

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL004003	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 09/03/2015
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NAME OF PROVIDER OR SUPPLIER MEADOWVIEW TERRACE OF WADESBORO	STREET ADDRESS, CITY, STATE, ZIP CODE 123 ANSON HIGH SCHOOL ROAD WADESBORO, NC 28170
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D 000	Initial Comments	D 000		
D 310	<p>10A NCAC 13F .0904(e)(4) Nutrition and Food Service</p> <p>10A NCAC 13F .0904 Nutrition and Food Service (e) Therapeutic Diets in Adult Care Homes: (4) All therapeutic diets, including nutritional supplements and thickened liquids, shall be served as ordered by the resident's physician.</p> <p>This Rule is not met as evidenced by: Based on observation, interview and record review, the facility failed to assure therapeutic diets for nectar thickened liquids were served as ordered by the physician for 2 of 2 sampled residents (Residents # 2 and #5).</p> <p>The findings are:</p> <p>Observation during the kitchen tour on 09/02/15 at 11:35 am revealed:</p> <ul style="list-style-type: none"> -Cartons of Nectar thick orange juice, cranberry juice, milk, and water. -Packets of thickened coffee drink mix nectar like consistency measuring .42 ounces each. -Directions on the packet for preparation of the nectar like consistency coffee were: <ul style="list-style-type: none"> -Pour contents of packet into a cup. -Add 6 fluid ounces of hot water. -Stir until powder dissolves. -Note: Once prepared, sugar, artificial sweetener, or creamer (3/8 fluid ounce) may be added. 	D 310		

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

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D 310	<p>Continued From page 1</p> <p>A. Review of Resident #2's current FL2 dated 07/13/15 revealed: -Diagnoses included diabetes mellitus, cerebral palsy, schizophrenia, hypertension, hypothyroidism, diverticulitis, and chronic constipation. -No diet order was listed.</p> <p>Review of physicians orders on 07/13/15 for Resident #2 revealed an order for a no concentrated sweets diet with nectar thick liquids, no tomatoes.</p> <p>Review of Resident #2's record revealed: -An admission date to the facility of 01/15/13. -Physician notes on 09/01/15 indicated no concerns with respiration symptoms or dysphagia symptoms.</p> <p>Review of the diet list provided by the Food Service Director on 09/02/15 revealed Resident #2 was to be served a regular diet with "thick liquids".</p> <p>Observation of the lunch meal on 09/02/15 from 12:05pm to 1:00pm revealed: -Resident #2 was seated at the table in a wheelchair. -Resident #2 was feeding herself. -The resident was served shepherd's pie (3 ounces), parslied cauliflower (1/2 cup), strawberry cake with icing (a 2 inch by 3 inch square), nectar thick water (8 ounces), and nectar thick tea (8 ounces). -Individual creamer containers (3/8 fluid ounces) were available on residents' tables. -At 12:34 pm Resident #2 was served by dietary staff thickened coffee in an 8 ounce cup with two 3/8 fluid ounces of liquid creamer added to the</p>	D 310		

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D 310	<p>Continued From page 2</p> <p>coffee by the nurse aide (NA).</p> <ul style="list-style-type: none"> -The coffee was thickened, but not to nectar thick consistency. -At 12:40 pm Resident #2 took several sips of coffee as she continued to eat. -At 12:53, the resident drank several sips of the nectar thickened water and coughed twice. -Two staff persons were clearing tables and did not address with the resident as to why she was coughing. -She completed eating at 1:00 pm with no further coughing. <p>Observation of the breakfast meal on 09/03/15 revealed Resident #2 did not come to breakfast.</p> <p>Interview on 09/03/15 at 2:15pm with Resident #2 revealed:</p> <ul style="list-style-type: none"> -She had not come to breakfast on 09/03/15 because she slept late. -She had snacks in her room. -She had thickened liquids because she had problems with swallowing sometimes. -She used to enjoy drinking coffee with her meals, but "sometimes what they serve me now it smells like beer or wine". -She did not like the taste of the "new coffee" the facility served. -She wanted at least two, sometimes three, creamers added to her coffee. -Staff prepared her coffee for her. -Sometimes she coughed "because of the smell of the coffee". -She had not told staff that she did not like the smell of the coffee. -She had not had any recent hospitalizations. -She could not remember if she had seen a speech therapist before, "but I think I need to see one." -She would tell the Resident Care Director (RCD) 	D 310		

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D 310	<p>Continued From page 3</p> <p>or the Administrator if she had concerns. -She felt very comfortable with the administrative staff.</p> <p>Interview on 09/02/15 at 12:36pm with two NAs revealed: -Resident #2 received thickened liquids with her meals. -They did not know if the consistency for her thickened liquids was nectar-thick or honey thick. -Resident #2 liked at least 2 liquid creamers in her coffee. -The NAs used individual creamers provided by dietary.</p> <p>Interview on 09/03/15 at 8:35am with the Food Service Director revealed: -She was aware Resident #2 was on a regular nectar thick liquid diet. -Resident #2 liked 2, sometimes 3, creamers in her coffee.</p> <p>Interview on 09/03/15 at 3:00pm with the Administrator and Regional Administrator revealed they notified Resident #2's physician on 09/03/15 to request an order for a speech therapy evaluation.</p> <p>Refer to interview with two NAs on 09/02/15 at 12:36pm.</p> <p>Refer to interview with the Food Service Director on 09/03/15 at 9:50am.</p> <p>Refer to interview on 09/03/15 at 10:40am with the Resident Care Director (RCD).</p> <p>Refer to interview on 09/03/15 at 11:05am with the Licensed Health Professional Support(LHPS) nurse.</p>	D 310		

