

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

PRINTED: 06/29/2018
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345070	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 05/17/2018
NAME OF PROVIDER OR SUPPLIER DURHAM NURSING & REHABILITATION CENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 411 S LASALLE STREET 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 812 SS=F	<p>Food Procurement,Store/Prepare/Serve-Sanitary CFR(s): 483.60(i)(1)(2)</p> <p>§483.60(i) Food safety requirements. The facility must -</p> <p>§483.60(i)(1) - Procure food from sources approved or considered satisfactory by federal, state or local authorities. (i) This may include food items obtained directly from local producers, subject to applicable State and local laws or regulations. (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. (iii) This provision does not preclude residents from consuming foods not procured by the facility.</p> <p>§483.60(i)(2) - Store, prepare, distribute and serve food in accordance with professional standards for food service safety. This REQUIREMENT is not met as evidenced by: Based on observations, staff interviews and record review, the facility failed to maintain and clean the oven, steam table, meal carts and the facility failed to maintain proper temperatures in 1 of 1 walk in freezer. The findings included:</p> <p>1 During initial kitchen observation on 5/14/18 at 2:00 PM, the oven had a large volume of dried foods, liquids, brown matter and grease buildup on the inside and outside. The inside racks and oven walls had burnt food particles and liquids encrusted into the surfaces. The outside handles and surface had a large volume of encrusted buildup grease, dried foods and liquids.</p>	F 812	<p>The process that lead to the deficient practice was the Dietary Manager failed to ensure that temperature logs were checked daily to ensure proper temperature in the walk in freezer. The Dietary Manager also failed to check cleaning schedule and ensure staff was cleaning equipment after each meal and as needed. Deficient practice cited; high temp in walk in freezer, temperature registered at 45 degrees. During initial observation the oven had a large volume of dried foods, liquids, brown matter and grease build up on the inside and outside. The inside racks and oven walls had burnt food particles and liquids encrusted into</p>	6/14/18	

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

TITLE

(X6) DATE

Electronically Signed

06/07/2018

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 812	<p>Continued From page 1</p> <p>During an interview on 5/14/18 at 2:10 PM, the Dietary Manager stated the oven was expected to be cleaned and wiped down daily and deep cleaned weekly in accordance to the kitchen checklist. The checklist was incomplete for several weeks.</p> <p>During a follow-up observation on 5/16/18 at 11:38 AM, the oven surfaces inside and outside remained unchanged.</p> <p>During an interview on 5/16/18 at 11:40 AM, the Regional District Dietary Manager(RDDM) stated the expectation was the oven should be cleaned and wiped down after each meal and deep cleaned weekly. The RDDM confirmed the oven needed additional cleaning.</p> <p>2. During an observation on 5/14/18 at 2:00 PM, the 5-compartment steam table had a large volume of food left from breakfast and lunch in standing water and the inside surfaces as well as the steam table lids had large volumes of dried food, liquids and brown matter encrusted with the surfaces.</p> <p>During an interview on 5/14/18 at 2:10 PM, the DM stated the expectation was for staff to empty and clean the steamtable inside and out prior to each meal. There should be no food left in the water and the lids should be thoroughly cleaned prior to placement on the stable.</p> <p>During a follow-up observation on 5/16/18 at 11:38 AM, the inside of the 5-compartment steamtable had encrusted brown matter and left-over breakfast of oatmeal, eggs and bacon floating in the water. The lunch meal was placed on top with floating food in the water and the dirty lids that were encrusted with dried food and liquid</p>	F 812	<p>the surface. The outside handles and surface had a large volume of encrusted build up grease, dried foods and liquids. The 5-compartment steam table had encrusted brown matter and leftover breakfast of oatmeal, eggs and bacon floating in the water. The lunch meal was placed on top with floating food in the water and dirty lids that was encrusted with dried food and liquids drippings all on the surfaces and edges were used to cover the lunch meal. The five meal carts located in the kitchen and one cart left from lunch and breakfast in the dining room that had a large volume of dried foods and liquids encrusted on the surface where food and clean trays were stored. The enclosed carts had dried food and liquids from breakfast and lunch on the floor of the cart and surfaces. The open and enclosed carts were delivered to the units and dining room. The open meal carts had dried food and liquids from two previous meals encrusted on the surfaces and on the floor base of the carts. The enclosed carts also had remaining food on the inside from previous meals on the floor base of the cart. The leftover meal particles were hanging over onto the tray of the meal being served. The opened and enclosed meal carts were being delivered to the halls with the resident's lunch in them. The inside and outside surfaces of the carts had not been cleaned from previous meals. The breakfast leftovers could be seen on the surface and floor base of the cart as well as dried liquids.</p>		

