

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL060139	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 10/02/2015
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NAME OF PROVIDER OR SUPPLIER REGENCY RETIREMENT VILLAGE	STREET ADDRESS, CITY, STATE, ZIP CODE 9120 WILLOW RIDGE DRIVE CHARLOTTE, NC 28210
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D 000	Initial Comments The Adult Care Licensure Section and the Mecklenburg County Department of Social Services conducted an annual survey on 09/30/15 through 10/02/15.	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 reviews, the facility failed to ensure 3 of 7 sampled staff (Staff C, D, and E) had no substantiated findings listed on the North Carolina Health Care Personnel Registry (HCPR).</p> <p>The findings are:</p> <p>A. Review of Staff C's personnel records revealed: -Hire date of 09/09/12 as a housekeeper. -No documentation of a HCPR check.</p> <p>Review of a HCPR check completed on 10/01/15 for Staff C revealed no substantiated findings.</p> <p>Interview on 10/02/15 at 12:10 pm with Staff C revealed he did not know anything about HCPR checks.</p> <p>Refer to interview on 10/01/15 at 4:00 pm with the Business Office Manager.</p>	D 137		

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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>Refer to interview on 10/02/15 at 11:20 am with the Administrator.</p> <p>B. Review of Staff D's personnel records revealed: -Hire date of 08/28/15 as a cook. -No documentation of a HCPR check.</p> <p>Review of a HCPR check completed on 10/01/15 revealed there were no substantiated findings.</p> <p>Staff D was unavailable for interview.</p> <p>Refer to interview on 10/01/15 at 4:00 pm with the Business Office Manager.</p> <p>Refer to interview on 10/02/15 at 11:20 am with the Administrator.</p> <p>C. Review of Staff E's personnel records revealed: -Hire date of 11/06/14 as a server/kitchen staff. -No documentation of a HCPR check.</p> <p>Review of a HCPR check completed on 10/02/15 revealed there were no substantiated findings.</p> <p>Interview on 10/02/15 at 12:15 pm with Staff E revealed he "never heard of the HCPR".</p> <p>Refer to interview on 10/01/15 at 4:00 pm with the Business Office Manager.</p> <p>Refer to interview on 10/02/15 at 11:20 am with the Administrator.</p> <p>_____ Interview with the Business Office Manager (BOM) on 10/01/15 at 4:00 pm revealed he had been the BOM for about 2 months and was not</p>	D 137		

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D 137	Continued From page 2 aware the facility had to check the HCPR for non-clinical staff. Interview on 10/02/15 at 11:20 am with the Administrator revealed: -The BOM was responsible for completing the HCPR checks for all new employees during the hiring process. -The Administrator was aware the facility had to complete a HCPR check on all staff, regardless of their position. -He was not aware HCPR checks had not been completed for non-clinical staff.	D 137		
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 observation, record review and interviews, the facility failed to serve 8 ounces of pasteurized milk at least twice a day to the Memory Care Unit residents. The findings are: Review of the facility diet menu spreadsheet for	D 299		

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D 299	<p>Continued From page 3</p> <p>the week of 9/27/15 to 10/03/15 revealed milk was listed to be served at all meals and with all diets.</p> <p>Observation of the lunch meal service in the Memory Care Unit on 9/30/15 from 12:15 pm to 1:25 pm revealed:</p> <ul style="list-style-type: none"> -There were 14 residents served in the dining room at two tables. -At 12:15 pm there were 8 cartons of milk, and 3 cartons of thickened milk placed across the center of the long dining table. -At 12:15 pm there was no milk on the round dining table. -At 12:18 pm one resident tried to open the milk carton unsuccessfully and put it back. -At 12:50 pm another resident joined the table and was served 2 cups of milk with her dinner. -13 of 14 residents received water. -5 of 14 residents received milk. -At 1:25 pm a Nurse aide (NA) returned 6 of the remaining milk cartons to the Memory Care refrigerator. -At 1:25 pm a NA discarded 2 milk cartons that were partially opened. <p>Observation of the dinner meal service in the Memory Care Unit on 9/30/15 from 5:10 pm to 6:10 pm revealed:</p> <ul style="list-style-type: none"> -There were 14 residents served in the dining room at two tables. -At 5:10 pm a NA removed milk cartons from the Memory Care refrigerator and placed milk in front of the residents. -14 of 14 residents received water. -12 of 14 residents received milk. -At 5:15 pm one resident used a spoon for 2 minutes before successfully opening her milk carton. Several staff members walked past her without stopping to assist. 	D 299		

