Division of Health Service Regulation

Received via email 9/28/16 LD

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	FCL067021	A. BUILDING: _____ B. WING _____	R 08/05/2016

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
PEARL'S FAMILY CARE HOME #4	102 ASH PLACE JACKSONVILLE, NC 28546

(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
{C 000}	Initial Comments The Adult Care Licensure Section conducted a follow-up survey on 8/5/16.	{C 000}		
{C 074}	10A NCAC 13G .0315(a)(1) Housekeeping and Furnishings 10A NCAC 13G .0315 Housekeeping And Furnishings (a) Each family care home shall: (1) have walls, ceilings, and floors or floor coverings kept clean and in good repair; This Rule shall apply to new and existing homes. This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to maintain walls and floor coverings clean and in good repair as evidenced by long term build-up of dirt, dust and debris on carpets; smears, smudges and drips on walls and holes in the walls observed in 3 of 4 resident rooms. The findings are: Observations on 8/5/16 between 10:05am and 10:40am revealed: -There was a hole in the wall 30 inches in length and 30 inches wide in resident room #1. -There was loose tobacco on top of the broken bedside chest and on the floor around a small bedside chest without drawers in the closet in resident room #1. -The entire carpet in resident room #1 had dirt, food wrappers, pieces of food, small pieces of paper, lint and loose tobacco on it. -There were cigarette filters, underclothes, socks, food wrappers, lint and dirt on the carpet in resident room #2. -There was heavy build-up of dust, dirt, loose	{C 074}	C 074 10A NCAC 13G.0315(a)(1) Repairs/remodling are on-going. Items had to be moved to allow for repairs and remodling. Walls are scheduled to be painted when repairs are completed. Please note that this facility did receive an environmental inspection on 8/10/16 and passed. The repairs, re-modling, housekeepping, furniture will be monitored by the Administrator/Owners on a weekly basis. All rooms have been shampooed. The expected date of completion on repairs and painting is 10/15/2016.	

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE: Martha K. Spicer, BS, MSA, MQSM

TITLE: Administrator

(X6) DATE: 9/15/16

Reviewed and accepted Bynithia Washington 29 Sept 2016

FCL067021	B. WING _____	08/05/2016

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

Martha K. Spicer, LS, MBA, MQSM — 9/23/16

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{C 074}	Continued From page 1 tobacco and dead insects along the edge of the carpet in resident room #3. -There was dirt, dust, lint, small pieces of paper and food wrappers on the floor in resident room #3. -There were numerous smears, smudges, drips and places where the remnant of dead insects remained on the walls in resident rooms #1, #2 and #3. -There was a small hole (approximately the size of an outlet) near the bottom of the wall adjacent to the window in resident room #3. Interview with a resident on 8/5/16 at 12:00pm revealed the resident did not know when his room had been cleaned. Review of the facility's Sanitation Report dated 5/7/15 revealed: -There was documentation of "stained carpeting throughout." -There was documentation the walls throughout the facility needed cleaning. Interview with the Supervisor in Charge (SIC) on 8/5/16 at 10:23am, 11:08am and 11:45am revealed: -The facility was short staffed. -The last maintenance man quit a few months ago. -The SIC/Maintenance person had been working on fixing things for 1 or 2 months when he was not working as a SIC. Interview with a Supervisor in Charge (SIC)/Maintenance Person on 8/5/16 at 10:47am and 12:45pm revealed: -The SIC/Maintenance Person was responsible for repairs in the facility when he was not working as an SIC caring for residents.	{C 074}		