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F 812	<p>Continued From page 2</p> <p>drippings all on the surfaces and edges were used to cover the lunch meal.</p> <p>During an interview on 5/16/18 at 11:40 AM, the RDDM confirmed the condition of the inside steamtable and lids that were placed over the lunch meal. The lids were removed immediately and replaced. The RDDM stated there should be no food should be left in the water of the steamtable. The steamtable should be emptied and cleaned after each meal and deep cleaned and scrubbed out weekly.</p> <p>3 a. During an observation on 5/14/18 at 2:00 PM, there were 5 meal carts located in the kitchen and 1 cart left from lunch and breakfast in the dining room that had a large volume of dried foods and liquids encrusted on the surfaces where food and clean trays were stored. The enclosed carts had dried food and liquids from breakfast and lunch on the floor of the cart and surfaces.</p> <p>b. During an observation on 5/14/18 at 5:00 PM to 7:00 PM, the opened and enclosed meal carts were delivered to the units and dining area. The open meal carts had dried foods and liquids from the two previous meals encrusted on the surfaces and on the floor base of the carts. The enclosed carts also had remaining food on the inside from the previous meals and on the floor base of the cart. The leftover meal particles were hanging over onto the tray of the meal being served. There was also a meal cart left from breakfast and lunch in the dining room.</p> <p>c. During an on 5/15/18 at 12:00 PM to 1:10 PM, the opened and enclosed meal carts were being delivered to the halls with the resident 's lunch in them. The inside and outside surfaces of the</p>	F 812	<p>The freezer was repaired on 5/14/18 temp went back to zero, frozen vegetables and ice cream was discarded, the meat was put in the refrigerator to completely thaw and used for lunch and dinner. the oven was cleaned inside and outside, the inside racks were cleaned, the outside handles were cleaned, the 5-compartment steam table was cleaned and repaired, the steam table lids were cleaned. All meal carts were power washed. Meal carts, steam table, steam table lids, inside and outside of oven and oven handles will be cleaned daily after each meal.</p> <p>The Cook will be responsible for checking temperature in freezer and document on log sheet. Ensure that the Administrator and Maintenance Director is notified immediately if the temp goes above zero degrees. place food on ice until a rental freezer on wheels from Temperature Control Solution arrives. Dietary Manager to ensure cleaning assignments are checked daily, include oven, steam wells and lids, food carts, oven racks. staff to sign off on cleaning log daily.</p> <p>Dietary manager will Inservice kitchen staff on new cleaning schedule and accountability, ensure they know that they will be checked daily for completion by Dietary manager.</p> <p>The outcome of the monitoring tools will be reviewed monthly at the QAPI meeting for three months.</p>		

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F 812	<p>Continued From page 3</p> <p>carts had not been cleaned from previous meals. The breakfast leftovers could be seen on the surfaces and floor base of the cart as well as dried liquids.</p> <p>d. During an observation on 5/16/18 at 8:05 AM to 9:00 AM, the opened and enclosed meal carts were delivered to the hall and dining room with the previous meal visible on the inside and outside surfaces.</p> <p>During an interview on 5/16/18 at 11:40 AM, the RDDM stated the expectation was for the DM to ensure the meal carts were wiped down after each meal and deep cleaned weekly. The kitchen staff were expected to remove the meal cart from the dining room after each meal and replace with clean cart. The DM should ensure all staff were following the cleaning checklist and deep cleaning schedule.</p> <p>4. During initial kitchen tour on 5/14/18 at 2:00 PM, the walk-in freezer temperature gauge was reading 45 degrees and the two thermometers on the inside was also reading 45 degrees. There was several boxes of meats, frozen vegetables and ice cream that had thawed out leaving a puddle of water on the floor of the freezer. The meat juices were dripping from the boxes onto other boxes and the floor. The frozen vegetables were soft to touch and the ice cream located in boxes and in 2 large silver bowls had thawed and was very soft. Staff were observed in and out of the freezer, therefore the temperature could not be maintained.</p> <p>During an interview on 5/14/18 at 2:00 PM, the Dietary Manager(DM) stated that he was informed by the kitchen staff upon his arrival</p>	F 812			