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D 299	<p>Continued From page 4</p> <p>-Another resident struggled to open her milk from 5:15 pm to 5:20 pm before a staff member opened it and poured it into a disposable cup.</p> <p>Observation of the breakfast meal service in the Memory Care Unit on 10/01/15 from 8:15 am to 8:50 pm revealed:</p> <p>-There were 14 residents served in the dining room at two tables.</p> <p>-At 8:15 am there was water, either orange or cranberry juice, and a milk carton at every place setting prior to the residents' arrival. The milk carton was opened and had a straw inserted in it.</p> <p>-As residents arrived, thickened milk was exchanged if a resident sat down at a thin milk setting.</p> <p>-14 of 14 residents received water, juice and milk.</p> <p>Interview on 9/30/15 at 5:30 pm with the Memory Care Coordinator (MCC) revealed:</p> <p>-She had worked at the facility for 10 and 1/2 years.</p> <p>-Diet changes were sent to the kitchen and a new sheet was printed. This was placed in the menu notebook kept in the Memory Care dining room for staff reference.</p> <p>-The staff was to assist residents as necessary at meal times. "Some days they need help, and some days they don't."</p> <p>Interview on 10/01/15 at 3:05 pm and 10/02/15 at 9:20 am with the MCC revealed:</p> <p>-Staff was to assist in opening milk cartons as necessary.</p> <p>-She was aware milk was to be served at each meal.</p> <p>-Her understanding was "having milk on the table was acceptable, as being available". "If the resident wants it, they grab it."</p> <p>-She had already sent out texts to staff to remind</p>	D 299		

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D 299	Continued From page 5 them to serve and open milk as necessary for residents. Interview on 10/01/15 at 3:45 pm with a Medication Aide revealed: -She had worked at the facility for more than 8 years. -The staff were to help residents as necessary, including opening milk. -"Things get hectic at meal times", it was easy to overlook a resident struggling to open milk.	D 299		
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: TYPE B VIOLATION Based on observation, interview and record review, the facility failed to assure 4 of 8 sampled residents (Residents #7, #8, #11 and #12) with physician's orders for therapeutic diets of Pureed and Mechanical Soft (MS) diets were served as ordered. The findings are: A. Review of Resident #8's current FL2 dated 9/12/15 revealed: -Diagnoses included seizures, anemia, chronic kidney disease, diastolic heart failure,	D 310		

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D 310	<p>Continued From page 6</p> <p>myelofibrosis, possible transient ischemic attack, pneumonia and possible aspiration.</p> <p>-An order for continuous oxygen by nasal cannula.</p> <p>-An order for dysphagia diet.</p> <p>-"Moderate assist" with activity of daily living task of eating.</p> <p>Review of Resident #8's facility diet order sheet dated and signed by a physician on 8/18/15 revealed an order for pureed diet with honey consistency thickened liquids.</p> <p>Review of a hospital discharge summary dated 9/25/15 for Resident #8 revealed:</p> <p>-The resident was admitted to the hospital on 9/22/15 with worsening shortness of breath.</p> <p>-The resident thought to have a new "aspiration" pneumonia with a history of seizures.</p> <p>-The resident had dysphasia and was on a dysphasia diet.</p> <p>-The resident will need to continue on a dysphasia diet to prevent "aspiration" pneumonia.</p> <p>-A discharge diagnosis of "aspiration" pneumonia.</p> <p>Review of the diet list (posted in the kitchen) on 9/30/15 at 11:30 am revealed Resident #8 was to receive a pureed, dysphagia diet with honey thickened liquids.</p> <p>Review of the facility therapeutic diet menus revealed:</p> <p>-A pureed diet menu was available for guidance for food service staff.</p> <p>Observation of the facility's food supply on 9/30/15 at 12:30 pm revealed the facility had pre-thickened nectar and honey liquids to serve those residents requiring thickened liquids.</p>	D 310		

