

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>HAL070008</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>05/25/2016</b>
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NAME OF PROVIDER OR SUPPLIER  <b>WATERBROOKE OF ELIZABETH CITY</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>143 ROSEDALE DRIVE ELIZABETH CITY, NC 27909</b>
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D 000	Initial Comments	D 000		
D 282	<p>10A NCAC 13F .0904(a)(1) Nutrition and Food Service</p> <p>10A NCAC 13F .0904 Nutrition and Food Service (a) Food Procurement and Safety in Adult Care Homes:</p> <p>(1) The kitchen, dining and food storage areas shall be clean, orderly and protected from contamination.</p> <p>This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to assure the kitchen's reach-in cooler, walk-in refrigerator, walk-in freezer, oven, toaster, ice-maker, kitchen shelving, pantry shelving and dishwasher were cleaned and protected from contamination.</p> <p>The findings are:</p> <p>Observation of the inside of the reach in cooler on 5/24/16 at 11:00am revealed:</p> <ul style="list-style-type: none"> <li>-The bottom shelf on the inside of the reach-in cooler had orange, red and green dried stains.</li> <li>-Both rubber door seals had dried black stains.</li> <li>-A one-foot long section of the rubber seal at the base of the left door was torn.</li> <li>-There was a thick black grime in the two-inch wide door track at the base of the refrigerator.</li> <li>-All of the plastic-coated metal rack shelving had exposed rusted areas.</li> </ul> <p>Observation of the inside of the walk-in refrigerator and walk-in freezer on 5/24/16 at</p>	D 282		

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

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D 282	<p>Continued From page 1</p> <p>11:15am revealed: -All six chrome shelving units had rust at the wire rack edges and around the leg supports. -The light switches were dirty and covered in a sticky substance. -The floors were stained and had areas of rust at the borders of each wall.</p> <p>Observation of the stove/oven on 5/24/16 at 11:25am revealed: -There was a thick grime on the stainless steel backsplash of the stove top. -All four stove burners were covered in a black tar-like grime and each coated with burnt crumbs. -The stove flame control knobs and oven temperature knobs were covered in a thick tar-like grime. The temperature indicator numbers on the oven control knob could not be read through the thick tar-like substance. -The two handles to the two oven doors were covered in grime and had a sticky substance. -The interior of the oven was completely covered in black tar-like grime including the metal oven racks which held several charred scraps of aluminum foil. -The oven floor was covered in ash. -The exterior of the oven doors and side panels were stained and had a brown stained sticky substance.</p> <p>Observation of the toaster conveyor on 5/24/16 at 11:42am revealed: -The rotating grate was covered in a thick grimy substance. -There was a thick coating of crumbs throughout all parts of the machine. -The exterior of the unit was heavily stained with a brown tar-like substance.</p>	D 282		

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D 282	<p>Continued From page 2</p> <p>Observation of the dishwasher at on 5/24/16 at 11:45am revealed:                      -There was a thick build-up of white hard-water deposits around the base edges of the unit.                      -The black plastic filter pan below the dishwasher was covered in white stains.                      -The dishwasher drain stopper was covered in scaly white deposits which required excessive force to remove to empty the used dishwater.</p> <p>Observation of the chrome wire kitchen racks which held the sanitized dinnerware on 5/24/16 at 12:00pm revealed multiple rusted areas.</p> <p>Observation of the chrome wire pantry racks on 5/24/16 at 12:05pm revealed multiple rusted areas.</p> <p>Observation of the kitchen's icemaker unit on 5/24/16 at 12:10pm revealed:                      -There were sticky residues on the underside of the lid.                      -The intake vent filter was dirty and the ventilation grate was sticky.                      -The sides of the unit were dirty with drip-marks.</p> <p>Interview with a kitchen staff aide on 5/24/16 at 12:12pm revealed:                      -There used to be a cleaning schedule posted on the bulletin board.                      -The cleaning schedule sheets had not been posted in over a month.                      -The kitchen staff clean in general but do not sign any cleaning schedule sheet for the last month.                      -Aide could not recall the last time the kitchen had a deep cleaning.</p> <p>Observation of the bulletin board posted in the kitchen on 5/24/16 at 12:14pm revealed no cleaning schedule was posted.</p>	D 282		

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D 282	<p>Continued From page 3</p> <p>Interview with the Dietary Supervisor on 5/24/16 at 12:15pm revealed:</p> <ul style="list-style-type: none"> <li>-The facility had a standard cleaning schedule, but she could not locate the schedule.</li> <li>-The cleaning schedule had not been created for the last couple of weeks.</li> <li>-The kitchen staff were responsible for daily cleaning and signing the posted cleaning schedule sheet by the listed area that was to be cleaned for that day.</li> <li>-The cleaning schedule had not been posted for the past month.</li> <li>-She had no explanation why the schedule had not been posted.</li> <li>-Maintenance was responsible for deep cleaning the kitchen every two weeks.</li> <li>-She was responsible for ensuring that the kitchen cleaning schedule was enforced.</li> <li>-She would have the walk-in refrigerator and walk-in -freezer unit cleaned immediately.</li> <li>-She was aware of the rusted floors in the walk-in refrigerator and walk-in -freezer and the facility was in the process of replacing them.</li> <li>-She was unaware of the rusted shelving in the pantry and kitchen areas.</li> <li>-She was unaware of the rusted reach-in refrigerator shelving.</li> <li>-She was aware that the stove and oven needed a deep cleaning.</li> <li>-She could not remember the last time the kitchen had a deep cleaning.</li> <li>-The dishwasher had a frequent problem with lime buildup due to hard water at the facility.</li> <li>-The stains on the toaster, stove, oven, icemaker, reach-in refrigerator and dishwasher would be cleaned by the end of the be immediately addressed.</li> </ul> <p>Interview with the Maintenance Director on</p>	D 282		

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D 282	<p>Continued From page 4</p> <p>5/24/16 at 12:30pm revealed:</p> <ul style="list-style-type: none"> <li>-He was not aware of a bi-monthly cleaning schedule for deep cleaning the kitchen.</li> <li>-Kitchen staff only notified maintenance if there was an issue with "mechanical issues."</li> <li>-It was not the responsibility of the maintenance staff to clean the kitchen.</li> </ul> <p>Interview with the Administrator on 5/25/16 at 10:00am revealed:</p> <ul style="list-style-type: none"> <li>-She supervised the Dietary Supervisor.</li> <li>-She was unaware that the cleaning schedule was not being followed.</li> <li>-She was unaware that the cleaning schedule was not posted for the last several weeks.</li> <li>-The expectation was for dietary staff to clean the all areas daily and as needed.</li> <li>-The Dietary Supervisor and the Maintenance Assistant "dropped the ball on the upkeep of the cleanliness of the appliances."</li> <li>-She had already ordered replacement refrigerator shelves.</li> <li>-She was shopping for a replacement for the toaster as it was unable to be cleaned.</li> <li>-She would determine the level of cleaning needed for each kitchen appliance.</li> <li>-She would replace any kitchen appliance if unable to be cleaned or repaired.</li> <li>-A new cleaning schedule will be posted on the bulletin board immediately.</li> </ul>	D 282		