

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 03/31/2011
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345061	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 03/17/2011
NAME OF PROVIDER OR SUPPLIER UNIHEALTH POST - ACUTE CARE OF DURHAM			STREET ADDRESS, CITY, STATE, ZIP CODE 3100 ERWIN ROAD DURHAM, NC 27705	
(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) COMPLETION DATE
F 364 SS=D	<p>483.35(d)(1)-(2) NUTRITIVE VALUE/APPEAR, PALATABLE/PREFER TEMP</p> <p>Each resident receives and the facility provides food prepared by methods that conserve nutritive value, flavor, and appearance; and food that is palatable, attractive, and at the proper temperature.</p> <p>This REQUIREMENT is not met as evidenced by: Based on observation, individual and staff interviews the facility failed to provide meals that had a good taste and to serve hot foods hot for 5 of 13 sample residents (Residents #5, #6, #7, #12, and #13)</p> <p>Finding includes:</p> <p>During the initial tour on 3/15/2011, 8 am, 5 of 13 residents throughout the facility revealed that all meals, breakfast, lunch and dinner were served cold.</p> <p>Resident # 5, an alert and oriented resident revealed on 3/15/2011 that her meals are always cold. Her eggs and hot cereal were cold daily. Her coffee was never hot, if staff heat the meal, by the time it gets back to you it was cold. Resident revealed that the microwave does not work on this hall.</p> <p>Resident # 7, an alert and oriented resident revealed on 3/15/2011 that she had complained about food for months. Breakfast, lunch and dinner were cold. Resident stated that the microwave had been out of order on this hall for two or three weeks. Food has no seasoning and no taste, chicken was never seasoned and the</p>	F 364	<p>F364 Nutritive Value/Appear, Palatable/Prefer Temp</p> <p>Corrective Action: Ensure each resident receives and facility provides food prepared by methods that conserve nutritive value, flavor, and appearance; and food that is appropriate temperature Resident #5,#6,#7,#12,#13 will receive meal that have good taste, appearance and served at the appropriate temperature. Will implement daily audit of resident mentioned as well as random resident's through-out facility to be conducted by Administrator, Nursing supervisors, and dietary staff regarding nutritive value, favor, appearance and appropriate temperature randomly covering all three meals,</p> <p>Those with Potential to be affected. Residents will be randomly audited for opinions about meals in regards to nutritive value, flavor, appearance and appropriate temperature. Will implement daily audit of resident mentioned as well as random resident's through-out facility to be conducted by Administrator, Nursing supervisors, and dietary staff regarding nutritive value, favor, appearance and appropriate temperature randomly covering all three meals,</p>	

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE
Theresa Johnson Tillie LXHA TITLE
LXHA (X6) DATE
4/8/11

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See Instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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F 364	<p>Continued From page 1</p> <p>green beans were hard and nasty. Resident indicated that if she asks for alternate meals they were cold too, with no seasoning.</p> <p>Review of the resident council minutes dated 12/6/2010 revealed that 7 residents complained that all hot food was served cold. On 1/7/2011, 3 residents complained that all meals were cold. On 2/4/2011, 12 residents complained that all meals were served cold. On 3/4/2011 10 residents complained the food continues to be served cold during meal times.</p> <p>Resident trays were observed leaving the kitchen on 3/15/11 at 12:15pm in open-ended carts. The plates were covered with an insulated lid and bottom.</p> <p>Interview with resident # 5 an alert and oriented resident revealed on 3/15/2011 at 12:50pm, that her meatloaf had no flavor. Mashed potatoes and beets were cold. She asked for alternate tray and never got it.</p> <p>A Test Tray was requested on 3/15/2011 at 12:54pm. The test tray was placed on the 100-hall cart along with the residents trays. The cart left the kitchen at 12:55pm. After the last resident on that hall received their tray at 1:06, the Administrator, Registered Dietitian and the surveyor went into the dining room at 1:08 pm to taste test tray. The plate had meatloaf, mashed potatoes and cook beets. All food items were tasted; each tester agreed that the meatloaf and mashed potatoes was luke warm. The administrator and RD agreed that the beets were luke warm also. The surveyor indicated that meatloaf had no seasoning.</p>	F 364	<p>Systemic Changes to Prevent Deficient Practice.</p> <p>Will implement daily audit of resident mentioned as well as random resident's through-out facility regarding nutritive value, favor, appearance and appropriate temperature randomly covering all three meals, Hired new dietary manager starting 4/18/2011, will audit test trays weekly for flavor, appearance and appropriate tempepture for 4 weeks</p> <p>How will Corrective Action be monitored?</p> <p>Will monitor response through resident audits and monthly resident counsel meetings for 4 weeks and monthly for 2 months during monthly PI meeting</p>		

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F 364	<p>Continued From page 2</p> <p>Interview with resident #12, an alert and oriented resident revealed on 3/15/2011 at 1:42pm that his lunch was cold. He stated that the meatloaf was cold, dry and had no seasoning. Mashed potatoes were cold, butter would not melt. No comments about the cook beets. Resident indicated that he just learned to eat cold food. Resident also revealed that this issue had been addressed in resident council meeting for the last couple of months and the food continues to be cold.</p> <p>Interview with resident #13 an alert and oriented resident revealed on 3/15/2011 1:52pm that her mealloaf, mashed potatoes and veggies were all cold and had no flavor.</p> <p>During an interview with the RD on 3/15/2011 at 2:15pm she agreed that mashed potatoes, mealloaf, and beets tasted luke warm.</p> <p>Interview with the Administrator on 3/15/2011 at 2:30pm she agreed that the mealloaf, mashed potatoes, and beets tasted luke warm. She indicated that the facility was working on the residents' food concerns as well. She also indicated that she had no knowledge of the microwave not working on the third floor until today and that she would replace it today.</p>	F 364		
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