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6/17/16
ACLS*

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FORM APPROVED

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL064029	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 05/19/2016
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NAME OF PROVIDER OR SUPPLIER: SOMERSET COURT OF ROCKY MOUNT
STREET ADDRESS, CITY, STATE, ZIP CODE: 918 WESTWOOD DRIVE, ROCKY MOUNT, NC 27802

(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) COMPLETE DATE
D 000	Initial Comments The Adult Care Licensure Section and the Nash County Department of Social Services conducted an annual survey on May 17-19, 2016.	D 000	Response to the cited deficiencies do not constitute an admission or agreement by the facility of the truth of the facts alleged or conclusions set forth in the statement of deficiency or corrective action report; the plan of correction is prepared solely as a matter of compliance with the state.	
D 307	10A NCAC 13F .0904(e)(1) Nutrition And Food Service 10A NCAC 13F .0904 Nutrition And Food Service (e) Therapeutic Diets in Adult Care Homes: (1) All therapeutic diet orders including thickened liquids shall be in writing from the resident's physician. Where applicable, the therapeutic diet order shall be specific to calorie, gram or consistency, such as for calorie controlled ADA diets, low sodium diets or thickened liquids, unless there are written orders which include the definition of any therapeutic diet identified in the facility's therapeutic menu approved by a registered dietitian. This Rule is not met as evidenced by: Based on observations, interviews and record review, the facility failed to assure to the No Added Table Salts (NATS) pureed diet was prepared as ordered by a primary care physician for 1 of 1 sampled Residents (#6) on the pureed diet. The findings are: Review of the Resident #6's current FL-2 dated 3/23/16 revealed: -The resident's diagnoses included high blood pressure, abdominal pain and hyperlipidemia. -There was no diet order on the FL-2. Review of Resident #6's Care Plan dated 3/23/16 revealed the resident had an order for a NATS diet.	D 307	It is the policy of Somerset Court of Rocky Mount that all therapeutic diet orders are in writing from resident's doctors and that they are specific to the resident and their needs. The special diet preparation instructions are at the bottom of the menu on the legend, the menus come from Grove Menus and a licensed Dietitian. Menu books are kept in the dietary department. They are monitored by the Dietary Manager daily. The Executive Director will monitor the dietary department records a minimum of three times per week and the actual preparation of a special diet randomly. Resident Care Manager will review all diet orders upon admission into facility. Any changes will be reviewed by the Resident Care Manager and then given to the Dietary Manager. Training on how to puree food was conducted on 5/18/2016 by a certified trainer to all dietary staff and Executive Director. Special diet preparation training scheduled for 6/15/2016. Training will include Dietary Staff, Dietary Manager, and Executive Director. All staff training will be documented and placed in each dietary employee records. A tracking sheet will be used by the Executive Director to post dates and times of monitoring in the dietary department.	6/1/16 6/1/16 5/18/16 6/15/16 6/1/16

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

Rosalee Shell

TITLE

E.D.

(X6) DATE

6-15-16

*Reviewed & Accepted
Woodward
6/20/16*

Division of Health Service Regulation

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D 307	<p>Continued From page 1</p> <p>Review of Resident #6's record revealed: -There was an order dated 5/13/16 to "switch" the resident's diet to the pureed diet, "due to patient's request." -The resident had temporomandibular joint (TMJ) disorder. -There was a current diet order dated 5/18/16 for the NATS pureed diet.</p> <p>Review of the diet list (not dated) revealed: -Resident #6 was on the NATS Pureed diet. -There was no other residents on the pureed diet.</p> <p>Interview with the Dietary Supervisor on 5/17/16 at 12:16 p.m. revealed Resident #6 was the only resident who received the pureed diet.</p> <p>Review of the NATS diet lunch menu dated 5/18/16 revealed the resident was to be served 3 ounces (oz) baked ham, 4 oz rice and gravy, ¼ cup green salad, 1 baked roll and 3 inch by 2 inch graham streusel cake. The alternate green vegetable was ½ cup broccoli. The same menu included a legend at the bottom, which revealed no salt on table.</p> <p>Review of the Pureed diet lunch menu dated 5/18/16 revealed the resident was to be served 3 oz pureed ham, ½ cup mashed potatoes, ½ cup pureed green beans, 2 oz pureed baked roll and 2 oz graham streusel cake. The alternate vegetable was ½ cup pureed broccoli.</p> <p>Observation of the lunch meal on 5/18/16 at 12:14 p.m. revealed Resident #6's meal included 3 oz ground ham, ½ cup chopped broccoli, ½ cup rice with gravy, 1 roll and one 3 inch by 2 inch cake.</p> <p>Interview with Resident #6 on 5/18/16 at 12:14</p>	D 307		

