

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345186	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 06/08/2017
NAME OF PROVIDER OR SUPPLIER FIVE OAKS MANOR			STREET ADDRESS, CITY, STATE, ZIP CODE 413 WINECOFF SCHOOL ROAD CONCORD, NC 28027	
(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 371 SS=F	<p>483.60(i)(1)-(3) FOOD PROCURE, STORE/PREPARE/SERVE - SANITARY</p> <p>(i)(1) - Procure food from sources approved or considered satisfactory by federal, state or local authorities.</p> <p>(i) This may include food items obtained directly from local producers, subject to applicable State and local laws or regulations.</p> <p>(ii) This provision does not prohibit or prevent facilities from using produce grown in facility gardens, subject to compliance with applicable safe growing and food-handling practices.</p> <p>(iii) This provision does not preclude residents from consuming foods not procured by the facility.</p> <p>(i)(2) - Store, prepare, distribute and serve food in accordance with professional standards for food service safety.</p> <p>(i)(3) Have a policy regarding use and storage of foods brought to residents by family and other visitors to ensure safe and sanitary storage, handling, and consumption. This REQUIREMENT is not met as evidenced by: Based on record review, observation, and staff interviews, the facility failed to sanitize kitchen pots, pans, spatula and food processor used for food preparation according to product specifications.</p> <p>Findings included:</p> <p>The product specification document for Oasis 146 Multi-Quat Sanitizer was reviewed and instructions read, in part: dilute to 150-400 parts</p>	F 371	<p>1. Corrective action will be accomplished for those residents found to have been affected by the alleged deficient practice: A. Cook #2 was immediately re-trained by Nutritionist on 6/7/2017, including proper sanitizing procedures for utensils, pans, and other kitchen equipment. B. All cooks and aides are currently using the correct procedures. C. No specific residents were identified as being affected by alleged deficient</p>	6/14/17

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Electronically Signed

06/14/2017

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 371	<p>Continued From page 1</p> <p>per million (ppm); scrape and remove excess soil, wash, rinse, sanitize in Oasis 146 Multi-Quat Sanitizer for 1-2 minutes, drain and air dry.</p> <p>The kitchen was observed on 6/7/2017 from 10:50 AM until 11:50 AM. The three compartment sink was observed with soapy water in the first compartment, clear water in the second compartment and the third compartment had Oasis 146 Multi-Quat Sanitizer with a hose running water/sanitizer mix into the sink compartment via a hose.</p> <p>Cook #2 was observed on 6/7/2017 at 10:55 AM to take a pan over to the sink, wash the pan in the first section of the sink, rinse in the second compartment of the sink and then in the 3rd compartment of the sink, used the hose from the sanitizer and poured that water/sanitizer mix over the inside and outside of the pan for less than 10 seconds. He was then observed to take the pan to the food preparation area and start to pour collard greens into the pan for cooking. He was stopped by the Dietary Manager (DM) when she was questioned by this surveyor regarding the correct use of the sanitizer. The DM was observed on 6/7/2017 at 10:55 AM. She instructed Cook #2 to rewash and sanitize the pan before using it. The DM tested the sanitizer concentration in the third sink compartment and found it to be within acceptable range (200 ppm). Cook #2 returned the pan to the sink, washed, rinsed the pan and set the pan into the third sink compartment with the sanitizer/water mix. He removed the pan after 1 minute and set it on the rack to dry.</p> <p>Cook #2 was observed on 6/7/2017 at 11:06 AM. He took a food processor bowl from the third sink</p>	F 371	<p>practice</p> <p>2. Corrective action will be accomplished for those residents having potential to be affected by the same alleged deficient practice</p> <p>A. All residents have the potential to be affected by the alleged deficient practice. All cooks and dietary aides must be compliant with proper kitchen sanitation.</p> <p>3. Measures/systemic changes put in place to ensure that the deficient practice does not recur</p> <p>A. Training for dietary staff was initiated by the facility Nutritionist on 6/7/17 to include kitchen sanitation procedures, and specifically the proper procedure for sanitizing equipment and utensils per regulations and manufacturers recommendations. These inservices continued on 6/8/2017.</p> <p>B. Additional inservicing on dietary staff was completed on 6/14/17 by the facility's contracted Registered Dietician. This inservice included procedures and instructions regarding properly sanitizing pots, pans, and all food preparation equipment in the 3-Compartment sink, as well as proper food handling requirements.</p> <p>C. No dietary staff will be permitted to work until training received. New Dietary employees will be instructed in proper sanitizing and food handling procedures during the orientation process by the Nutritionist or Dietary Manager.</p> <p>4. Monitoring of corrective action to</p>		