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D 310	<p>Continued From page 7</p> <p>Observation of the lunch meal on 9/30/15 revealed it was served as ordered.</p> <p>Review of the facility therapeutic diet menus revealed: -The dinner on 9/30/15 for residents ordered a pureed diet was to consist of pureed turkey with cranberry glaze, pureed bread dressing, pureed yellow squash with onions, pureed wheat roll or bread, pureed fruit choice, milk and beverage of choice.</p> <p>Observation of the dinner meal on 9/30/15 at 6:00 pm revealed: -The residents were given a menu selection sheet to choose what they were served. Entrée options included turkey with cranberry glaze or a hamburger. -Resident #8 was sitting in his room. -At 6:00 pm a Personal Care Aide (PCA) brought a covered plate into the resident's room and set up Resident #8's meal in front of the resident. -The meal served to Resident #8 consisted of a hamburger, breaded dressing, and cooked squash without any consistency modification. -The resident had a large Styrofoam cup of non-thickened water in addition to a small plastic cup of thickened water with his meal. - Resident #8 immediately picked up his hamburger and began eating it without any observed difficulty or problem. - Resident #8 took a few sips of water out of the Styrofoam cup without any observed difficulty or problem.</p> <p>Interview with Resident #8 on 9/30/15 at 12:35 pm revealed: -He was on continuous oxygen and it made going to the dining room difficult. -"I eat what they give me", including thickened</p>	D 310		

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D 310	<p>Continued From page 8</p> <p>liquids. "I cannot tell you what it is since it is just colored scoops of food."</p> <p>Interview with the PCA on 9/30/15 at 6:10 pm revealed:</p> <ul style="list-style-type: none"> -Resident #8 was on a regular diet. -She had picked up Resident #8's dinner plate from the kitchen to deliver it to the resident in his room. -She was not sure which staff member handed her the plate of food to deliver to Resident #8. -She had worked at the facility for one month. <p>Interview with Cook A on 9/30/15 at 6:12 pm revealed:</p> <ul style="list-style-type: none"> -Resident #8 was supposed to be on a pureed diet with thickened liquids. -A staff member had just left the kitchen to change out Resident #8's dinner plate for a pureed plate of food. <p>Observation on 9/30/15 at 6:16 pm revealed:</p> <ul style="list-style-type: none"> - A medication aide (MA) delivered a plate of pureed food to Resident #8 in his room and took the other plate of food away from the resident. - Resident #8 was holding about 1/8th piece of the whole hamburger in his hand. <p>Interview with the MA on 9/30/15 at 6:20 pm revealed:</p> <ul style="list-style-type: none"> -She had overheard the surveyor asking the PCA about the two types of water served to Resident #8 and realized a mistake was made. - She had just changed out Resident #8's dinner plate for a pureed plate. - Resident #8 had eaten all of the whole hamburger before she changed out his plate. - She also changed out Resident #8's water for honey thickened water. 	D 310		

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D 310	<p>Continued From page 9</p> <p>Second interview with Cook A on 10/1/15 at 10:15 am revealed:</p> <ul style="list-style-type: none"> -The Dietary Manager had put hamburger on the menu as an alternative for yesterday's dinner meal. -There were no matching therapeutic diet menus to reflect serving hamburgers as an alternative. - He had inadvertently plated regular food for Resident #8's dinner on 9/30/15. - He thought the error occurred because the PCA did not write down the resident's diet on his menu request form as PCAs usually do when he was plating the food. - He was responsible for assuring residents were given the correct therapeutic diet food items. - He was aware of residents on therapeutic diets, including thickened liquids because there was a diet list posted in the kitchen with current diets. - Resident #8 was listed on the posted diet list as having a pureed diet and honey thickened liquids. - He had not caught the error because the kitchen was very busy and hectic on the evening of 9/30/15. A staff member came back to the kitchen and said that Resident #8 got the wrong plate of food. He immediately looked in the warmer where he kept all the pureed plates of food and realized there was an extra plate of pureed food and that an error had occurred. <p>Refer to interview on 10/02/15 at 8:00 am with Cook B.</p> <p>Refer to interview on 10/02/15 at 10:00 am with Cook A.</p> <p>Refer to interview on 10/2/15 at 12:10 with the Dietary Manager.</p> <p>B. Review of Resident #12's current FL2 dated 3/06/15 revealed:</p>	D 310		