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F 812	<p>Continued From page 4</p> <p>between 7:30 AM/8:00 AM, that the freezer was not working or holding the proper temperatures. The DM stated that he reported the problem to the maintenance director and the administrator and completed a work order. The DM indicated he was informed by maintenance director someone would be contacted to repair the freezer, however it was unaware of when the repair would take place. The DM added that he was unaware of what the backup plan or system in place was to secure the remaining food other than to keep the freezer door closed.</p> <p>During an interview on 5/14/18 at 2:25 PM, the Maintenance Director indicated that he had been informed early in the morning by the dietary manager about the broken freezer. The Maintenance Director stated and had made several phone calls to local repair companies and there had been no response.</p> <p>During an interview on 5/14/18 at 2:50 PM and 4:45 PM, the Regional Dietary District Manager(RDDM) stated the expectation was for the DM to call the maintenance director and have someone repair the freezer sooner than later. The food should have been removed from the freezer and placed on ice in the refrigerator or in ice tubs until repairs could be made. She further stated staff have been instructed to remove and discard all food items that could not be saved and make a list of the items to be submitted to the vendor for reimbursement. The RDDM stated there was no system in place to ensure the proper procedures were in place when the freezer and/or refrigerator was not working properly and to ensure the temperatures were being monitored correctly. The RDDM acknowledged it should not have taken more than a full day to get the repair</p>	F 812			

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F 812	Continued From page 5 completed. During an interview on 5/14/18 at 3:04 PM, the Administrator indicated she had been made aware of the freezer not working by the maintenance director and dietary manager and several attempts were made locally to find a person to repair the freezer. The Administrator stated the expectation was for the DM and kitchen staff to place the frozen foods on ice and/or refrigerate or take foods to another facility until the freezer was repaired. She confirmed there was no system in place to ensure proper procedures were in place to repair equipment timely or staff understood the procedures for protecting the food when there were equipment failures. During an observation on 5/14/18 at 6:00 PM, the freezer had not been repaired and staff were in the process of removing/discarding unusable foods and transferring saved items to the refrigerator and/or placed on ice. During a follow-up interview on 5/16/18 at 11:40 AM, the RDDM stated the Dietary Manager and Maintenance Director was responsible for ensuring that all kitchen equipment freezer and refrigerator were checked and proper maintenance and repairs were done in a timely manner. He indicated a new program and system would be implemented to ensure all things in the kitchen worked properly. The freezer was rechecked and now working properly.	F 812			
F 908 SS=F	Essential Equipment, Safe Operating Condition CFR(s): 483.90(d)(2) §483.90(d)(2) Maintain all mechanical, electrical,	F 908		6/14/18	

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F 908	<p>Continued From page 6 and patient care equipment in safe operating condition.</p> <p>This REQUIREMENT is not met as evidenced by:</p> <p>Based on observations, staff interviews and record review, the facility failed to maintain and clean the oven, steam table, meal carts and the facility failed to maintain proper temperatures in 1 of 1 walk in freezer.</p> <p>The findings included:</p> <p>1. During initial kitchen observation on 5/14/18 at 2:00 PM, the oven had a large volume of dried foods, liquids, brown matter and grease buildup on the inside and outside. The inside racks and oven walls had burnt food particles and liquids encrusted into the surfaces. The outside handles and surface had a large volume of encrusted buildup grease, dried foods and liquids.</p> <p>During an interview on 5/14/18 at 2:10 PM, the Dietary Manager stated the oven was expected to be cleaned and wiped down daily and deep cleaned weekly in accordance to the kitchen checklist. The checklist was incomplete for several weeks.</p> <p>During a follow-up observation on 5/16/18 at 11:38 AM, the oven surfaces inside and outside remained unchanged.</p> <p>During an interview on 5/16/18 at 11:40 AM, the Regional District Dietary Manager(RDDM) stated the expectation was the oven should be cleaned and wiped down after each meal and deep cleaned weekly. The RDDM confirmed the oven needed additional cleaning.</p> <p>2. During an observation on 5/14/18 at 2:00 PM,</p>	F 908	<p>The process that lead to the deficient practice was the Dietary Manager failed to ensure that temperature logs were checked daily to ensure proper temperature in the walk in freezer. The Dietary Manager also failed to check cleaning schedule and ensure staff was cleaning equipment after each meal and as needed. Deficient practice cited; high temp in walk in freezer, temperature registered at 45 degrees. During initial observation the oven had a large volume of dried foods, liquids, brown matter and grease build up on the inside and outside. The inside racks and oven walls had burnt food particles and liquids encrusted into the surface. The outside handles and surface had a large volume of encrusted build up grease, dried foods and liquids. The 5-compartment steam table had encrusted brown matter and leftover breakfast of oatmeal, eggs and bacon floating in the water. The lunch meal was placed on top with floating food in the water and dirty lids that was encrusted with dried food and liquids drippings all on the surfaces and edges were used to cover the lunch meal. The five meal carts located in the kitchen and one cart left from lunch and breakfast in the dining room that had a large volume of dried foods and liquids encrusted on the surface where food and clean trays were stored. The enclosed carts had dried food and liquids from breakfast and lunch on</p>		

