

Division of Health Service Regulation

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:<br><br><b>HAL092180</b> | (X2) MULTIPLE CONSTRUCTION<br>A. BUILDING: _____<br><br>B. WING _____ | (X3) DATE SURVEY COMPLETED<br><br><b>10/22/2015</b> |
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| NAME OF PROVIDER OR SUPPLIER<br><br><b>MAGNOLIA GLEN</b> | STREET ADDRESS, CITY, STATE, ZIP CODE<br><b>3215 CREEDMOOR ROAD<br/>RALEIGH, NC 27612</b> |
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| D 000              | Initial Comments   | D 000         |   |                    |
| D 287              | <p>10A NCAC 13F .0904(b)(2) Nutrition And Food Service</p> <p>10A NCAC 13F .0904 Nutrition And Food Service (b) Food Preparation and Service in Adult Care Homes:</p> <p>(2) Table service shall include a napkin and non-disposable place setting consisting of at least a knife, fork, spoon, plate and beverage containers. Exceptions may be made on an individual basis and shall be based on documented needs or preferences of the resident.</p> <p>This Rule is not met as evidenced by:<br/>Based on observation and interview, the facility failed to assure residents had table service during meals and at snack times that included a napkin and non-disposable place settings consisting of at least a knife, fork, spoon, plate, and beverage containers appropriate for the foods served.</p> <p>The findings are:</p> <p>Observation at 11:45am on 10/21/15 of the facility kitchen and storage pantry revealed cases of Styrofoam dinner boxes, Styrofoam bowls, Styrofoam plates, Styrofoam cups, plastic lids for the Styrofoam cups and bowls, plastic knives, plastic forks, and plastic spoons in the dry storage pantry.</p> <p>Observation of the noon meal preparation in the kitchen on 10/21/15 from 12noon to 12:20pm revealed:</p> | D 287         |   |                    |

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

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| D 287              | <p>Continued From page 1</p> <ul style="list-style-type: none"> <li>- 7 meals were prepared for 7 residents who requested to eat in their room.</li> <li>- Foods were placed in lidded Styrofoam boxes and bowls with plastic disposable lids.</li> <li>- Beverages were poured into Styrofoam cups and covered with disposable plastic lids.</li> </ul> <p>Confidential interview with dietary staff revealed:</p> <ul style="list-style-type: none"> <li>- Disposable products were used because of "convenience, to save time".</li> <li>- Disposable products were used because they were accessible during the meal delivery.</li> <li>- They had not been told not to use disposable products.</li> <li>- Dining services tried to be flexible about resident meal times and last-minute food preferences, it was difficult to meet all their needs and preferences with a small staff.</li> </ul> <p>Meals were loaded on a small cart and delivered to each floor by 12:30pm on 10/21/15.</p> <ul style="list-style-type: none"> <li>- Observation of the resident rooms from 12:30pm to 1:15pm revealed the meals were placed in the kitchenette or on a table in each resident's room.</li> <li>- Two residents were sleeping, and were not awakened by the meal delivery.</li> <li>- Further observation of the two sleeping residents revealed they were still sleeping at 2:00pm.</li> </ul> <p>Interview with one resident revealed:</p> <ul style="list-style-type: none"> <li>- She preferred to take her meals in her room.</li> <li>- "It's hard for me to get around, I prefer to eat here."</li> <li>- She never received china plates, glassware, or metal silverware when eating in her room.</li> <li>- The food always came in a Styrofoam box.</li> <li>- The food was lukewarm, never hot.</li> <li>- She stated "Some foods were hard to cut with</li> </ul> | D 287         |   |                    |

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| D 287              | <p>Continued From page 2</p> <p>plastic knives."<br/>- She never requested china, glasses, or metal silverware, "I have received all my meals in Styrofoam boxes and cups ever since I have lived here. I assumed that was all that was available if I wanted to eat in my room."</p> <p>Interview with a resident's family member revealed:<br/>- Residents eating in their room usually got the meal 30 minutes after food service for a meal was supposed to occur.<br/>- The facility was good at honoring special requests, but that just added to the waiting for a meal.<br/>- Some residents had to eat in their room because of illness or physical disability, they never got to use real dishes and silverware.</p> <p>Observation of the second floor hallway on 10/22/15 at 8:45am revealed:<br/>- A facility staff person in the hallway with a small cart full of Styrofoam containers.<br/>- She was handing out the Styrofoam containers to residents.</p> <p>Observation on 10/22/15 at 8:56am of a resident room revealed:<br/>- The dining table in the room had a disposable Styrofoam food box with lid; two disposable Styrofoam coffee cups with plastic lids; small disposable eating utensils wrapped in a paper napkin.</p> <p>Interview on 10/22/15 at 9:00am with a resident residing in the room revealed:<br/>- The resident always took one of her medications with her breakfast coffee in the morning.<br/>- The resident said, as she pointed to the</p> | D 287         |   |                    |