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{C 074}	Continued From page 2 -He was fixing furniture in the living room, repairing holes in walls and painting walls on 8/5/16. -When all the furniture was in resident room #3, it was hard to move things around and clean behind it. -He had been working on the repair list given to him by the Administrator for 2-3 months. -He worked as an SIC at the facility every Wednesday evening and at a sister facility every Friday through Monday. -On his days off as an SIC, he worked on repairs for all the facilities. -The hole in the wall in resident room #1 was cut to access and repair a plumbing issue. -The SIC/Maintenance Person waited to make sure the problem was resolved and the area was dry before repairing the wall. -The wall in resident room #3 had been repaired on 8/5/16. Telephone interview with the Administrator on 8/5/16 at 3:55pm revealed: -The Administrator planned to replace all the carpet in the house. -The Administrator planned to paint all the walls at the facility. -The facility had attempted to address all issues previously identified in during the annual survey completed in May 2016.	{C 074}		
C 078	10A NCAC 13G .0315(a)(5) Housekeeping and Furnishings 10A NCAC 13G .0315 Housekeeping and Furnishings (a) Each family care home shall: (5) be maintained in an uncluttered, clean and orderly manner, free of all obstructions and	C 078	C 078 10A NCAC 13G.0315(a)(5) Facility is in the process of repairing & remodling this residence. Walls, doors and fixtures will be painted when all repairs and remodling are completed. Please note that this facility did receive	

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C 078	Continued From page 3 hazards; This Rule shall apply to new and existing homes. This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to maintain the family care home in a clean, uncluttered and orderly manner as evidenced by excessive amount of clothing and personal belongings on floors and overflowing from closets in 2 of 4 resident rooms and excessive accumulation of garbage in 3 of 4 resident rooms. The findings are: Observations on 8/5/16 between 10:05am and 10:40am revealed: -Resident room #1 had overflowing boxes and bins along the wall filled with books, papers and clothing which spilled over onto the floor. -There was a broken bedside chest of drawers with no drawers in the closet in resident room #1. -The bed in resident room #1 had a large area at the center that was deeply sunken in. -The garbage can in resident room #1 was overflowing with garbage and had garbage on the floor around the can. -The tub in the common bathroom had a thick line of soap scum, grime and hair around the bottom edge. -There was soap scum build up around the soap ledge/hand grip and at the bottom of the back of the common bathroom tub. -There was a yellow stain with brown specks around the entirety of the inside of the toilet bowl in the common bathroom. -There was cut hair around the sink and soap scum build up inside the sink in the common bathroom.	C 078	Continued from page 3 an environmental inspection on 8/10/16 and passed with Status Code 'A'. Further, the facility was under-going repairs and remodling at the time of this review. SIC's are continually trained on proper housekeepping techniques and frequency. Those areas will be monitored by Administrator/Owners to ensure clients room stays in compliance.	

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C 078	Continued From page 4 -There were clothes overflowing from the closet, piled the floor, in a large cardboard box and on chairs in resident room #2. -The bed was unmade in resident room #2 and a heavy build-up of dirt, dust and debris was noticeable around the seams of the mattress and box spring. -The mattress from resident room #3 was up against the wall in the hallway causing staff and residents to turn sideways to enter resident rooms #3 and #4. -The box spring and frame, with an additional mattress, box spring and frame were up against the wall in resident room #3. -There were blankets, resident clothing and personal belongings piled on the dresser and chair as well as in bins and bags to one side of resident room #3. -There were brown spots resembling insect feces on the outlet cover in resident room #3. -There were brown specks resembling insect feces on the underside of the box spring and back of small bedside chest of drawers in resident room #3. -There were dead insects along the edge of the carpet and caught in spider webs on the underside of the box spring and back of the small bedside chest of drawers in resident room #3. -There was a heavy build-up of dust, dirt and loose tobacco on and inside the drawers in a small bedside chest of drawers in resident room #3. Interview with a resident on 8/5/16 at 12:00pm revealed: -The resident did not know when his room had been cleaned. -The resident did not know how long his bed had been sunken in. -The resident did not "see the problem" with his	C 078		