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D 310	<p>Continued From page 10</p> <p>-Diagnoses included Alzheimer's disease, hypertension, diabetes, and sleep apnea. -A diet order for mechanical soft (MS), Consistent Carbohydrate (CCHO) [Diabetic] diet.</p> <p>Review of the diet list posted in the kitchen on 9/30/15 at 11:30 am revealed Resident #12 was to receive a MS, CCHO diet.</p> <p>Review of the facility therapeutic diet menus revealed: -A MS diet menu was available for guidance for food service staff. -The lunch on 9/30/15 for residents ordered a MS diet was to consist of 4 oz. ground beef tips, ½ cup potato wedges, ½ cup broccoli cuts, wheat roll/bread, 2x3 red velvet cake (diet chocolate cake for CCHO diet), 8 oz. milk (skim for CCHO) and 8 oz. beverage of choice (diet for CCHO).</p> <p>Review of two weeks of facility therapeutic diet menus revealed: -Every meat option served to mechanical soft diets required the meat to be ground. -The only hamburger option listed during this time was for a substitution for pizza, and the hamburger was to be ground.</p> <p>Observation of lunch service on 9/30/15 at 12:15 pm revealed: -Resident #12 had finished eating her meal. She consumed 100% of what was served, and drank 8 oz. water, and 12 oz. unsweetened tea.</p> <p>Review of the facility therapeutic diet menus revealed: -The dinner on 9/30/15 for residents ordered a MS diet was to consist of 2 oz. ground turkey with cranberry glaze, ½ cup bread dressing, ½ cup yellow squash with onions, wheat roll or bread, ½</p>	D 310		

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D 310	<p>Continued From page 11</p> <p>cup fruit choice, 8 oz. milk (skim for CCHO) and 8 oz. beverage of choice (diet for CCHO).</p> <p>Observation of dinner service on 9/30/15 revealed: -Resident #12 was served 8 oz. water, sliced apple, wheat roll, chopped turkey in sauce over dressing, orange jello, and 8 oz. coffee. -She consumed 75% of meal without difficulty swallowing.</p> <p>Interview with Resident #12 at 12:15 pm revealed: -She could not remember what she ate or how it was served to her. -She "eats what they serve me".</p> <p>Refer to interview on 10/02/15 at 8:00 with Cook B.</p> <p>Refer to interview on 10/02/15 at 10:00 am with Cook A.</p> <p>Refer to interview on 10/02/15 at 12:10 pm with the Dietary Manager.</p> <p>C. Review of Resident #7's current FL2 dated 4/01/15 revealed: -Diagnoses included Alzheimer type dementia, depression, hypothyroidism, poor appetite, melena with anemia and low back pain. -A diet order for mechanical soft (MS). -Current level of care was Memory Care.</p> <p>Review of Resident #7's facility diet order sheet dated and signed by a physician on 4/14/15 revealed an order for Regular diet with MS consistency.</p> <p>Review of the diet list (posted in the kitchen) on</p>	D 310		

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D 310	<p>Continued From page 12</p> <p>9/30/15 at 11:30 am revealed Resident #7 was to receive a Regular, MS diet.</p> <p>Review of the facility therapeutic diet menus revealed: -A MS diet menu was available for guidance for food service staff. -The lunch on 9/30/15 for residents ordered a MS diet was to consist of 4 oz. ground beef tips, ½ cup potato wedges, ½ cup broccoli cuts, wheat roll/bread, 2x3 red velvet cake, 8 oz. milk for and 8 oz. beverage of choice.</p> <p>Review of two weeks of facility therapeutic diet menus revealed: -Every meat option served to mechanical soft diets required the meat to be ground. -The hamburger option listed for week 1 day 6 Cycle II required the meat patty to be ground.</p> <p>Observation of lunch service in the memory care unit on 9/30/15 revealed: -Resident #7 was served a cheese-burger cut into 4 pieces with ketchup added, lentil soup, red velvet cake, ¼ cup pear chunks, tea and water. Milk was on the table near her plate. -Resident #7 was able to feed herself. -Resident #7 consumed 100% of meal, but did not drink the milk. -She had no difficulty swallowing her meal.</p> <p>Review of the facility therapeutic diet menus revealed: -The dinner on 9/30/15 for residents ordered a MS diet was to consist of 2 oz. ground turkey with cranberry glaze, ½ cup bread dressing, ½ cup yellow squash with onions, wheat roll or bread, ½ cup fruit choice, 8 oz. milk and 8 oz. beverage of choice.</p>	D 310		