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D 307	<p>Continued From page 2</p> <p>p.m. revealed: -She was supposed to be on a pureed diet. -She received a chopped diet. -She wanted the food "to be a little thicker than what it was."</p> <p>Observation on 5/18/16 at 12:15 p.m. revealed: -The Dietary Supervisor asked Resident #6 "if the meal was ok." -Resident #6 told the Dietary Supervisor she wanted the meal "to be a little thicker than what it was."</p> <p>Interview with the Dietary Supervisor on 5/18/16 at 12:16 p.m. revealed: -The pureed diet can be "liquidy." -Resident #6's meal was prepared pureed consistency.</p> <p>Observation on 5/18/16 at 12:16 p.m. revealed the Dietary Supervisor removed Resident #6 's meal from the table with the resident's permission and took it in the kitchen.</p> <p>Interview with the Administrator on 5/18/16 at 12:22 p.m. revealed: -The pureed diet should be thick like baby food. -Resident #6's lunch meal was not prepared pureed consistency.</p> <p>Observation on 5/18/16 at 12:25 p.m. revealed: -The Administrator instructed the Dietary Supervisor on making the pureed diet. -The Dietary Supervisor added 1 roll, 1 slice of bread and an unknown amount of water to the blender put an unknown amount of rice in the blender. She kept adding an unknown amount of water mixed with a roll and a slice of bread to blend with rice. The Administrator instructed the Supervisor until the bread was pureed.</p>	D 307		

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D 307	<p>Continued From page 3</p> <p>-The Dietary Supervisor cleaned the blender, put and unknown amount of ham in the blender and pureed the ham. The Administrator instructed the Supervisor until the ham was pureed.</p> <p>-The Dietary Supervisor cleaned the blender, put an unknown amount of broccoli in the blender and pureed broccoli. The Administrator instructed the Supervisor until the broccoli was pureed.</p> <p>Observation on 5/18/16 at 12:50 p.m. revealed Resident #6 was served 3 oz pureed ham, 1 cup pureed broccoli and ½ cup pureed rice with bread.</p> <p>Interview with Resident #6 on 5/18/16 at 12:54 p.m. revealed "I prefer food like this, because the TMJ is not popping as much."</p> <p>Observation on 5/18/16 at 1:03 p.m. revealed Resident #6 ate all of her lunch meal and drank 2 cups of tea.</p> <p>Interview with the Cook, who prepared the pureed diet during the lunch meal on 5/18/16, on 5/19/16 at 3:15 p.m. revealed:</p> <ul style="list-style-type: none"> -She worked as a Cook at the facility. -Her first time preparing the pureed diet with a new machine "blender" was on 5/18/16. -Resident #6 told her the meal was fine and she could eat it. -Resident #6 just started preparing the pureed diet on Monday (5/16/16.) -"The pureed diet was more mushy" when she prepared it on 5/16/16). -She had training on preparing the pureed diet 6-7 years ago from a prior Dietary Manager. -She has had not recent training on preparing the pureed diet. <p>Interview with Resident #6's primary care</p>	D 307		