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C 078	Continued From page 5 bed and his room. Interview with the Supervisor in Charge (SIC) on 8/5/16 at 10:23am, 11:00am and 11:45am revealed: -Resident room #3 was "such a mess" because it was being cleaned and painted on 8/5/16. -The SICs were responsible for general cleaning at the facility. -The residents cleaned their own room and the SICs assisted the residents. -The SICs cleaned the bathroom, living room, dining room and kitchen area. -The SIC was not aware of any concerns with bed bugs or roaches. -The facility was short staffed. -The SIC was covering at the facility. -The SIC usually worked at a sister facility. -The work schedule was different at each facility. -The last maintenance man quit a few months ago. -The SIC/Maintenance person had been working on fixing things. Interview with a Supervisor in Charge (SIC)/Maintenance Person on 8/5/16 at 10:47am and 12:45pm revealed: -There were no bed bugs in resident room #3, just dead roaches. -He had removed the outlet cover on 8/5/16 and cleaned out "a bunch of dead roaches." -An exterminator came out to the facility regularly, the dead roaches had just not been cleaned up. -When all the furniture was in resident room #3, it was hard to move things around and clean behind it. -He worked as an SIC at the facility every Wednesday evening and at a sister facility every Friday through Monday. -It was difficult to get some of the residents to	C 078		

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C 078	Continued From page 6 clean their room or allow staff to assist. Telephone interview with the Administrator on 8/5/16 at 3:55pm revealed: -The hole in the wall in resident room #1 was cut to repair a leak. -The leak stayed consistent until just recently and the area was let dry before repair. -There had been a problem with the tub draining slowly and the facility had "done as much as they can to address the plumbing issue." -The tub had been resurfaced within the last 3 months. -Staff was responsible for cleaning. -Staff were expected to clean the facility by the end of their shift before the next person came on duty. -Staff were responsible for cleaning the bathroom, floors and "all that." -Some of the residents would not let staff in to assist with cleaning their room.	C 078		
C 153	10A NCAC 13G .0501 (a) Personal Care Training And Competency 10A NCAC 13G .0501 Personal Care Training And Competency (a) The facility shall assure that personal care staff and those who directly supervise them in facilities without heavy care residents successfully complete a 25-hour training program, including competency evaluation, approved by the Department according to Rule .0502 of this Section. For the purposes of this Subchapter, heavy care residents are those for whom the facility is providing personal care tasks listed in Paragraph (i) of this Rule. Directly	C 153	C 153 10A NCAC 13G.0501(a) PCS training was scheduled and completed on 5/12/2016 for 20 hrs. Those additional 5 hours have been scheduled for completion by everyone by 20 Sep 16. UPDATE: All PCS training is complete. We will ensure all new hire are trained within 6 months of hire. This will be monitored and scheduled by Administrator.	

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C 153	Continued From page 7 supervise means being on duty in the facility to oversee or direct the performance of staff duties. This Rule is not met as evidenced by: Based on interview and record reviews, the facility failed to assure 4 of 4 Supervisors in Charge successfully completed 25 hours personal care training and evaluation. The findings are: 1. Review of Staff A's employment record revealed: -Staff A's hire date was 5/27/13. -Staff A completed a 20 hour Personal Care Training on 5/12/16. -There were no additional Personal Care Training hours available for review. 2. Review of Staff B's employment record revealed: -Staff B's hire date was 11/10/08. -Staff B completed a 20 hour Clinical Evaluation Module I on 6/21/11. -There were no additional Personal Care Training hours available for review. Telephone interview with the Administrator on 8/5/16 at 6:35pm revealed Staff B had completed a 20 hour Personal Care Training Module in 2011. 3. Review of Staff C's employment record revealed: -Staff C's hire date was 11/30/12. -Staff C completed a 20 hour Personal Care Training on 5/24/16. -There were no additional Personal Care Training hours available for review.	C 153		