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F 371	<p>Continued From page 2</p> <p>compartment and shook off the extra water. He was then observed to use a towel to dry the inside of the food processor bowl. He then attached the bowl to the food processor motor and placed meat into the bowl, which he pureed.</p> <p>Cook #2 was observed on 6/7/2017 at 11:09 AM to retrieve a spatula from the 3rd compartment of the sink. He shook the spatula to remove extra water and used a towel and wiped the spatula dry. He used the spatula to remove the pureed meat from the food processor bowl.</p> <p>Cook #2 was observed on 6/7/2017 at 11:22 AM to assemble the lid to the food processor bowl. He placed the lid on a dirty sink counter. He assembled the lid mechanism and picked up the lid from the dirty sink counter and applied the lid mechanism, which he then placed on the food processor bowl and used the food processor to puree food.</p> <p>An interview was conducted with Cook #1 on 6/7/2017 at 10:50 AM. She reported the three compartment sink had one sink for washing dirty pots and pans, one compartment for rinsing the pots and pans and the last compartment was used for sanitizing the pots and pans. She reported pots and pans were left in the third compartment for one minute and then placed on the racks to air dry before the pots and pans were stacked for storage.</p> <p>An interview was conducted with Cook #2 on 6/7/2017 at 11:09 AM. He reported the correct manner to wash pots and pans: wash in sink compartment one, rinse in sink compartment two, sanitize for one minute in sink compartment three, remove the pots/pans and place on the</p>	F 371	<p>ensure alleged practice will not recur</p> <p>A. The facility Nutritionist and/or Dietary Manager will complete sanitation audits 5 days per week for 2 months to ensure compliance with sanitation procedures and State and Federal regulations. These audits will include inspecting the cleanliness of kitchen equipment, surfaces, proper food handling techniques, and proper use of sanitation procedures via direct observation of staff. After this 2 month period, the facility Nutritionist and/or Dietary Manager will continue to conduct weekly sanitation inspections on an ongoing basis. Any identified areas of non-compliance will be corrected immediately.</p> <p>B. As an additional layer of oversight, the facility's contracted Registered Dietician will complete kitchen sanitation and food handling audits twice monthly x 3 months to ensure in compliance with sanitation procedures and state and federal regulations. After this 3 months period, these kitchen sanitation and food handling audits will continue to be conducted at least monthly on an ongoing basis.</p> <p>C. Reports of audit findings will be reported to the Quality Assurance and Performance Improvement (QAPI) committee monthly to review for continued intervention of plan or amendment of plan. In the event corrections are needed a revised plan will be developed, implemented and evaluated for its effectiveness</p>		

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F 371	<p>Continued From page 3</p> <p>rack to dry. He further stated he did not follow that procedure with the food processor or the spatula because he was rushing to finish preparing lunch.</p> <p>An interview was conducted with the DM on 6/8/2017 at 10:28 AM. She reported the dietary aides and cooks had been in-serviced on sanitation protocols during orientation and a refresher in-service was presented on 6/7/2017.</p> <p>Cook #1 was interviewed on 6/8/2017 at 11:09 AM. She reported she supervised new cooks and dietary aides and instructed them on sanitizing procedures of pots and pans, among other tasks in the kitchen. She reported she was not aware Cook #2 was not properly sanitizing pots and pans.</p> <p>A phone interview was conducted on 6/8/2017 at 1:06 PM with the representative from the chemical supplier. He reported the chemical supplier provided the Oasis 146 Multi-Quat Sanitizer for the facility to use. He further reported that using a towel to dry dishes after sanitizing was a violation of the product specifications and would result in bacteria from the towel transferred to the object that was sanitized and render the object contaminated. The Administrator was interviewed on 6/8/2017 at 1:30 PM. She reported it was her expectation the kitchen followed sanitizing protocols for all equipment.</p> <p>An interview was conducted with Cook #2 and DM on 6/8/2017 at 1:40 PM. He reported he had received an in-service on 6/7/2017 regarding proper sanitation procedure of pots and pans. The DM reported an in-service had been</p>	F 371			

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

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F 371	Continued From page 4 conducted on 6/7/2017 regarding sanitizing pots/pans, surfaces, use of gloves and air drying pots/pans after sanitizing.	F 371			