>Observation on 8/11/15 of the Daily Modification Therapeutic diet menu located in the facility kitchen revealed:</p> <ul style="list-style-type: none"> <li>-The substitution for the Liberalized renal diet were as follows: <ul style="list-style-type: none"> <li>-The tossed garden salad was to omit the tomatoes and use Italian Vinaigrette salad dressing.</li> <li>-The Chicken and Waffles with Gravy were to be omitted and serve 4 ounces of Chicken Tenders with 1/2 cup of rice Pilaf.</li> <li>-The Mashed Potatoes were to be omitted and served as 1/2 cup of the rice.</li> <li>-The reduced sugar coconut cake was to be omitted and serve a sugar free cookie 1 ounce.</li> <li>- The orange juice was to be omitted and substitute apple juice 6 ounces.</li> </ul> </li> </ul> <p>Observation on 8/11/15 between 12:15 pm and 1:10 pm of the lunch meal served in the dining room revealed:</p> <ul style="list-style-type: none"> <li>-5 management staff and 2 Personal Care Aides (PCA) had served all the residents' the lunch</li> </ul>	D 310		

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D 310	<p>Continued From page 4</p> <p>meal.</p> <p>-A management staff had ask Resident #2 what she preferred to drink for lunch.</p> <p>Telephone interview on 8/11/15 at 3:15 pm with Resident #2's dialysis center revealed:</p> <p>-Resident #2 had hemodialysis treatment 3 times weekly.</p> <p>-Resident #2 should be on a renal diet.</p> <p>-Resident #2 should not have orange juice due to the high level of potassium in orange juice.</p> <p>-Resident #2's lab value obtained by the dialysis center on 8/5/15 for a potassium level was 5.2 (Reference range on the laboratory report from the dialysis center for potassium was 3.5-5.0).</p> <p>Review of Resident #2's lab value report from the dialysis center revealed:</p> <p>-On 2/2/15 a potassium level of 4.8</p> <p>-On 3/4/15 a potassium level of 5.6</p> <p>-On 4/1/15 a potassium level of 4.9</p> <p>-On 5/6/15 a potassium level of 4.5</p> <p>-On 6/3/15 a potassium level of 5.5</p> <p>-On 7/1/15 a potassium level of 5.5</p> <p>-(Reference range on the laboratory report from the dialysis center for potassium was 3.5-5.0).</p> <p>Further review of Resident #2's record revealed:</p> <p>-A diet request from the dialysis center on 3/5/15 for a renal diet with minimize use of tomatoes &amp; tomatoes products, white and sweet potatoes, banana, oranges and orange juice , dried starchy beans and peanut butter.</p> <p>-Preferred juices were cranberry and apple.</p> <p>-Request not signed by a physican.</p> <p>-Signed physican orders dated 6/4/15 for a liberalized renal diet for Resident #2.</p> <p>Review of the nutritional facts from the orange juice concentrate used in the juice machine</p>	D 310		

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D 310	<p>Continued From page 5</p> <p>revealed:</p> <ul style="list-style-type: none"> <li>-Serving size was listed as 1 cup.</li> <li>-Calories were listed as 112 per serving.</li> <li>-No potassium was listed on the nutritional facts for the orange juice concentrate.</li> </ul> <p>Telephone interview on 8/12/15 at 8:20 am with the facility market vendor which delivered the orange juice concentrate revealed:</p> <ul style="list-style-type: none"> <li>-The amount of potassium in orange juice concentrate was 470 mg/per-serving 1 cup serving.</li> <li>-She was unsure why the potassium was not listed on the nutritional facts on the orange juice.</li> </ul> <p>Interview on 8/11/15 at 4:15 pm and on 8/12/15 at 11:10 am with the nurse from Resident #2's primary physican revealed:</p> <ul style="list-style-type: none"> <li>-The physician had seen Resident #2 on 8/10/15.</li> <li>-An order dated 6/4/15 for a liberalized renal diet for Resident #2.</li> <li>-Documentation Resident #2 was non-compliant with her diet as well as her health issues.</li> <li>-The physican was not aware Resident #2 had consumed 12 ounces of orange juice during the lunch meal on 8/11/15.</li> <li>-Orange juice was not what he preferred Resident #2 to have but she could have one glass of orange juice daily.</li> </ul> <p>Interview on 8/12/15 at 7:15 am with Resident #2 revealed:</p> <ul style="list-style-type: none"> <li>-Had been on hemodialysis for 2 years.</li> <li>-She was unaware she was on a special diet and stated, " Maybe I should be I am diabetic".</li> <li>-The staff had placed the orange juice on the table, so "she drank it".</li> <li>-She was aware the facility did not want her to drink much orange juice.</li> <li>-She had always drank orange juice and stated, "I</li> </ul>	D 310		