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C 153	Continued From page 8 4. Review of Staff D's employment record revealed: -Staff D's hire date was 9/23/10. -Staff D completed a 20 hour Personal Care Training on 5/24/16. -There were no additional Personal Care Training hours available for review. Telephone interview with the Administrator on 8/5/16 at 6:35pm revealed: -The Administrator was responsible for assuring staff had personal care training completed. -The pharmacy nurse provided regular trainings for staff including personal care training. -The Administrator thought the 20 hour training completed in May 2016, met the requirement for 25 hours of personal care training and competency.	C 153		
C 259	10A NCAC 13G .0904(a)(4) Nutrition and Food Service 10A NCAC 13G .0904 Nutrition and Food Service (a) Food Procurement and Safety in Family Care Homes: (4) There shall be at least a three-day supply of perishable food and a five-day supply of non-perishable food in the facility based on the menus, for both regular and therapeutic diets. This Rule is not met as evidenced by: Based on observation, interview and record review, the facility failed to assure a 3 day perishable and 5 day non-perishable food supply for 5 residents. The findings are:	C 259	C 259 10A NCAC 13G.0904(a)(4) All homes are supplied with the additional perishable and non-pershiable food. These additional items of food will be monitored bi-weekly and perishable items will be replaced as needed. The Administrator and SIC's will ensure that we are in compliance. SIC's have been informed to follow the dietitans's plan on snacks. SIC's purchase milk and other items routinely to cover requirement as needed from a allocated funds.	

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C 259	Continued From page 9 Review of the resident diet list on 8/5/16 revealed: -There were 4 residents on regular diets. -The 5th resident did not have a diet listed. Review of the weekly breakfast menu revealed: -The Saturday breakfast included 1 egg, grits, 1 slice of toast, juice, coffee and water. -The Sunday breakfast included cheese, toast, cereal, milk, juice, coffee and water. -The Monday breakfast included 1 sausage link, buttered grits, ½ cup applesauce, toast, coffee and water. Review of the Friday snack menu dated 7/15/16 revealed: -The 2pm snack was 1 cup of pudding. -The 8pm snack was ½ a cup of chips. Review of the Saturday snack menu dated 7/16/16 revealed: -The 10am snack was ½ a cup of cheese crackers. -The 2pm snack was 1 brown bowl of ice cream. -The 8pm snack was 1 cup of cheese puffs. Review of the Saturday lunch and dinner menu dated 7/16/16 revealed: -Lunch included a 3 ounce serving of ham, ½ cup of peas, ½ cup of corn, 1 slice of bread, 1 cup of water and 1 cup of tea. -Dinner included 1 piece of fried chicken, ½ cup of mixed vegetables, ½ cup of corn, 1 slice of bread, 1 cup of water and 1 cup of tea. Review of the Sunday snack menu dated 7/17/16 revealed: -The 10am snack was 2 peanut butter graham crackers. -The 2pm snack was 1 brown bowl of ice cream. -The 8pm snack was 1 bag of popcorn.	C 259		

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C 259	Continued From page 10 Review of the Sunday lunch and dinner menu dated 7/17/16 revealed: -Lunch included a 3 ounce serving chopped BBQ, ½ cup of carrots, ½ cup of rice, 1 slice of bread, 1 cup of water and 1 cup of tea. -Dinner included 3 ounces of chicken nuggets, ½ cup of rice, ½ cup of string beans, 1 slice of bread, 1 cup of water and 1 cup of tea. Observation of the facility's food supply on 8/5/16 at 11:10am revealed: -There were 18 toaster waffles. -There were 3 and ¾ sausage rolls. - There was an opened box of 6 Salisbury steaks. -There were 12 popsicles. -There were 9 ice cream sandwiches. -There were two 8 ounce packages of salami. -There were 6 small pieces of ham in a freezer bag labeled "ham 8/2/16." -There were 3 hamburger steaks in a freezer bag labeled "hamburger steaks." -There was ½ gallon freezer bag labeled "rice 8/2/16." -There was ½ gallon freezer bag labeled "mixed vegetables 8/2/16." -There was ½ gallon freezer bag of carrots. -There was a nearly empty gallon of milk. -There were 23 eggs. -There were 2 apples. -There were 5 potatoes. -There were 2 loaves of bread. -There were three ½ gallon freezer bags of corn. -There was one ½ gallon freezer bag of peas. -There were 3 gallon freezer bags of green peppers. -There was a bag of dinner rolls. Observation of the facility's food supply and review of the breakfast and weekend menus on	C 259		