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| D 287              | <p>Continued From page 3</p> <p>disposable food box and coffee cups on dining table, she ate breakfast in her room every day.</p> <p>Interview on 10/22/15 at 9:02am with a medication aide revealed:</p> <ul style="list-style-type: none"> <li>- The residents always ate breakfast in their room with the disposable plates, boxes and/or plates, bowls and cups.</li> <li>- The two residents in the room went to the main dining room for lunch and dinner where they received regular ceramic plates and cups/glasses.</li> </ul> <p>Observation of a resident's room on the second floor at 9:40am on 10/22/15 revealed:</p> <ul style="list-style-type: none"> <li>- The resident was finishing her breakfast meal.</li> <li>- The dining room table held an open Styrofoam box with scrambled eggs and toast, 2 Styrofoam cups containing coffee and juice, plastic utensils, and a paper napkin.</li> </ul> <p>Interview with the resident at 9:40am on 10/22/15 revealed:</p> <ul style="list-style-type: none"> <li>- She always ate breakfast in her room.</li> <li>- The facility used Styrofoam products for those who ate in their room, "We have to get up early, get dressed, and go to the dining room for real china, glassware, and silverware. "</li> <li>- She had been ill the past two days and took dinner in her room the previous night.</li> <li>- She pointed to the trash can in her room, saying the housekeeping staff worked dayshift and will clean up the uneaten food and soiled food containers later that morning.</li> <li>- She stated she did not notice any insects in her room.</li> </ul> <p>Observation of the trash can in the resident's room at 9:50am on 10/22/15 revealed:</p> <ul style="list-style-type: none"> <li>- Half of the waste was soiled food containers.</li> </ul> | D 287         |   |                    |

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| D 287              | <p>Continued From page 4</p> <ul style="list-style-type: none"> <li>- It held 3 small Styrofoam bowls/cups, 6 beverage containers, 2 Styrofoam boxes, plastic disposable lids, and used paper napkins.</li> </ul> <p>Interview with the Dietary Services Administrator at 2:30pm on 10/22/15 5/1/13 revealed:</p> <ul style="list-style-type: none"> <li>- Meals were sent to residents who wished to eat in their room in the Styrofoam boxes.</li> <li>- Styrofoam boxes were chosen because the Styrofoam helped to keep the food warm and free from contamination.</li> <li>- Styrofoam and plastic disposables were chosen for ease of use and timely delivery by dietary and floor staff.</li> <li>- Retrieving soiled dishes, glassware, and utensils took time away from other staff duties.</li> <li>- He was not aware disposable tableware was not to be used on a regular basis in adult care facilities unless based on the documented needs or preferences of the resident.</li> </ul> <p>Interview with the Administrator at 4:00pm on 10/22/15 revealed:</p> <ul style="list-style-type: none"> <li>- He was not aware disposable tableware was not to be used on a regular basis in adult care facilities unless based on the documented needs or preferences of the resident.</li> <li>- He stated the facility was committed to "going green" and to decreasing waste, and felt that eliminating Styrofoam disposables would contribute to this goal.</li> </ul> | D 287         |   |                    |
| D 298              | <p>10A NCAC 13F .0904(d)(2) Nutrition And Food Service</p> <p>10A NCAC 13F .0904 Nutrition And Food Service (d) Food Requirements in Adult Care Homes:<br/>(2) Foods and beverages that are appropriate to residents' diets shall be offered or made available</p>  | D 298         |   |                    |

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| D 298              | <p>Continued From page 5</p> <p>to all residents as snacks between each meal for a total of three snacks per day and shown on the menu as snacks.</p> <p>This Rule is not met as evidenced by:<br/>Based on record review, observations, and interviews, the facility failed to offer snacks to all residents three times a day.</p> <p>The findings are:</p> <p>Review of the menu spreadsheets in the office of the Dietary Services Administrator revealed the facility offered a Regular diet, a No Added Salt diet, and a No Concentrated Sweets diet. The Dietary Services Administrator tracked resident food preferences, texture modifications, dietary allergies, and consumption of alcohol by resident.</p> <p>Continued review of the menu spreadsheets revealed they contained menus for three meals daily. The menus did not include planned snack menus for the Regular, No Added Salt nor the No Concentrated Sweets diets. Three daily snacks were not listed as part of the menu developed by a Registered Dietitian for therapeutic diets.</p> <p>Interview with the Dietary Services Administrator on 10/21/15 at 3:00pm revealed:</p> <ul style="list-style-type: none"> <li>- The facility purchased a variety of prepackaged snack items, such as crackers, cookies, sugar-free cookies, and fruit drinks and juices.</li> <li>- Snack foods and beverages were stocked in the Medication Aide/Nurses' station on each floor of the Assisted Living facility.</li> <li>- There was no limit to the snacks available to residents, they could have a snack any time they wanted one.</li> <li>- The Assisted Living Medication Aides and</li> </ul> | D 298         |   |                    |