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D 310	<p>Continued From page 6</p> <p>like it". -She stated, " I usually drink cranberry juice, but I drink orange juice 3 times a week".</p> <p>Review on 8/12/15 of Resident #2's record revealed a signed physican order dated 8/12/15, Resident may have beverage of choice but try to encourage compliance with renal diet.</p> <p>Interview on 8/11/15 at 2:45 pm with the second shift lead cook revealed: -She had been employed at the facility for 4 months. -Her duties included preparing the meals as well as preparing the food plates for the residents. -She was aware of the week at a glance daily menu which was posted in the kitchen. -She prepared the meals according to the week at a glance menu. -She had not prepared the beverages for the residents that came to the dining room to eat, "that was the PCA's duty". -She was unaware Resident #2 should not have orange juice or what the substitution was. -She was unaware the modified therapeutic menu were to be followed for residents who had physican ordered therapeutic diets. -She had been trained by the Dietary Manager for 2 weeks.</p> <p>Refer to telephone interview on 8/11/15 at 3:30 pm with the first shift lead cook.</p> <p>Refer to the interview on 8/11/15 at 3:50 pm with the Dietary Manager.</p> <p>Refer to the interview on 8/12/15 at 8:15 am with the Business Office Manager.</p> <p>Refer to the interview on 8/12/15 at 8:45 am with</p>	D 310		

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D 310	<p>Continued From page 7</p> <p>the Regional facility Nurse.</p> <p>Refer to the interview on 8/1/2/15 at 10:30 am with the Executive Director.</p> <p>B. Review of Resident #5's current FL2 dated 1/20/15 revealed: -Diagnoses that included cerebral vascular accident, hypertension, diabetes and colon cancer. -No diet documented on FL2.</p> <p>Review on of the facility's therapeutic modification summary menu in the kitchen revealed: -There were diets listed for No Added Salt (NAS), Carbohydrate Control (CC), Nectar Thicken, Textured modified, Low fat / Low cholesterol, Pureed, Finger Foods, 2 Gram Sodium, and Liberalized Renal.</p> <p>Review on 8/11/15 of Resident #5's record revealed a signed physician order dated 5/14/15 for a carbohydrate control diet.</p> <p>Review of the facility posted week at a glance lunch menu for 8/11/15 revealed: -The lunch meal consisted of house salad, chicken with waffle and gravy, steam cabbage, mashed potatoes and coconut cake as well as reduced sugar coconut cake. -The alternative choice was a hamburger on bun and chips.</p> <p>Observation on 8/11/15 at 1:15 pm in Resident #5's room of the lunch meal served to Resident #5's by a PCA revealed: -An 8 ounce glass of water. -An 8 ounce glass of tea un-sweet. -On small house salad with ranch dressing. -One chicken breast.</p>	D 310		

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D 310	<p>Continued From page 8</p> <ul style="list-style-type: none"> <li>-One 4 ounce scoop of mashed potatoes.</li> <li>-One 4 ounce scoop of steam cabbage.</li> <li>-A 1/2 inch slice of reduced sugar coconut cake.</li> </ul> <p>Observation on 8/11/15 of the Daily Modification Therapeutic menu for a Carbohydrate Controlled (CC) therapeutic diet for the lunch meal on 8/11/15 revealed:</p> <ul style="list-style-type: none"> <li>-The substitution for the CC diet were as follows: <ul style="list-style-type: none"> <li>-The tossed garden salad was to use Italian Vinaigrette salad dressing.</li> <li>-The Chicken and Waffles with Gravy were to omit Starch/Potato selection (Omit Bread).</li> </ul> </li> </ul> <p>Interview on 8/11/15 at 1:20 pm with Resident #5 revealed:</p> <ul style="list-style-type: none"> <li>-He ate all his meals in the room everyday.</li> <li>-The facility food was good, but not like home.</li> <li>-He was not sure what type of diet the physician had ordered.</li> <li>-"I know I use artificial sweetener in my tea".</li> </ul> <p>Interview on 8/11/15 at 2:45 pm with the second shift lead cook revealed:</p> <ul style="list-style-type: none"> <li>-She had been employed at the facility for 4 months.</li> <li>-Her duties included preparing the meals as well as preparing the food plates for the residents.</li> <li>-She was aware of the week at a glance daily menu which was posted in the kitchen.</li> <li>-She prepared the meals according to the week at a glance menu.</li> <li>-She had not prepared the beverages for the residents that came to the dining room to eat, "that was the PCA's duty".</li> <li>-She was unaware the modified therapeutic menu were to be followed for residents who had physician ordered therapeutic diets.</li> <li>-She had been trained by the Dietary Manager for 2 weeks.</li> </ul>	D 310		

