

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL079079	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 10/20/2016
NAME OF PROVIDER OR SUPPLIER PINE FORREST HOME FOR THE AGED		STREET ADDRESS, CITY, STATE, ZIP CODE 312 BROAD STREET REIDSVILLE, NC 27320		
(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 conducted an annual survey on 10/19/16 and 10/20/16.	D 000		
D 310	10A NCAC 13F .0904(e)(4) Nutrition and Food Service 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. This Rule is not met as evidenced by: Based on observations, interviews, and record reviews, the facility failed to ensure therapeutic diets were served as ordered for 3 of 3 sampled residents (Residents #2, #4, and #6) with physician-ordered therapeutic diets (Renal, No Concentrated Sweets, and Mechanical Soft with Chopped Meats). The findings are: A. Review of Resident #4's current FL-2 dated 02/09/16 revealed: -Diagnoses included renal insufficiency and hypertension. -A physician's order for a Renal diet. (A renal diet limits the amount of nutrients such as protein, potassium, sodium, and phosphorous, which can build up in the blood when kidneys do not function properly.) Review of Resident #4's record revealed a physician's diet order dated 08/25/16 for a Renal diet.	D 310		

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

[Handwritten Signature]

TITLE

Facility Manager

(X6) DATE

11/3/16

STATE FORM

6820

0BNF11

Reviewed & Accepted 11-15-16 gdf

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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 observations, interviews, and record reviews, the facility failed to ensure therapeutic diets were served as ordered for 3 of 3 sampled residents (Residents #2, #4, and #6) with physician-ordered therapeutic diets (Renal, No Concentrated Sweets, and Mechanical Soft with Chopped Meats).</p> <p>The findings are:</p> <p>A. Review of Resident #4's current FL-2 dated 02/09/16 revealed: -Diagnoses included renal insufficiency and hypertension. -A physician's order for a Renal diet. (A renal diet limits the amount of nutrients such as protein, potassium, sodium, and phosphorous, which can build up in the blood when kidneys do not function properly.)</p> <p>Review of Resident #4's record revealed a physician's diet order dated 08/25/16 for a Renal diet.</p>	D 310		

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(X6) DATE

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D 310	<p>Continued From page 1</p> <p>Review of the Resident Diet List posted in the kitchen revealed: -There were two Resident Diet Lists posted in the kitchen. -One list, dated 09/20/16, was posted on the wall directly above the Week-At-A-Glance menu book, which was lying open on a small desk in the kitchen. -A second list, dated 10/13/16, was posted on the wall above the sink and behind the door leading to the dining room. -Both lists had Resident #4 as being on a Renal diet.</p> <p>Review of the Week-At-A-Glance menu revealed the 10/19/16 lunch meal was to be 1 serving of chicken almonidine, 1/2 cup potatoes and herbs, 1/2 cup of brussels sprouts, 1 slice of bread, 1 baked apple, and 8 ounces of beverage of choice.</p> <p>Review of the therapeutic spreadsheet for a Renal diet revealed a low salt chicken breast was to be substituted for the chicken almonidine and 1/4 cup of low salt boiled potatoes was to be substituted for the potatoes and herbs. (Boiling potatoes significantly reduces sodium, potassium, and phosphorous content.)</p> <p>Observation on 10/19/16 of the lunch meal revealed: -The cook substituted a grilled chicken breast instead of the chicken almonidine, a tossed salad instead of the brussels sprouts, cooked apples with sugar and seasonings instead of the baked apples, and baked sweet potatoes instead of the potatoes and herbs for all residents. -Resident #4 was served the grilled chicken breast, 1/2 cup of tossed salad, 1/2 cup cooked apples, 1 medium baked sweet potato, 6 ounces</p>	D 310		