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D 310	<p>Continued From page 4</p> <p>B. Review of Resident #5's current FL2 dated 07/21/15 revealed: -Diagnoses included brain tumor, osteoarthritis, coronary artery disease, and dementia. -An order for a regular ground nectar thick liquid diet and may have pleasure food from family.</p> <p>Review of Resident #5's record revealed: -An admission date to the facility of 09/16/13. -Resident #5 was receiving Hospice services at the facility. -Resident's Hospice Care Plan dated 07/20/15 included Resident #5 had a history of seizures and dysphagia. -Resident had to be fed due to periods of dysphagia.</p> <p>Review of the diet list provided by the Food Service Director on 09/02/15 revealed Resident #5 was to be served a regular pureed diet with "thick liquids" and no seafood.</p> <p>Observation of the lunch meal on 09/02/15 from 12:05pm to 1:00pm revealed: -Resident #5 was seated at the table in a wheelchair. -Resident #5 was seated at the end of a table with five other residents and one staff person seated at the table to assist residents. -The resident was served pureed shepherd's pie (3 ounces), pureed parslied cauliflower (1/2 cup), pureed strawberry cake with icing (a 2 inch by 3 inch square), nectar thick water (8 ounces), and nectar thick tea (8 ounces). -Resident #5 had been served and consumed all of coffee so that the consistency could not be determined during the observed. -Resident #5 was feeding himself, mostly with his</p>	D 310		

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D 310	<p>Continued From page 5</p> <p>eyes closed.</p> <p>-Resident #5 consumed 5/6 of the meal without difficult with feeding self or coughing.</p> <p>Observation of the breakfast meal on 09/03/15 from 8:15 - 8:45am revealed:</p> <p>-Resident #5 was seated at the table in a wheelchair.</p> <p>-Resident #5 was seated at the end of a table with five other residents and one staff person seated at the table to assist residents.</p> <p>-The resident was served a pureed scrambled egg and cheese taco (1 1-ounce), pureed breakfast cereal (3/4 cup) with nectar thick milk (1 cup), nectar thick water (8 ounces), and Nectar thick orange juice (1/2 cup).</p> <p>-At 8:20am observed NA pour contents of Nectar thick coffee mixture into an 8 ounce coffee cup at Resident #2's place setting.</p> <p>-Individual coffee creamers (3/8 fluid ounce) were on the table.</p> <p>-At 8:23am observed the Food Service Director bring Resident #2 the same coffee cup filled within 1/2 inch of the top of an 8 ounce cup.</p> <p>-A NA picked up a coffee creamer to add to the coffee.</p> <p>-At 8:25pm, the surveyor requested the Food Service Director to remove the coffee from the table.</p> <p>-At 8:32, Resident #2 was served coffee prepared by the Food Service Director according to the directions on the packet of nectar thick-like coffee mix.</p> <p>-Resident #5 was feeding himself, mostly with his eyes closed.</p> <p>-The resident did not verbally respond during the meal.</p> <p>-Resident #5 consumed 5/6 of the meal, including the nectar thick milk (all), nectar thick water (1/2), nectar thick orange juice (all), and nectar thick</p>	D 310		

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D 310	<p>Continued From page 6</p> <p>coffee with 1 creamer (all) with no difficulty with feeding self or coughing.</p> <p>It was determined by observation and interview that Resident #5 was not interviewable.</p> <p>Interview on 09/03/15 at 3:10pm with a family member of Resident #5 revealed: -The resident was receiving Hospice services. -The resident's liquids were served as thickened by the facility staff. -"A packet goes into his liquids to thicken it." -The family maintained food in the Resident's room and fed it to him. -They resident had a history of "choking".</p> <p>Interview on 09/02/15 at 12:36 pm with two NAs revealed: -Resident #5 was legally blind and very hard of hearing. -Resident #5 received thickened liquids with his meals. -They did not know if the consistency for his thickened liquids was nectar-thick or honey thick. -Resident #5 liked 2 creamers in his coffee. -They used the individual creamers provided by dietary to put in Resident #5's coffee.</p> <p>Interviews with two NAs on 09/02/15 at 12:45pm and 3:55pm revealed: -Resident #5 sat at a table designated for residents who required close supervision or assistance with feeding. -Resident #5 was able to feed himself, but needed supervision because he was on a special diet and thickened liquids. -The NAs prepared thickened liquids for water, tea, milk, and juice by pouring from the pre-mixed containers located on a cart in the dining room. -The NAs put the thickening powder for the coffee</p>	D 310		