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D 307	<p>Continued From page 4</p> <p>physician on 5/18/16 at 2:45 p.m. revealed: -Last week or two weeks ago, revealed Resident #6 told him she wanted to be placed on a pureed diet because of TMJ. -Resident #6 said she did better on the pureed diet. -He expected Resident #6 to receive the pureed diet as ordered. -He was not aware Resident #6 had not received the pureed diet as ordered. -If he would have known Resident #6 had not received the pureed diet, he would not have done anything differently.</p> <p>Interview with a Nurse Aide (NA) on 5/18/16 at 3:26 p.m. revealed: -Resident #6 had not had any complaints about her pureed diet. -Resident #6 had been on the pureed diet for "a good while."</p> <p>Interview with a Medication Aide (MA) on 5/18/16 at 3:48 p.m. revealed: -Resident #6 had been on the pureed diet, because the resident said she had a hard time chewing. -Resident #6 had not had any problems about the pureed diet.</p> <p>Review of the NATS diet dinner menu dated 5/18/16 included the resident was to be served ½ cup chicken salad, 5 crackers, ½ cup garden pasta salad and 1 slice whole grain bread. The same menu included a legend at the bottom, which revealed no salt on table.</p> <p>Review of the Pureed diet dinner menu dated 5/18/16 revealed the resident was to be served 1 cup pureed chicken salad with crackers, 6 oz garden pasta salad and 2 oz pureed whole grain</p>	D 307		

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D 307	<p>Continued From page 5</p> <p>bread.</p> <p>Observation of Resident #6 during the dinner meal on 5/18/16 at 5:49 p.m. revealed: -The resident's meal included ½ cup pureed pasta salad, 3 oz pureed bread, 6 oz pureed bread with chicken salad, 1 cup of tomato soup and ½ cup of chopped mandarin oranges in juice.</p> <p>Interview with the Dietary Supervisor on 5/18/16 at 5:50 p.m. revealed she pureed the mandarin oranges for Resident #6.</p> <p>Observation on 5/18/16 at 5:50 p.m. revealed the Dietary Supervisor removed the mandarin oranges from Resident #6's table with the resident's permission and took the oranges in the kitchen.</p> <p>Observation on 5/18/16 at 5:55 p.m. revealed: -The Regional Nurse instructed the Dietary Supervisor on pureeing the mandarin oranges. -The Dietary Supervisor added ½ of 4 oz pre-pack of thickener and blended an unknown amount of mandarin oranges with juice. -She added the other half of the pre-packed thickener to the blender and blended the oranges. -She opened a second 4 oz pre-pack of thickener, added half the pack to the oranges and blended the mandarin oranges. -She poured the rest of the pre-pack of thickener to the mandarin oranges and blended the oranges until it was pureed consistency.</p> <p>Observation on 5/18/16 at 6:15 p.m. revealed: -Resident #6 was served 4 oz pureed oranges. -Resident #6 did not have any problems eating the pureed oranges.</p> <p>Interview with Resident #6 on 5/18/16 at 8:56</p>	D 307		

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D 307	<p>Continued From page 6</p> <p>a.m. revealed: -She got back on the pureed diet on Monday (5/16/16) or Tuesday (5/18/16) of this week. -She had been on the pureed diet in the past and it helped her Jaw feel better. -On 5/17/16 during lunch, was the first time her diet was ground.</p> <p>Interview with a second Cook on 5/19/16 at 9:15 a.m. revealed: -The Cooks prepared the pureed diet. -The pureed diet was supposed to look like baby food. -She had been preparing the pureed diet for Resident #6 for one week. -Resident #6 had not had any problems with eating the pureed diet.</p> <p>Interview with the Dietary Supervisor on 5/19/16 at 9:20 a.m. revealed: -The Dietary Supervisor and the Cooks prepared the diets. -She had been trained on preparing pureed diets towards the end of 2015. -She had the state food service orientation program between July 2015 and August 2015. -Resident #6 had been on the pureed diet at least since Monday (5/16/16). -She checked behind the Cooks to make sure the diets were prepared correctly. -She thought the pureed diet had been prepared correctly.</p> <p>Interview with the Administrator on 5/19/16 at 9:45 a.m. revealed: -She supervised dietary. -She expect dietary staff to prepare the pureed diet at ordered by the physician. -If the pureed diet was not prepared correctly, a resident could choke and aspirate.</p>	D 307		