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NAME OF PROVIDER OR SUPPLIER REGENCY RETIREMENT VILLAGE	STREET ADDRESS, CITY, STATE, ZIP CODE 9120 WILLOW RIDGE DRIVE CHARLOTTE, NC 28210
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D 310	<p>Continued From page 13</p> <p>Observation of dinner service in the memory care unit on 9/30/15 from 5:30 pm to 6:00 pm revealed:</p> <ul style="list-style-type: none"> -Resident #7 was served chopped turkey and dressing, cranberry sauce, sliced green beans, wheat roll cut in pieces, and fruit parfait. -Resident #7 consumed 90% of the turkey and dressing, 100 % cranberry sauce, 25% green beans, 100 % parfait, no roll, 75 % milk, 50 % water, and 5% tea. -Resident #7 was able to feed herself without difficulty swallowing her meal. <p>Review of the facility therapeutic diet menus revealed</p> <ul style="list-style-type: none"> -The breakfast on 10/01/15 for residents ordered a MS diet was to consist of 6 oz. juice of choice, cereal of choice, banana, 1 egg, biscuit, margarine & jelly packet, 8 oz. milk, 8 oz. coffee or hot tea. -There was no sausage on the menu for 10/01/15. <p>Observation of breakfast service in the memory care unit on 10/01/15 from 8:15 am to 9:00 am revealed:</p> <ul style="list-style-type: none"> -Resident #7 was served oatmeal, scrambled eggs with grated cheese on top, crumbled biscuit, crumbled sausage, 8 oz. water, 8 oz. cranberry juice, and 8 oz. milk. -Resident #7 was able to feed herself. -Resident #7 consumed 100 % of her meal, and drank 75 % water, 50 % milk, and 20% juice without difficulty swallowing. <p>Interviews on 9/30/15 at 5:30 pm and 10/02/15 at 10:15 am with the Memory Care Coordinator (MCC) revealed:</p> <ul style="list-style-type: none"> -She had worked at the facility for 10 and 1/2 years. 	D 310		

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D 310	<p>Continued From page 14</p> <p>-Diet orders for residents were kept in a folder in the dining room for the staff to reference.</p> <p>"A hamburger on the MS diet looks different than a normal hamburger. It is ground meat on a hamburger bun and cut into pieces. The cheese holds it together. You can see crumbled meet on the plate after the resident takes a bite."</p> <p>Based on observation, record review and staff interviews on 9/30/15, it was determined Resident #7 was not to be interviewable.</p> <p>Refer to interview on 10/02/15 at 8:00 with Cook B.</p> <p>Refer to interview on 10/02/15 at 10:00 am with Cook A.</p> <p>Refer to interview on 10/2/15 at 12:10 with the Dietary Manager.</p> <p>D. Review of Resident #11's current FL2 dated 9/09/15 revealed: -Diagnoses included Alzheimer's disease, hypertension, coronary artery disease, osteoporosis, high cholesterol, history of breast cancer. -A diet order for no added salt (NAS), puree with nectar thickened liquids. - Current level of care was Memory Care.</p> <p>Review of Resident #11's facility's diet order sheet dated and signed by a physician on 9/28/15 revealed an order for No Added Salt (NAS) with mechanical soft (MS) with Nectar Thickened liquids.</p> <p>Review of the diet list posted in the kitchen on 9/30/15 at 11:30 am revealed Resident #11 was to receive a NAS, MS with Nectar Thickened</p>	D 310		