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D 310	<p>Continued From page 9</p> <p>Refer to telephone interview on 8/11/15 at 3:30 pm with the first shift lead cook.</p> <p>Refer to the interview on 8/11/15 at 3:50 pm with the Dietary Manager.</p> <p>Refer to the interview on 8/12/15 at 8:15 am with the Business Office Manager.</p> <p>Refer to the interview on 8/12/15 at 8:45 am with the Regional facility Nurse.</p> <p>Refer to the interview on 8/12/15 at 10:30 am with the Executive Director.</p> <p>C. Review of Resident #4's current FL 2 dated 6/17/15 revealed: -Diagnoses including Paralysis Agitans, slow transit constipation, Parkinson's, depression. -No diet order on the FL2 except for "double portions fluids with meals"</p> <p>Review of Resident #4's record revealed: -A physician's order dated 6/19/15 for Nectar thick liquids. -A physician's order dated 8/12/15 for "May have milk with his cereal".</p> <p>Interview with Resident #4 on 8/11/15 at 2:30 pm revealed: -On thickened liquids and "have to make myself drink because I get dehydrated". -"Certain things still make me choke like flat cereals like cornflakes. Rice Krispies are ok. I moisten those cereals with milk but do not drink the milk after the cereal is gone." - "Sometimes I pour my thickened cranberry juice in my cereal to flavor it and thicken the milk". -"I drink a small sip of regular (thin) water to</p>	D 310		

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D 310	<p>Continued From page 10</p> <p>moisten my mouth."</p> <p>Interview with a Medication Aide (MA) on 8/11/15 at 12:35 pm revealed: -Resident #4 had no problems swallowing meds. -Pre-thickened (nectar thick) water or juice was given with medications.</p> <p>Interview with the Speech and Language Pathologist (SLP) on 8/11/15 at 3:00 pm revealed: -She had been at this facility for one week. -She had reviewed Resident #4's record and notes of the previous SLP. -She was aware Resident #4 had an order for Nectar thickened liquids. -A small sip of thin water was allowed if the cognition of the resident was alert and the resident was aware of what they were doing. -Cereal with thin milk to moisten it was "what I would tell my clients to do". -"I see no issues to follow-up at this time".</p> <p>Interview with a Medication Aide (MA) on 8/11/15 at 3:15 pm revealed: -Resident #4 pours pre-thickened cranberry juice in with his cereal and milk to thicken it. -Staff did not thicken the milk in the cereal.</p> <p>Observation on 8/11/15 of the lunch meal revealed: -Resident #4 was served 8 ounces of cranberry juice from a Pre-thickened carton. -Resident #4 had refused the water or any other beverage. -Resident #4 requested and was served one bowl of cereal with milk. -Resident #4 requested and was served a grill cheese sandwich with chips. -Resident #4 ate all of the cereal but did not consume the milk, approximately ½ cup of milk</p>	D 310		

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D 310	<p>Continued From page 11</p> <p>was left in bottom of the bowl.</p> <p>-Resident #4 ate 100% of the grill cheese sandwich and chips.</p> <p>-Resident #4 consumed all of the 8 ounces of nectar thickened cranberry juice.</p> <p>-Resident #4 had no issues with eating nor any swallowing difficulty during the lunch meal.</p> <p>Interview with Resident #4's primary care physician on 8/12/15 at 11:00 am revealed:</p> <p>-He had no problems with milk on the cereal as described.</p> <p>-New order was faxed to the facility and placed in the record to allow milk with cereal.</p> <p>Refer to telephone interview on 8/11/15 at 3:30 pm with the first shift lead cook.</p> <p>Refer to the interview on 8/11/15 at 3:50 pm with the Dietary Manager.</p> <p>Refer to the interview on 8/12/15 at 8:15 am with the Business Office Manager.</p> <p>Refer to the interview on 8/12/15 at 8:45 am with the Regional facility Nurse.</p> <p>Refer to the interview on 8/1/2/15 at 10:30 am with the Executive Director.</p> <p>_____</p> <p>Phone interview on 8/11/15 at 3:30 pm with the first shift lead cook revealed:</p> <p>-She had worked for the company for 3 years but in this facility for 2 months.</p> <p>-She was trained in this facility by the Dietary Manager for 2 weeks.</p> <p>-Her duties included ordering supplies, preparing and serving meals, and updating resident's diet orders.</p> <p>-She relied on the dietary manager to obtain</p>	D 310		