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C 259	Continued From page 11 8/5/16 revealed: -There was not enough milk for a 3 day supply for 5 residents to be served two 8 ounce cups each day (240 ounces.) -There was not enough fruit for each resident to receive 1 medium whole fruit (15 medium fruits) or ½ cup canned/frozen/raw fruit (60 ounces canned/frozen/raw) each day in addition to a 6 ounce cup of juice. -There was no chicken, chicken nuggets or chopped BBQ. -There was not enough meat available to substitute the lunch and dinner menu for the 5 residents for Saturday and Sunday. Interview with the Supervisor in Charge (SIC) on 8/5/16 at 11:00am and 11:38am revealed: -The SIC was covering at the facility. -The SIC usually worked at a sister facility. -The SIC understood grocery money was to be given twice per month. -Staff were responsible for making breakfast and snacks every day and cooking lunch and dinner on Saturday's and Sunday's. -Lunch and dinner were delivered to the facility by a caterer Monday through Friday. -Staff went by the menu for breakfast each day and for lunch and dinner on the weekends. -The menu for the food which was delivered was on the fridge. -The SIC was not aware of any other menus. Interview with the SIC on 8/5/16 at 4:45pm revealed: -There was another closet where food was stored. -The SIC did not have access to the food storage closet. -Only the Senior SIC had a key to food storage closet.	C 259		

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C 259	Continued From page 12 -Staff would call the Senior SIC sometimes to get into the closet. -Once staff broke the lock on the closet. -Sometimes staff would buy food with their own money. -The SIC expected the Senior SIC to deliver groceries either Friday evenings or Saturday mornings. -There were no grocery receipts in the facility. Telephone interview with the Senior SIC on 8/5/16 at 6:39pm revealed: -The Senior SIC went to the grocery store on the 1st and 15th each month. -She kept grocery receipts "on her person" until submitted to the Administrator. Telephone interview with the Administrator on 8/5/16 at 3:55pm revealed: -Meals were catered at the facility Monday through Friday for lunch and dinner so staff could be available to care for residents and clean. -The food supply was bought for the weekends. -The facility tried to have extra food supply available in case the caterer could not make it. -Senior staff were given grocery money every month. -Receipts for groceries were kept at the facility until they were picked up by the Administrator.	C 259	C259 Continued SIC's have been informed and are keeping food receipts in the file drawer. This file will be checked by Administrator/ Owner monthly. To maintain the proper food supplies, it is necessary to lock pantries to prevent thief. SIC's ensures proper food supply prior to shift change.	
{C 264}	10A NCAC 13G .0904(c)(1) Nutrition And Food Service 10A NCAC 13G .0904 Nutrition And Food Service (c) Menus in Family Care Homes: (1) Menus shall be prepared at least one week in advance with serving quantities specified and in accordance with the Daily Food Requirements in Paragraph (d) of this Rule.	{C 264}	C 264 10A NCAC 13G.0904 (c)(1) Foods cooked and receipts are kept in the cabinet. To maintain the proper food supplies it is necessary to lock pantries to prevent client and staff thief. SIC ensures proper food supply prior to shift change.	

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{C 264}	Continued From page 13 This Rule is not met as evidenced by: Based on observation, interview and record review, the facility failed to assure the preparation of menus with documented serving amounts in accordance with Daily Food Requirements one week in advance for 5 residents. The findings are: Review of the weekly breakfast menu on 8/5/16 revealed: -The Sunday breakfast included cheese, toast, cereal, milk, juice, coffee and water. -There was no serving amount for any of the menu items for Sunday. -The Monday breakfast included 1 sausage link, buttered grits, ½ cup applesauce, toast, coffee and water. -There was no serving amount for the buttered grits, toast, coffee and water for Monday. -The Tuesday breakfast included 1 egg, hash brown potatoes, 1 slice of toast, juice, coffee and water. -There was no serving amount for the hash brown potatoes, coffee and water for Tuesday. -The Wednesday breakfast included steak and gravy, grits, 1 slice of toast, juice, coffee and water. -There was no serving amount for the steak and gravy, grits coffee and water for Wednesday. -The Thursday breakfast included cheese toast, cereal, milk, fruit, coffee and water. -There was no serving amount for any of the breakfast menu items for Thursday. -The Friday breakfast included 1 sausage link, buttered grits, ½ cup of applesauce, 1 slice of toast, coffee and water. -There was no serving amount for the buttered	{C 264}	Continued from page 13 The cater is emailing menus on Friday for the next week. As noted, any changes to the menu is sent to the SIC and is published for clients to see. All weekend menus follows one prepared by a dietitian. If subsitutes are used, then that change is noted. Based on a survey taken by each client, they had no problems with the breakfast meals. Menu timely submission will be monitored by the Administrator/Owner weekly.	