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D 310	<p>Continued From page 15</p> <p>liquids.</p> <p>Review of the facility therapeutic diet menus revealed: -A MS diet menu was available for guidance for food service staff. -The lunch on 9/30/15 for residents ordered a NAS, MS diet was to consist of 4 oz. ground beef tips, ½ cup potato wedges, ½ cup broccoli cuts, wheat roll/bread, 2x3 red velvet cake, 8 oz. milk for and 8 oz. beverage of choice.</p> <p>Review of two weeks of facility therapeutic diet menus revealed: -Every meat option served to mechanical soft diets required the meat to be ground. -The hamburger option listed for week 1 day 6 Cycle II required the meat patty to be ground.</p> <p>Observation of lunch service in the memory care unit on 9/30/15 revealed: -Resident #11 was served a cheese-burger cut into 4 pieces, approximately 25 potato chips, red-velvet cake. No beverages were served. -Resident #11 was able to feed herself -Resident #11 consumed 100% of her meal without difficulty swallowing.</p> <p>Review of the facility therapeutic diet menus revealed: -The dinner on 9/30/15 for residents ordered a NAS, MS diet was to consist of 2 oz. ground turkey with cranberry glaze, ½ cup bread dressing, ½ cup yellow squash with onions, wheat roll or bread, ½ cup fruit choice, 8 oz. milk and 8 oz. beverage of choice.</p> <p>Observation of dinner service in the Memory Care Unit on 9/30/15 from 5:30 pm to 6:10 pm -Resident #11 was served a pureed diet which</p>	D 310		

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D 310	<p>Continued From page 16</p> <p>was immediately removed after the Memory Care Coordinator (MCC) told the staff member her diet was changed.</p> <p>-Resident #11 was served chopped turkey and dressing, cranberry sauce, sliced green beans, squash, wheat roll cut in pieces, nectar thickened water, nectar thickened tea and nectar thickened milk- all from pre-mix cartons poured into 8 oz. cups.</p> <p>-Resident #11 consumed 90 % of her meal, no roll, and drank 80 % nectar thickened water, 100 % nectar thickened tea, and 10 % nectar thickened milk.</p> <p>-Resident #11 was able to feed herself.</p> <p>-She had no difficulty swallowing her meal.</p> <p>Review of the facility therapeutic diet menus revealed:</p> <p>-The breakfast on 10/01/15 for residents ordered a NAS, MS diet was to consist of 6 oz. juice of choice, cereal of choice, banana, 1 egg, biscuit, margarine & jelly packet, 8 oz. milk, 8 oz. coffee or hot tea.</p> <p>-There was no sausage on the menu for 10/01/15.</p> <p>Observation of breakfast service in the Memory Care Unit on 10/01/15 from 8:15 am to 9:00 am revealed:</p> <p>-Resident #11 was served oatmeal, scrambled eggs with grated cheese on top, crumbled biscuit, crumbled sausage, 8 oz. nectar thickened water, 8 oz. nectar thickened orange juice, and 8 oz. nectar thickened milk.</p> <p>-She was not served a banana. (She was served nectar thickened orange juice).</p> <p>-Resident #11 was given an additional 8 oz. nectar thickened water since she consumed her first water prior to meal service.</p> <p>-Resident #11 was able to feed herself.</p>	D 310		

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D 310	<p>Continued From page 17</p> <p>-Resident #11 consumed 100 % of her meal and nectar thickened liquids without difficulty swallowing.</p> <p>Based on observation, record review, and staff interviews on 9/30/15, it was determined Resident #11 was not to be interviewable.</p> <p>Interview on 9/30/15 at 3:50 pm with a Dietary aide revealed regular, salted potato chips are served to residents with hamburgers.</p> <p>Interviews on 9/30/15 at 5:30 pm and 10/02/15 at 10:15 am with the Memory Care Coordinator (MCC) revealed: -She had worked at the facility for 10 and 1/2 years. -Diet orders for residents were kept in a folder in the dining room for the staff to reference. -"A hamburger on the MS diet looks different than a normal hamburger. It is ground meat on a hamburger bun and cut into pieces. The cheese holds it together. You can see crumbled meet on the plate after the resident takes a bite."</p> <p>Refer to interview on 10/02/15 at 8:00 with Cook B.</p> <p>Refer to interview on 10/02/15 at 10:00 am with Cook A.</p> <p>Refer to interview on 10/02/15 at 12:10 pm with the Dietary Manager.</p> <p>Interview on 10/02/15 at 8:00 am with Cook B revealed: -He was not working the previous two days. -He had worked at the facility 1 year; currently as a Cook 4 days per week, but previously as a server.</p>	D 310		