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| D 298              | <p>Continued From page 6</p> <p>Personal Care Staff were responsible for distributing snacks to residents, while the Dietary Department were responsible for stocking residents' snacks at the nurses' stations.</p> <ul style="list-style-type: none"> <li>- Snacks were sometimes served during Activities, upon request of Activities staff.</li> </ul> <p>Observation on 10/21/15 at 3:15pm on the second floor of the Assisted Living facility revealed:</p> <ul style="list-style-type: none"> <li>- The door to the nurses' station was locked, one Medication Aide was in the nurses' station.</li> <li>- A sign on the nurses' station door stated:<br/>Resident Snack Baskets: Snacks are located in the Medication Rooms/Nurses' Office of each floor in the A. L. [Assisted Living] Building. Please see a caregiver at any time if you would like a snack/drink. Thank you!</li> </ul> <p>Confidential interviews with two Medication Aides revealed:</p> <ul style="list-style-type: none"> <li>- Residents can knock on the door and ask for a snack, they would give them a small packet of goldfish, pretzels, chips, crackers, or cookies.</li> <li>- Drinks were stocked in the Nurses' Office, residents could request a beverage along with a prepackaged snack item.</li> <li>- Snacks were not requested by many residents, they had their own favorite snacks in their rooms.</li> <li>- Residents bought their own snacks on shopping trips or their families keep snacks stocked in their rooms.</li> <li>- Facility staff did not offer each resident a snack three times daily.</li> <li>- Non-ambulatory residents rarely requested snacks.</li> </ul> <p>When asked how would non-ambulatory residents request a snack, one Medication Aide replied, they could use a call bell to summon a</p> | D 298         |   |                    |

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| D 298              | <p>Continued From page 7</p> <p>staff member to their room so they could ask the staff member to bring them a snack.</p> <p>When asked " How would a member of the nursing staff know what an appropriate snack was for someone on a therapeutic diet? " one Medication Aide replied that she was not sure, but the resident could eat whatever they wanted.</p> <p>Confidential interviews with 12 residents and family members revealed residents were not offered snacks:</p> <ul style="list-style-type: none"> <li>- " I get snacks from [the facility] when I attend activities."</li> <li>- "No one ever offers us a snack or a drink between meals"</li> <li>- "Snacks are not offered, but I'm pretty sure I could get one if I asked."</li> <li>- "I have not seen anybody offering snacks [around the facility]."</li> <li>- "Nobody comes to our rooms to see if we want a snack between meals</li> <li>- "The staff give me anything I want, if I want a snack, all I have to do is ask for it and they would get me something."</li> <li>- "I have my own snacks in my room."</li> <li>- "My [loved one] has her own snacks so they don't offer any to her, she could probably get some if she wanted."</li> <li>- Snacks were not served three times daily.</li> <li>- Three residents did not know how many snacks were served but reported they got enough to eat.</li> <li>- One of twelve residents stated she had never asked for a snack. "No one asks".</li> <li>- None of the twelve residents were aware the facility was required to provide or offer snacks 3 times a day.</li> </ul> <p>Interview with a Personal Care Aide on 10/22/15 at 10:00am revealed:</p> | D 298         |   |                    |



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| D 298              | <p>Continued From page 8</p> <ul style="list-style-type: none"> <li>- She sometimes offered snacks between breakfast and lunch, especially if the resident did not eat much breakfast.</li> <li>- Most of the diabetics have their own snack.</li> <li>- If they need a snack, they will request it.</li> </ul> <p>Interview with another Medication Aide on 10/22/15 at 11:10am revealed;</p> <ul style="list-style-type: none"> <li>- She was unsure if snacks were offered to residents in the morning without a resident's request.</li> <li>- The diabetics received sugar free products, goldfish, and graham crackers for snacks.</li> <li>- Residents must come to the nurses' station to request a snack.</li> <li>- Facility staff did not offer a snack to all residents three times daily.</li> </ul> <p>Interview with the Dietary Services Administrator on 10/22/15 at 3:00pm revealed:</p> <ul style="list-style-type: none"> <li>- He was not aware snacks were not being served to the residents three times daily. The kitchen provided the snacks, the floor staff were responsible for giving out the snacks.</li> <li>- He was aware most residents had their own stash of favorite snacks, most residents had a refrigerator in their room for beverages.</li> <li>- No residents had voiced concerns or complained about being hungry or not having snacks available to his staff.</li> <li>- There was currently no system in place for monitoring to ensure snacks were being served three times daily.</li> <li>- He would review the facility menus to ensure three snacks were planned for each day for all regular, modified texture, and therapeutic diets</li> <li>- The Registered Dietitian would be notified that the regular and therapeutic menus had to include three snacks per day.</li> <li>- The Registered Dietitian Consultant for the</li> </ul> | D 298         |   |                    |

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| D 298              | Continued From page 9<br><br>facility would need to sign off on revised therapeutic menus to ensure snack foods and beverages were appropriate for therapeutic diets. | D 298         |   |                    |