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D 307	<p>Continued From page 7</p> <ul style="list-style-type: none"> -She was not aware the pureed diet was not prepared as ordered. -If she would have known, she would have changed the consistency. -The Regional Director of Operations trained dietary staff on this morning (5/19/16) on preparing the pureed diet. -The Dietary Supervisor had the state food service orientation training August 2015. -The Dietary Supervisor has had other training on preparing the pureed diet March 2016. -She spoke with the Cook, who prepared Resident #6 ' s pureed diet during the lunch meal on 5/18/16, on last night about preparing the pureed diet. -The same Cook has had hands on training when preparing the pureed diet. <p>Further interview with the Administrator on 5/19/16 at 3:29 p.m. revealed:</p> <ul style="list-style-type: none"> -She observed the preparation of the meals in dietary "daily to a couple of times a week." -She observed the preparation of the meals for breakfast on 5/18/16 and for breakfast on 5/19/16. There was no problem with the preparation of the meal, during her last observation. <p>Review of the NATS diet lunch menu dated 5/19/16 revealed the resident was to be served 3 oz herb roasted turkey, ½ cup garlic herb mashed potatoes, ½ cup corn and 1 baked roll. The alternate vegetable was ½ cup collard greens. The same menu included a legend at the bottom, which revealed no salt on table.</p> <p>Review of the Pureed diet lunch menu dated 5/19/16 revealed the resident was to receive 3 oz pureed roasted turkey, ½ cup garlic herb mashed potatoes, ½ cup pureed corn and 2 oz pureed</p>	D 307		

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D 307	<p>Continued From page 8</p> <p>baked roll. The alternate vegetable was ½ pureed collard greens.</p> <p>Observation of the lunch meal on 5/19/16 between 11:59 a.m. and 12:20 p.m. revealed Resident #6 was served ½ cup pureed collard greens, ½ cup mashed potatoes, 4 oz pureed turkey, ½ cup pureed butter beans, ½ cup pureed bread pudding, ½ cup butterscotch pudding.</p> <p>Observation on 5/19/16 at 12:45 p.m. revealed: -Resident #6 had eaten all of the pureed greens, pureed bread, mashed potatoes and the pureed turkey. -Resident #6 did not have any problems with the meal.</p>	D 307	<p>Response to the cited deficiencies do not constitute an admission or agreement by the facility of the truth of the facts alleged or conclusions set forth in the statement of deficiencies or corrective action report; the plan of correction is prepared solely as a matter of compliance with State law.</p> <p>It is the policy of Somerset Court of Rocky Mount to assure that all residents shall have the opportunity to participate in all activities.</p>	6/1/16
D 318	<p>10A NCAC 13F .0905 (e) Activities Program</p> <p>10A NCAC 13F .0905 Activities Program</p> <p>(e) Residents shall have the opportunity to participate in activities involving one to one interaction and activity by oneself that promote enjoyment, a sense of accomplishment, increased knowledge, learning of new skills, and creative expression. Examples of these activities are crafts, painting, reading, creative writing, buddy walks, card playing, and nature walks.</p> <p>This Rule is not met as evidenced by: Based on observation, interview, and record review, the facility failed to assure the 54 residents currently residing in the facility had an opportunity to participate in a minimum of 14 hours of a variety of planned group activities per week that included activities that promoted</p>	D 318	<p>As of 5/19/2016, the Activity Director was relieved of any transportation responsibilities.</p> <p>The Activity Director will plan a minimum of fourteen hours per week of activities. Prior to posting, calendars will be approved by the Executive Director and review that it is in-compliance with the minimum of 14 hours planned group activity per week. Once approved, calendar will be posted to indicate daily activity.</p> <p>The Executive Director will monitor and work with the Activity Director once a month prior to new calendars being posted. All monthly calendars will be filed for ongoing reviews,</p> <p>All schedule changes on a calendar must be posted the day before the activity.</p>	5/19/16 6/16/16 6/16/16 6/16/16