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{C 264}	Continued From page 14 grits, coffee and water for Friday. -The Saturday breakfast included 1 egg, grits, 1 slice of toast, juice, coffee and water. -There was no serving amount for the juice, coffee and water for Saturday. Review of the weekly catered menu on 8/5/16 revealed: -There was no date or cycle listed on the menu. -The Monday lunch included 3 ounces of fried chicken, 4 ounces of corn, and 4 ounces of green peas. -The Monday dinner included 3 ounces of pot pie, 4 ounces of corn and 4 ounces of green peas. -The Tuesday lunch included 3 ounces of baked ham, 4 ounces of mashed potatoes with gravy and 4 ounces of mixed vegetables. -The Tuesday dinner included hot dogs (no serving amount), 4 ounces of mashed potatoes with gravy and 4 ounces of mixed vegetables. -The Wednesday lunch meal included 3 ounces of chicken and noodles (no separate serving amounts) and 4 ounces of seasoned carrots. -The Wednesday dinner meal included 3 ounces of hamburger steak, 4 ounces of buttered noodles and 4 ounces of seasoned carrots. -The Thursday lunch menu included cheese pizza (no serving amount), 4 ounces of green peas and 4 ounces of applesauce. -The Friday dinner menu included 3 ounces of stir fry, 4 ounces of green peas and 4 ounces of oven roasted potatoes. -The Friday lunch menu included a 3ounce chicken salad sandwich, 1 cup of salad, 4 ounces of corn and 1 ounce of dressing. -The Friday dinner menu included 3 ounces of casserole, 1 cup of salad, 4 ounces of corn and 1 ounce of dressing. Review on 8/5/16 of the Friday snack menu dated	{C 264}		

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{C 264}	Continued From page 15 7/15/16 revealed: -The 2pm snack was 1 cup of pudding. -The 8pm snack was ½ a cup of chips. Review on 8/5/16 of the Saturday snack menu dated 7/16/16 revealed: -The 10am snack was ½ a cup of cheese crackers. -The 2pm snack was 1 brown bowl of ice cream. -The 8pm snack was 1 cup of cheese puffs. Review on 8/5/16 of the Saturday lunch and dinner menu dated 7/16/16 revealed: -Lunch included a 3 ounce serving of ham, ½ cup of peas, ½ cup of corn, 1 slice of bread, 1 cup of water and 1 cup of tea. -Dinner included 1 piece of fried chicken, ½ cup of mixed vegetables, ½ cup of corn, 1 slice of bread, 1 cup of water and 1 cup of tea. Review on 8/5/16 of the Sunday snack menu dated 7/17/16 revealed: -The 10am snack was 2 peanut butter graham crackers. -The 2pm snack was 1 brown bowl of ice cream. -The 8pm snack was 1 bag of popcorn. Review on 8/5/16 of the Sunday lunch and dinner menu dated 7/17/16 revealed: -Lunch included a 3 ounce serving chopped BBQ, ½ cup of carrots, ½ cup of rice, 1 slice of bread, 1 cup of water and 1 cup of tea. -Dinner included 3 ounces of chicken nuggets, ½ cup of rice, ½ cup of string beans, 1 slice of bread, 1 cup of water and 1 cup of tea. There were no further menus available for review at the facility. Interview with the Supervisor in Charge (SIC) on	{C 264}		