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F 908	<p>Continued From page 7</p> <p>the 5-compartment steam table had a large volume of food left from breakfast and lunch in standing water and the inside surfaces as well as the steam table lids had large volumes of dried food, liquids and brown matter encrusted with the surfaces.</p> <p>During an interview on 5/14/18 at 2:10 PM, the DM stated the expectation was for staff to empty and clean the steamtable inside and out prior to each meal. There should be no food left in the water and the lids should be thoroughly cleaned prior to placement on the stable.</p> <p>During a follow-up observation on 5/16/18 at 11:38 AM, the inside of the 5-compartment steamtable had encrusted brown matter and left-over breakfast of oatmeal, eggs and bacon floating in the water. The lunch meal was placed on top with floating food in the water and the dirty lids that were encrusted with dried food and liquid drippings all on the surfaces and edges were used to cover the lunch meal.</p> <p>During an interview on 5/16/18 at 11:40 AM, the RDDM confirmed the condition of the inside steamtable and lids that were placed over the lunch meal. The lids were removed immediately and replaced. The RDDM stated there should be no food should be left in the water of the steamtable. The steamtable should be emptied and cleaned after each meal and deep cleaned and scrubbed out weekly.</p> <p>3 a. During an observation on 5/14/18 at 2:00 PM, there were 5 meal carts located in the kitchen and 1 cart left from lunch and breakfast in the dining room that had a large volume of dried foods and liquids encrusted on the surfaces where food and</p>	F 908	<p>the floor of the cart and surfaces. The open and enclosed carts were delivered to the units and dining room. The open meal carts had dried food and liquids from two previous meals encrusted on the surfaces and on the floor base of the carts. The enclosed carts also had remaining food on the inside from previous meals on the floor base of the cart. The leftover meal particles were hanging over onto the tray of the meal being served. The opened and enclosed meal carts were being delivered to the halls with the resident's lunch in them. The inside and outside surfaces of the carts had not been cleaned from previous meals. The breakfast leftovers could be seen on the surface and floor base of the cart as well as dried liquids.</p> <p>The freezer was repaired on 5/14/18 temp went back to zero, frozen vegetables and ice cream was discarded, the meat was put in the refrigerator to completely thaw and used for lunch and dinner. the oven was cleaned inside and outside, the inside racks were cleaned, the outside handles were cleaned, the 5-compartment steam table was cleaned and repaired, the steam table lids were cleaned. All meal carts were power washed. Meal carts, steam table, steam table lids, inside and outside of oven and oven handles will be cleaned daily after each meal.</p> <p>The Cook will be responsible for checking temperature in freezer and document on log sheet. Ensure that the Administrator</p>		

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F 908	<p>Continued From page 8</p> <p>clean trays were stored. The enclosed carts had dried food and liquids from breakfast and lunch on the floor of the cart and surfaces.</p> <p>b. During an observation on 5/14/18 at 5:00 PM to 7:00 PM, the opened and enclosed meal carts were delivered to the units and dining area. The open meal carts had dried foods and liquids from the two previous meals encrusted on the surfaces and on the floor base of the carts. The enclosed carts also had remaining food on the inside from the previous meals and on the floor base of the cart. The leftover meal particles were hanging over onto the tray of the meal being served. There was also a meal cart left from breakfast and lunch in the dining room.</p> <p>c. During an on 5/15/18 at 12:00 PM to 1:10 PM, the opened and enclosed meal carts were being delivered to the halls with the resident ' s lunch in them. The inside and outside surfaces of the carts had not been cleaned from previous meals. The breakfast leftovers could be seen on the surfaces and floor base of the cart as well as dried liquids.</p> <p>d. During an observation on 5/16/18 at 8:05 AM to 9:00 AM, the opened and enclosed meal carts were delivered to the hall and dining room with the previous meal visible on the inside and outside surfaces.</p> <p>During an interview on 5/16/18 at 11:40 AM, the RDDM stated the expectation was for the DM to ensure the meal carts were wiped down after each meal and deep cleaned weekly. The kitchen staff were expected to remove the meal cart from the dining room after each meal and replace with clean cart. The DM should ensure all staff were</p>	F 908	<p>and Maintenance Director is notified immediately if the temp goes above zero degrees. place food on ice until a rental freezer on wheels from Temperature Control Solution arrives. Dietary Manager to ensure cleaning assignments are checked daily, include oven, steam wells and lids, food carts, oven racks. staff to sign off on cleaning log daily.</p> <p>Dietary manager will Inservice kitchen staff on new cleaning schedule and accountability, ensure they know that they will be checked daily for completion by Dietary manager.</p> <p>The outcome of the monitoring tools will be reviewed monthly at the QAPI meeting for three months.</p>		