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D 310	<p>Continued From page 12</p> <p>physican orders from the nursing staff for dietary changes in resident's diets.</p> <ul style="list-style-type: none"> <li>-She had prepared all the plates that were served in the dining room for the lunch meal on 8/11/15.</li> <li>-She prepared all food without using additional salt while cooking.</li> <li>-The dietary manager had placed the measured scoops for the lunch meal on the counter for serving the vegetables to the residents.</li> <li>-She was not aware of the amount each scoop held but relied on the color code of the scoop.</li> <li>-She was aware the green scoop was used to serve the vegetable.</li> <li>-She was aware the modification therapeutic daily diet menu for the residents was located in the kitchen.</li> <li>-She had prepared the lunch meal for the resident who ate in his room and had known he was on a CC diet.</li> <li>-She stated " If a resident was on a CC diets they were to have less carbohydrates like bread and starches and more vegetables".</li> <li>-She relied on the week at a glance menu to be an acceptable diet for all the residents in the facility.</li> </ul> <p>Interview on 8/11/15 at 3:50 pm with the Dietary Manger revealed:</p> <ul style="list-style-type: none"> <li>-She started employment at this facility 8/1/15.</li> <li>-She was aware the therapeutic modification diet menu's were posted in the kitchen.</li> <li>-She was aware the lead cooks had known residents in the facility were on physican ordered therapeutic diets and she had showed the cooks how to serve and prepare the food using the therapeutic menu.</li> <li>-She stated, "I have not spent much time with the cooks and they have not had the training they needed".</li> <li>-She said the lead cooks in the kitchen were new</li> </ul>	D 310		

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D 310	<p>Continued From page 13</p> <p>to the facility. -She had gone into the kitchen once and found the therapeutic modification daily diet sheet still on the previous day. -In her opinion the staff had not followed the physican ordered therapeutic diets, and probably served all the resident the from the week at a glance menu.</p> <p>Interview on 8/12/15 at 8:15 am with the Business Office Manager revealed: -She had helped serve the lunch meal to the residents on 8/11/15. -She was aware some of the residents were on physican ordered therapeutic diets. -Some of the management staff assisted serving the lunch meal on 8/11/15 had never served the residents' meals before. -She was aware Resident #2 was on a renal diet.</p> <p>Interview on 8/12/15 at 8:45 am with the regional facility nurse revealed: -The PCA's usually served the meals to the residents' as well as the beverages. -The lead cook was running late in preparing the lunch meal and management were pulled to assist serving the residents lunch on 8/11/15. -She had helped serve the residents lunch meal on 8/11/15. -Some of the management staff were new and had never served the residents meals prior to 8/11/15. -She was unaware if all the staff had known residents were on physican ordered therapeutic diets.</p> <p>Interview on 8/1/2/15 at 10:30 am with the Executive Director revealed: -The PCA's usually serve the residents their meals and beverages.</p>	D 310		

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D 310	<p>Continued From page 14</p> <ul style="list-style-type: none"> <li>-Management staff that were new served the meals and beverages to residents their lunch meal on 8/11/15.</li> <li>-Some of the management staff had never served meals and beverages to residents prior to 8/11/15.</li> <li>-She was aware resident in the facility were on physican ordered therapeutic diets.</li> <li>-She was aware the facility had a therapeutic spread sheet called a modification daily menu diet list and it was located in the kitchen.</li> <li>-She was unaware the lead cooks were not using the modification therapeutic menu for the preparation of therapeutic diets ordered by the physican.</li> <li>-The lead cooks as well as the dietary manager were all new to the facility.</li> </ul> <p>_____</p> <p>The Administrator submitted a Plan of Protection on 8/12/15 as follows:</p> <ul style="list-style-type: none"> <li>-Staff will be retrained regarding therapeutic diets as ordered prior to next shift by the dietary staff and therapeutic diets will be served as ordered.</li> <li>-Diet orders will be reviewed for compliance with MD orders, charts audits will be reviewed by the Health And wellness Director, Resident Care Coordinator, and nursing staff beginning immediatley.</li> </ul> <p>CORRECTION DATE FOR THE TYPE B VIOLATION SHALL NOT EXCEED SEPTEMBER 28, 2015 .</p>	D 310		
D912	<p>G.S. 131D-21(2) Declaration of Residents' Rights</p> <p>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</p>	D912		

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D912	<p>Continued From page 15</p> <p>relevant federal and state laws and rules and regulations.</p> <p>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 nutrition and food service.</p> <p>The findings are:</p> <p>Based on observations, interviews, and record reviews, the facility failed to assure the therapeutic diets Renal, Nectar Thicken liquids, Carbohydrate Control diet orders for 3 of 5 sampled resident (Resident #2, #4, and #5). were served as ordered by the physican.[Refer to Tag 0310 10A NCAC 13F .0904(e)(4) (Type B Violation)].</p>	D912		