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D 310	<p>Continued From page 18</p> <ul style="list-style-type: none"> -He was trained by the Dietary Manager. -If a MS diet was served, he would "use the food processor to cut the food into small finger food pieces like for a toddler". A hamburger would just be cut into 4 or more pieces. "Some of our residents need smaller pieces- I know that from being a server". "Turkey would be cut into 1 inch squares and soft so can eat with a spoon. Cooked vegetables are already soft enough". -If a pureed diet was ordered for a hamburger, he processed the meat and bread separately to a "baby food consistency". -If a resident was served in their room, the process followed was: <ul style="list-style-type: none"> - "The staff gave the kitchen a paper with the resident menu selections. The paper should have the diet on it, but we have a list posted in the kitchen with the ordered diet. We give the plate to the server to give to the resident." -If the diet order changed, the nurse updated the list and posted the change in the kitchen for staff reference. -The diet manager prepared the menu for the week. -He did not realize that meat was to be ground for all MS options. Interview by telephone on 10/02/15 at 10:00 am with Cook A revealed: <ul style="list-style-type: none"> -He had worked at the facility for many years. -He was trained by the Dietary Manager who was currently on vacation. -He "did not need as in-depth training here since he had been doing this for years". -A diet list was posted on the kitchen wall to follow for which diet a resident was to receive. The nurse updated it when diet orders changed. -If a pureed diet was ordered, he pureed all foods to be served so they were fluffy. -If mechanical soft diet was ordered, he used a 	D 310		

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D 310	<p>Continued From page 19</p> <p>food processor to cut everything. Most cooked vegetables were soft enough and required only a sauce to make them acceptable.</p> <p>-"Mechanical soft is cut smaller than a chopped diet, small like you dice an onion" (when asked how he would prepare the turkey entrée).</p> <p>-To make a hamburger, he used the food processor to "chop the meat, then put a scoop of meat between two slices of cheese to hold it together and make it look like the real thing". He then cut the burger into four pieces.</p> <p>Telephone interview on 10/02/15 at 12:10 pm with the Dietary Manager revealed:</p> <p>-She had worked at the facility for 8 years, but was currently on vacation.</p> <p>-She trained all kitchen staff.</p> <p>-She completed several online and on-site food service training courses.</p> <p>-For a MS diet, turkey was to look like ground meet using the food processor.</p> <p>-For pureed diet, a hamburger was to be ground using the food processor, then put onto a bun, and cut into pieces.</p> <p>_____</p> <p>A Plan of Protection was submitted by the facility on 10/02/15 that included:</p> <p>-Immediately, all residents will be served therapeutic diets as ordered by the physician.</p> <p>-Immediately, all dietary staff have been educated on the correct therapeutic diet and instructed on use of appropriate equipment to ensure compliance.</p> <p>-Immediately, on-coming staff will be educated on correct therapeutic diets before the start of their shift.</p> <p>-Diets will be visually inspected by the Dining Services Director or Executive Director three times weekly during each meal service until 100% compliance is maintained for 30 days, followed by</p>	D 310		

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D 310	Continued From page 20 weekly inspections for 60 days. -Necessary corrections will be made and education will occur at time of inspection. -Audit tools will be completed at the time of inspection and reviewed monthly by the Executive Committee. CORRECTION DATE FOR THE TYPE B VIOLATION SHALL NOT EXCEED NOVEMBER 16, 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 related to nutrition and food service. The findings are: Based on observation, interview and record review, the facility failed to assure 4 of 8 sampled residents (Residents #7, #8, #11 and #12) with physician's orders for therapeutic diets of Pureed and Mechanical Soft (MS) diets were served as ordered. [Refer to Tag 310, 10A NCAC 13F .0904(e)(4) Nutrition and Food Service (Type B Violation).]	D912		

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