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F 908	<p>Continued From page 9 following the cleaning checklist and deep cleaning schedule.</p> <p>4. During initial kitchen tour on 5/14/18 at 2:00 PM, the walk-in freezer temperature gauge was reading 45 degrees and the two thermometers on the inside was also reading 45 degrees. There was several boxes of meats, frozen vegetables and ice cream that had thawed out leaving a puddle of water on the floor of the freezer. The meat juices were dripping from the boxes onto other boxes and the floor. The frozen vegetables were soft to touch and the ice cream located in boxes and in 2 large silver bowls had thawed and was very soft. Staff were observed in and out of the freezer, therefore the temperature could not be maintained.</p> <p>During an interview on 5/14/18 at 2:00 PM, the Dietary Manager(DM) stated that he was informed by the kitchen staff upon his arrival between 7:30 AM/8:00 AM, that the freezer was not working or holding the proper temperatures. The DM stated that he reported the problem to the maintenance director and the administrator and completed a work order. The DM indicated he was informed by maintenance director someone would be contacted to repair the freezer, however it was unaware of when the repair would take place. The DM added that he was unaware of what the backup plan or system in place was to secure the remaining food other than to keep the freezer door closed.</p> <p>During an interview on 5/14/18 at 2:25 PM, the Maintenance Director indicated that he had been informed early in the morning by the dietary manager about the broken freezer. The Maintenance Director stated and had made</p>	F 908			

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NAME OF PROVIDER OR SUPPLIER DURHAM NURSING & REHABILITATION CENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 411 S LASALLE STREET 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 908	<p>Continued From page 10</p> <p>several phone calls to local repair companies and there had been no response.</p> <p>During an interview on 5/14/18 at 2:50 PM and 4:45 PM, the Regional Dietary District Manager(RDDM) stated the expectation was for the DM to call the maintenance director and have someone repair the freezer sooner than later. The food should have been removed from the freezer and placed on ice in the refrigerator or in ice tubs until repairs could be made. She further stated staff have been instructed to remove and discard all food items that could not be saved and make a list of the items to be submitted to the vendor for reimbursement. The RDDM stated there was no system in place to ensure the proper procedures were in place when the freezer and/or refrigerator was not working properly and to ensure the temperatures were being monitored correctly. The RDDM acknowledged it should not have taken more than a full day to get the repair completed.</p> <p>During an interview on 5/14/18 at 3:04 PM, the Administrator indicated she had been made aware of the freezer not working by the maintenance director and dietary manager and several attempts were made locally to find a person to repair the freezer. The Administrator stated the expectation was for the DM and kitchen staff to place the frozen foods on ice and/or refrigerate or take foods to another facility until the freezer was repaired. She confirmed there was no system in place to ensure proper procedures were in place to repair equipment timely or staff understood the procedures for protecting the food when there were equipment failures.</p>	F 908			

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

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F 908	<p>Continued From page 11</p> <p>During an observation on 5/14/18 at 6:00 PM, the freezer had not been repaired and staff were in the process of removing/discarding unusable foods and transferring saved items to the refrigerator and/or placed on ice.</p> <p>During a follow-up interview on 5/16/18 at 11:40 AM, the RDDM stated the Dietary Manager and Maintenance Director was responsible for ensuring that all kitchen equipment freezer and refrigerator were checked and proper maintenance and repairs were done in a timely manner. He indicated a new program and system would be implemented to ensure all things in the kitchen worked properly. The freezer was rechecked and now working properly.</p>	F 908			