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D 310	<p>Continued From page 7</p> <p>in the coffee cups and dietary staff poured the hot water into the cups in the kitchen.</p> <p>Interview with the Food Service Director on 09/03/15 at 8:35am revealed:</p> <ul style="list-style-type: none"> -A NA had put the packet of thickening powder for the coffee in Resident #2's coffee cup. -The Food Service Director then "filled the cup with hot water". -The cup used was an 8 ounce cup. -She did not measure the water when she prepared the nectar thick-like coffee for Resident #5. -She filled the cup with water to "almost the top." -She was not aware that the instructions required 6 ounces of water to be used to prepare the coffee. -The dietary staff or NAs put two creamers in Resident #5's coffee "because that is the way he likes it." -She knew that there were directions on the packet. <p>Interview with the RCD on 09/03/15 at 10:40 revealed Resident #5:</p> <ul style="list-style-type: none"> -"Was a choke risk prior to him going on the thickened liquids." -He was receiving Hospice services. -He was able to feed himself with staff assistance for set-up and monitoring. -He had a good appetite and had not had any difficulties with drinking thickened liquids. <p>Interview with the LHPS nurse on 09/03/15 at 11:05 am revealed Resident #5 was "much better with less swallowing problems since he was put on thickened liquids."</p> <p>Refer to Interview with two NAs on 09/02/15 at 12:36pm.</p>	D 310		

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D 310	<p>Continued From page 8</p> <p>Refer to interview with the Food Service Director on 09/03/15 at 9:50am.</p> <p>Refer to interview on 09/03/15 at 10:40am with the Resident Care Director (RCD).</p> <p>Refer to interview on 09/03/15 at 11:05am with the LHPS nurse.</p> <hr/> <p>Interview with two NAs on 09/02/15 at 12:36 pm revealed:</p> <ul style="list-style-type: none"> -The NAs served trays and prepared drinks for residents' meals. -The thickened water, tea, and milk were pre-thickened, so they did not have to prepare them. -The dietary staff provided packets that contained powder to thicken the coffee. -The NA or dietary staff filled the coffee cup with hot water and then added creamers. -They did not know what size cup was used for the coffee. <p>Interview with the Food Service Director on 09/03/15 at 9:50 am revealed:</p> <ul style="list-style-type: none"> -She had been at the facility for two years. -She received training from the Administrator and the cook at the time she was hired. -She had worked in the food service industry for several years. -Dietary offered coffee, including for therapeutic diets, to residents at every meal. -The cups that were used for coffee were 8 ounces and the creamers used were 3/8 fluid ounce each. -She was not aware the directions on the back of the packet said to fill the cup with six ounces of water. 	D 310		

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D 310	<p>Continued From page 9</p> <ul style="list-style-type: none"> -Dietary and NAs were not measuring the amount of water added to the cups. -She did not provide training to dietary staff or nurse aides on how to prepare thickened liquids. -"I guess the NAs train each other when they have someone new." -She was responsible for preparing the resident diet list for staff reference. -She listed "thick liquids" for all of the residents who had orders for thickened liquids. -All of the residents on thickened liquids were currently nectar thick, so she had not specified the consistency on the list. -The dietary staff notified the RCD or the Administrator if they had concerns about a resident having difficult with swallowing or coughing. -The Resident Care Director (RCD) was responsible for notifying her of new residents' diets or changes in diet orders for current residents. -She maintained a diet order book in the kitchen for staff reference. -She did not realize she needed to indicate on the list the consistency of the thickened liquids. -She would review each residents' diet order to confirm the consistency and add this to the resident diet list posted in the kitchen. <p>Interview on 09/03/15 at 10:40am with the RCD revealed:</p> <ul style="list-style-type: none"> -"Most of the thickened liquids are pre-prepared. -Coffee was the only beverage she was aware of that the facility staff prepared. -All residents, at this time, were on nectar-thick liquids. -The NAs "do not usually have to mix the coffee." -The NAs used to mix the coffee, but it had recently changed and dietary staff mixed the coffee for residents requiring thickened liquids. 	D 310		

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D 310	<p>Continued From page 10</p> <p>-The NAs serve the thickened liquids that were pre-mixed to the residen</p> <p>Interview on 09/03/15 at 11:05am with the LHPS nurse revealed:</p> <p>-She provided competency training for the NAs, which included reviewing therapeutic liquid diets ordered by the physician.</p> <p>-She instructed NAs to be aware that some residents required thickened liquids.</p> <p>-They needed to know which residents required thickened liquids when serving in the dining room.</p> <p>-The Dietary staff prepared the thickened coffee and the other beverages were pre-mixed.</p> <p>-She would do an in-service for nursing and dietary staff regarding thickened liquids, preparation guidelines, and the different types of orders for thickened liquids.</p> <p>Interview on 09/03/15 at 3:00pm with the Administrator and Regional Administrator revealed:</p> <p>-The facility would provide training to all staff regarding different types of thickened liquids, including preparation guidelines, signs and symptoms residents may have, and what to do if they observe a resident having difficulty eating or swallowing.</p>	D 310		