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{C 264}	Continued From page 16 8/5/16 at 11:00am, 11:38am and 11:55am revealed: -The SIC was covering at the facility. -The SIC usually worked at a sister facility. -The menu for the food which was delivered was on the fridge. -The SIC was not aware of any other menus. -Staff would keep using the menu posted for 7/15/16, 7/16/16 and 7/17/16 over each weekend. Telephone interview with the Administrator on 8/5/16 at 3:55pm revealed: -Meals were catered at the facility Monday through Friday for lunch and dinner. -Staff was responsible to put menus out each week for the weekend. -The caterer provided the menu for Monday through Friday which was reviewed and signed off by a Registered Dietician. -The Administrator worked with the caterer to develop the weekend menu.	{C 264}		
{C 273}	10A NCAC 13G .0904(d)(3)(A) Nutrition and Food Service 10A NCAC 13G .0904 Nutrition and Food Service (d) Food Requirements in Family 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. This Rule is not met as evidenced by: Based on observations and interviews, the facility	{C 273}	C 273 10A NCAC 13G.0904(d)(3)(A) Cater has been informed to add beverage to menus. SIC's have been re-informed to provide milk to all clients whether they drink milk or not. Funds are provided to purchase, as needed, food items for clients in addition to those provided by cater. Menu for breakfast , lunch, and dinner are monitored for compliance. Adminstrator/Owner will monitor receipts ensure milk is purchased and served weekly.	

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{C 273}	Continued From page 17 failed to offer 5 residents one 8 ounce cup of milk twice daily. The findings are: Observation on 8/5/16 at 11:08am revealed there were 3 residents sitting at the table with cookies and juice. Observation of the lunch meal on 8/5/16 between 12:05pm and 12:30pm revealed there was no milk served or offered to residents. Observation on 8/5/16 at 3:30pm of the afternoon snack revealed there was no milk served or offered to residents. Observation of the dinner meal on 8/5/16 at 5:00pm revealed there was no milk served or offered to residents. Review of the weekly breakfast menu on 8/5/16 revealed: -The Saturday breakfast included juice, coffee and water. -The Sunday breakfast included milk, juice, coffee and water. -The Monday breakfast included coffee and water. Review of the weekly catered menu on 8/5/16 revealed there were no beverages in included on the menu. Review on 8/5/16 of the Friday snack menu dated 7/15/16 revealed there was no beverage listed. Review on 8/5/16 of the Saturday snack menu dated 7/16/16 revealed there was no beverage listed.	{C 273}		

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{C 273}	Continued From page 18 Review on 8/5/16 of the Saturday lunch and dinner menu dated 7/16/16 revealed: -Lunch included 1 cup of water and 1 cup of tea. -Dinner included 1 cup of water and 1 cup of tea. Review on 8/5/16 of the Sunday snack menu dated 7/17/16 revealed there was no beverage listed. Review on 8/5/16 of the Sunday lunch and dinner menu dated 7/17/16 revealed: -Lunch included 1 cup of water and 1 cup of tea. -Dinner included 1 cup of water and 1 cup of tea. Observation of the facility's food supply on 8/5/16 at 11:10am revealed there was an empty gallon of milk. Observation of the facility's food supply and review of the breakfast and weekend menus on 8/5/16 revealed: -There was not enough milk for an 8 ounce serving for 5 residents. -There was not enough milk for a 3 day supply for 5 residents to be served two 8 ounce cups each day (240 ounces.) Interview with the SIC on 8/5/16 at 4:45pm revealed milk was served in the mornings with breakfast. Telephone interview with the Administrator on 8/5/16 at 3:55pm revealed: -Milk was available for breakfast with cereal and when requested. -Staff was responsible to put menus out each week for the weekend. -The caterer provided the menu for Monday through Friday which was reviewed and signed	{C 273}		

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{C 273}	Continued From page 19 off by a Registered Dietician. -The Administrator worked with the caterer to develop the weekend menu.	{C 273}		