

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  The Adult Care Licensure Section and the Pasquotank County Department of Social Services conducted an annual survey on May 24-25, 2016.	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: (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: -The bottom shelf on the inside of the reach-in cooler had orange, red and green dried stains. -Both rubber door seals had dried black stains. -A one-foot long section of the rubber seal at the base of the left door was torn. -There was a thick black grime in the two-inch wide door track at the base of the refrigerator. -All of the plastic-coated metal rack shelving had exposed rusted areas.</p> <p>Observation of the inside of the walk-in refrigerator and walk-in freezer on 5/24/16 at</p>	D 282	<p>D282 New racks for reach-in were ordered prior to survey and arrived on 5-26. They were installed with new clips on 5-30. Rubber doors seals were order and will be replaced. Refrigerator was thoroughly cleaned prior to new shelving racks being installed.</p>	<p>5-26-16</p> <p>6-25-16</p> <p>5-26-16</p>

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE *DR Smith, Rph* TITLE Administrator (X6) DATE 6-17-16

*Accepted & Approved*  
*Christopher Clark*  
6/20/16

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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	<p>D282 - Walk-in Freezer and Walk-in Refrigerator were thoroughly cleaned 6-1-16. Rust areas of wire racks in walk-ins will be degreased/cleaned/pressure washed and repainted New wire racks will be ordered to replace those that are unable to be repaired. Light switches/covers were cleaned. Floors will be pressure washed. Backsplash of stove top cleaned Stove burners will be deep cleaned. Flame control knobs/temp knobs cleaned Stove handles cleaned; oven cleaned Oven interior and exterior will be deep cleaned</p> <p>New toaster conveyor oven was order and installed. (Old toaster stains were unable to be cleaned)</p>	<p>6-1-16 6-20-16 5-25-16 6-20-16 6-1-16 6-20-16 6-13-16 5-26-16 5-26-16 5-26-16 6-20-16 5-31-16</p>

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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	<p>D282 - Due to hard water, dishwasher build up and deposits have been scraped and a deep clean will be performed.</p> <p>New Kitchen racks have been ordered. Due to age of racks, they were unable to be cleaned, sanded and repainted. New racks will be installed by June 28.</p> <p>Ice maker cleaned and filter replaced.</p> <p>Due to dietary supervisor being promoted to another department, there was a downfall of communication regarding the cleaning schedule. A new supervisor was actually appointed to dietary and a meeting was being held upon arrival of the survey team. The new supervisor was beginning training during the upcoming week. Since departure of the survey team, a new cleaning schedule and log has been implemented with input from</p>	<p>6-20-16</p> <p>6-28-16</p> <p>5-31-16</p>

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D 282	Continued From page 3  Interview with the Dietary Supervisor on 5/24/16 at 12:15pm revealed: -The facility had a standard cleaning schedule, but she could not locate the schedule. -The cleaning schedule had not been created for the last couple of weeks. -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. -The cleaning schedule had not been posted for the past month. -She had no explanation why the schedule had not been posted. -Maintenance was responsible for deep cleaning the kitchen every two weeks. -She was responsible for ensuring that the kitchen cleaning schedule was enforced. -She would have the walk-in refrigerator and walk-in -freezer unit cleaned immediately. -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. -She was unaware of the rusted shelving in the pantry and kitchen areas. -She was unaware of the rusted reach-in refrigerator shelving. -She was aware that the stove and oven needed a deep cleaning. -She could not remember the last time the kitchen had a deep cleaning. -The dishwasher had a frequent problem with lime buildup due to hard water at the facility. -The stains on the toaster, stove, oven, icemaker, reach-in refrigerator and dishwasher would be cleaned by the end of the be immediately addressed.  Interview with the Maintenance Director on	D 282	former dietary supervisor, administrator and incoming dietary supervisor. Cleaning schedule is to be completed on a daily/weekly basis.  Cleaning scheduled will be monitored by dietary supervisor weekly. Administrator will monitor at least monthly. QA meeting agenda will now include report from dietary supervisor on logs. Maintenance department will be notified by dietary supervisor for maintenance needs through the maintenance log and scheduled deep clean of kitchen will be done with maintenance assistance semi-annually.	

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D 282	Continued From page 4  5/24/16 at 12:30pm revealed: -He was not aware of a bi-monthly cleaning schedule for deep cleaning the kitchen. -Kitchen staff only notified maintenance if there was an issue with "mechanical issues." -It was not the responsibility of the maintenance staff to clean the kitchen.  Interview with the Administrator on 5/25/16 at 10:00am revealed: -She supervised the Dietary Supervisor. -She was unaware that the cleaning schedule was not being followed. -She was unaware that the cleaning schedule was not posted for the last several weeks. -The expectation was for dietary staff to clean the all areas daily and as needed. -The Dietary Supervisor and the Maintenance Assistant "dropped the ball on the upkeep of the cleanliness of the appliances." -She had already ordered replacement refrigerator shelves. -She was shopping for a replacement for the toaster as it was unable to be cleaned. -She would determine the level of cleaning needed for each kitchen appliance. -She would replace any kitchen appliance if unable to be cleaned or repaired. -A new cleaning schedule will be posted on the bulletin board immediately.	D 282		