

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL060077	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 06/30/2016
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NAME OF PROVIDER OR SUPPLIER EAST TOWNE	STREET ADDRESS, CITY, STATE, ZIP CODE 4815 NORTH SHARON AMITY ROAD CHARLOTTE, NC 28205
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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 The Adult Care Licensure Section and the Mecklenburg County Department of Social Services conducted an annual survey and a complaint investigation on June 29-30, 2016. The complaint investigation was initiated by the Mecklenburg County Department of Social Services on June 20, 2016.	D 000		
D 287	<p>10A NCAC 13F .0904(b)(2) Nutrition And Food Service</p> <p>10A NCAC 13F .0904 Nutrition And Food Service (b) Food Preparation and Service in Adult Care Homes: (2) Table service shall include a napkin and non-disposable place setting consisting of at least a knife, fork, spoon, plate and beverage containers. Exceptions may be made on an individual basis and shall be based on documented needs or preferences of the resident.</p> <p>This Rule is not met as evidenced by: Based on observation and interview, the facility failed to assure table service included a non-disposable place setting consisting of at least a knife, fork, spoon, plate and beverage container for residents' meals.</p> <p>The findings are:</p> <p>Interview with the Administrator revealed the current census was 101 residents.</p> <p>Observation on 06/29/16 at 12:00 pm of the lunch meal service revealed: -The beverages for each of the 101 place settings were prepared using 8 ounce styrofoam cups.</p>	D 287		

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

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D 287	<p>Continued From page 1</p> <ul style="list-style-type: none"> -The beverages served included water, tea, coffee and milk. -Each of the 101 place settings were prepared using a disposable plastic knife, fork and spoon. -Dessert for the lunch meal was fruit cocktail, which was served in a disposable styrofoam bowl for each resident. <p>Interview on 06/29/16 with several residents during the lunch service revealed:</p> <ul style="list-style-type: none"> - "We've had the plastic silverware for about the past month". - "We don't always have the styrofoam cups, but a lot of times we do". - "The only time we have plastic silverware or styrofoam cups is when the kitchen is short on staff". - "Most days we have plastic silverware and styrofoam containers". - "I don't mind the styrofoam or the plastic silverware". - "Just about every day we have styrofoam cups and the plastic silverware". <p>Observation of the dry storage area in the kitchen on 06/29/16 at 11:40 am revealed:</p> <ul style="list-style-type: none"> -5 cases of 1000 quantity plastic knives and 1 opened case of plastic knives. -2 cases of 1000 quantity plastic forks and 1 opened case of plastic forks. -3 cases of 1000 quantity plastic spoons and 1 opened case of plastic spoons. -5 cases of 1000 quantity 8 ounce styrofoam cups and 1 opened case of 8 ounce styrofoam cups. <p>Observation of the kitchen area on 06/29/16 at 12:00 pm revealed:</p> <ul style="list-style-type: none"> -No visible non-disposable containers. -No visible non-disposable knives, forks or spoons. 	D 287		

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D 287	<p>Continued From page 2</p> <p>-A large 3 drawer storage container, one drawer contained plastic knives, one drawer contained plastic forks and one drawer contained plastic spoons.</p> <p>Observation of the kitchen area on 06/29/16 at 12:50 pm, after the lunch service was completed revealed:</p> <p>-There were 8 dishwasher racks of 36 clean, non-disposable beverage cups and tumblers. -Large dishwasher racks of clean non-disposable knives, forks and spoons.</p> <p>Interview on 06/29/16 at 11:45 with a dietary aide who was setting the tables in the dining room for the lunch service revealed:</p> <p>-Usually non-disposable tableware was used. -Today the kitchen was short staffed, so disposable cups, bowls and plastic knives, forks and spoons were being used.</p> <p>Interview on 06/30/16 at 8:55 am with the Dietary Manager revealed:</p> <p>-The kitchen is stocked with enough non-disposable dinnerware and table ware to provide meals to the residents. -The kitchen was short staffed yesterday, due to an employee calling out. -The remaining kitchen staff prepared lunch and did not have time to get the breakfast dishes cleaned in the dishwasher. -Disposable cups, bowls and plastic knives, forks and spoons were used as a result of the kitchen being short staffed yesterday.</p> <p>Interview on 06/30/16 at 8:40 am with the Administrator revealed:</p> <p>-Disposable plates, cups, bowls and plastic knives, forks and spoons would be used if the dishwasher was out of order or the power was</p>	D 287		

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D 287	Continued From page 3 out. -The kitchen was short staffed yesterday and the employee did not have time to prepare lunch and get the breakfast dishes cleaned before lunch. -Ordinarily the non-disposable place settings and tableware were used, but yesterday was an exception.	D 287		