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D 318	<p>Continued From page 9</p> <p>socialization, physical interaction, group accomplishment, creative expression, increased knowledge and learning of new skills. The findings are:</p> <p>Interview on 5-19-16 at 3:30 pm with a resident revealed: - There was nothing to do for activities. - They only play bingo a few days a week.</p> <p>Interview on 5-18-16 at 11:45 am with a second resident revealed: -The Activity staff were also responsible for (facility) transportation of residents to appointments. -The Activity staff was not available to provide activities. -The resident's family took the resident out from time to time.</p> <p>Interview on 5-18-16 at 3:10 pm with a third resident revealed: -The Activity staff spent most of their time doing transportation duties. -The Activity staff did the best that she could to provide activities. -Arts and crafts were offered on Wednesdays. -Activities were catered to demented residents, she was higher functioning.</p> <p>Interview on 5-19-16 at 8:20 am with a fourth resident revealed: -The resident enjoyed playing bingo, Bible study, and birthday parties. -The facility activity calendar was posted on the wall outside the dining room. -There was a shelf in the activity area that had puzzles and other things to do. -The Activity staff was out of the building a lot. -There was a volunteer that came to do activities</p>	D 318		

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D 318	<p>Continued From page 10</p> <p>on Wednesdays and Thursdays. -There needed to be more staff in the building for activities.</p> <p>Interview on 5-19-16 at 1:30 pm with a fifth resident revealed: -Activities were held on Wednesday and Thursday. -Activities were done by a volunteer. -There were activity supplies left out each day for residents to use. -The resident loved to play bingo. -The Activity staff did offer activities when not on transportation duty. -The Activity staff was always out of the building.</p> <p>Interview on 5-19-16 at 1:30 pm with a sixth resident revealed: -The Activity staff was not able to do many activities because she had to take people to doctors' appointments. -There were activities on Wednesday and Thursday. -The activities were arts and crafts done by the volunteer lady. -The Activity staff needed help to do activities. -It was not the activity staff's fault that activities were not being done.</p> <p>Observation on 5-19-16 of the facility activity calendar revealed: -The first week of May 2016 had 10 hours of posted planned activities -The second week of May 2016 had 11 hours of posted planned activities. - The third week of May 2016 had 11 hours of posted planned activities. - The fourth week of May 2016 was one day and had 3 hours posted for planned activities. -The facility calendar did have the minimum of 14</p>	D 318		

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D 318	<p>Continued From page 11</p> <p>hours of a variety of planned group activities per full week.</p> <p>Interview on 5-19-16 with a staff revealed: -Staff helped with arts and crafts when they could. -Staff had a daughter that called bingo on every other weekend for 1 hour. -Facility staff did not have time to conduct an hour of activities often.</p> <p>Interview on 5-19-16 with a second staff revealed: -They had not heard any residents complain about activities. -They saw residents play a lot of games. -Residents have bingo on Mondays, Thursdays, and Fridays. -There is one outing monthly. -There is one staff who helped with activities. -Activities last for 1 to 1-1/2 hours aplece.</p> <p>Interview on 5-18-16 at 3:46 pm with the Life Enrichment Coordinator revealed: -She had been the facility transporter for resident appointments and in charge of Activities for about 2 years. -There was no Activity Assistant. - She wished there were a transportation driver so she could focus on the life enrichment program (activities).</p> <p>Review of the transportation log revealed resident appointments were scheduled during the week on mornings and afternoons at the same times activities were scheduled to be occurring.</p> <p>Interview on 5-19-16 at 8:45 am with the Resident Care Coordinator (RCC) revealed: -The Activity person could not engage in programs like needed. -She was on doctor duty (transport duty) daily for</p>	D 318		

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL064029	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 05/19/2016
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D 318	<p>Continued From page 12</p> <p>most of the day and did not have an assistant. -Other staff members could not assist with activities as they have assigned responsibilities. -There was a volunteer to assist with activities on Wednesdays and Thursdays weekly. -Funds were limited for activities and beyond facility staff control. -The RCC had not heard any residents complain about activities.</p> <p>Interview on 5-19-16 at 9:05 am with the Administrator revealed: -The activity program was satisfactory and a calendar was posted. -Residents loved bingo, crafts, and eating activities. -The Administrator had not heard any residents say anything negative about the activity program. -There was a plan to add a transporter in a few weeks. -She would love for the residents to become more involved.</p>	D 318		