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D 310	<p>Continued From page 2</p> <p>tea and 6 ounces water. -Resident #4 consumed 100% of the meal served.</p> <p>Interviews on 10/19/16 at 12:35 pm and 4:55 pm with the cook revealed: -She used the Week-At-A-Glance menu as a guide to serve the residents. -There were currently no residents on a Renal diet. -The cook was not aware Resident #4 was on a Renal diet; therefore, he was served a regular meal tray.</p> <p>Interview on 10/19/16 at 10:30 am with Resident #4 revealed: -He was not currently receiving a special diet, but was served the same meals as all the other residents. -He was not aware the physician ordered a Renal diet.</p> <p>Refer to interviews on 10/19/16 at 12:35 pm and 4:55 pm with the cook.</p> <p>Refer to interview on 10/20/16 at 9:20 am with the Administrator.</p> <p>B. Review of Resident #6's current FL-2 dated 05/13/16 revealed: -Diagnoses included Diabetes Mellitus, dementia, and Parkinson's disease. -A physician's order for a No Concentrated Sweets (NCS), Mechanical Soft (MS) diet with chopped meats.</p> <p>Review of the Resident Diet List posted in the kitchen revealed: -There were two Resident Diet Lists posted in the kitchen.</p>	D 310		

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D 310	<p>Continued From page 3</p> <ul style="list-style-type: none"> -One list, dated 09/20/16, was posted on the wall directly above the Week-At-A-Glance menu book, which was lying open on a small desk in the kitchen. -A second list, dated 10/13/16, was posted on the wall above the sink and behind the door leading to the dining room. -Both lists had Resident #6 as being on a NCS and MS diet with chopped meats. <p>1. Review of the Week-At-A-Glance menu revealed the 10/19/16 lunch meal was to be 1 serving of chicken almondine, 1/2 cup potatoes and herbs, 1/2 cup of brussels sprouts, 1 slice of bread, 1 baked apple, and 8 ounces of beverage of choice.</p> <p>Review of the therapeutic spreadsheet for a NCS and MS diet revealed:</p> <ul style="list-style-type: none"> -The chicken almondine was to be ground and served with broth. -A "soft vegetable" was to be served instead of the brussels sprouts. -The bread was to be "slurried". -A half portion of baked apple instead of a whole. -Diet beverage was to be served. <p>Observation on 10/19/16 of the lunch meal revealed:</p> <ul style="list-style-type: none"> -The cook substituted a grilled chicken breast instead of the chicken almondine, a tossed salad instead of the brussels sprouts, cooked apples with sugar and seasonings instead of the baked apples, and baked sweet potatoes instead of the potatoes and herbs for all residents. -In addition, the cook prepared a second pan of cooked apples, which she identified as "diabetic" apples. -Resident #6 was served the grilled chicken breast, cut into 3/4-inch to 1-inch bites, with no 	D 310		

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D 310	<p>Continued From page 4</p> <p>broth, 1/2 cup of tossed salad with ranch dressing, a full portion (1/2 cup) of the cooked "diabetic" apples, 1 medium baked sweet potato, 6 ounces unsweetened tea and 6 ounces water. -Resident #6 consumed 100% of the meal served without obvious swallowing difficulty or choking.</p> <p>Review of Resident #6's fingerstick blood sugar (FSBS) results revealed: -FSBS ranges for August 2016 were 69 to 403. -FSBS ranges for September 2016 were 60 to 383. -FSBS ranges for October 2016 were 75 to 404.</p> <p>Interviews on 10/19/16 at 12:35 pm and 4:55 pm with the cook revealed: -She used the Week-At-A-Glance menu as a guide to serve the residents. -Diabetic residents' meal plans differed from the regular meal because the diabetics "can't have any sugar at all". -For the 10/19/16 lunch menu, the only difference for residents on a NCS diet was they received cooked apples with no sugar and sugar-free beverages. -Mechanical Soft meal plans differed from the regular meal because the food had to be "chopped very fine", depending on what it (food item) is. -The chicken breast was cut into small pieces, but not ground because sometimes residents won't eat if the meat is chopped too fine. -She was not aware Resident #6 was supposed to have broth on his chicken, a half-portion of apples, and did not know what it meant when a menu called for an item to be "slurried".</p> <p>Interview on 10/20/16 at 9:05 am with Resident #6 revealed: -He was on a diabetic diet and staff were</p>	D 310		

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D 310	<p>Continued From page 5</p> <p>supposed to chop his food because he did not have any teeth. -Staff always served the correct diet and chopped his food. -When questioned about 10/19/16 menu items not being chopped, Resident #6 smiled and stated, "Yes it was (chopped)". -Resident #6 stated his blood sugars were "good".</p> <p>Refer to interviews on 10/19/16 at 12:35 pm and 4:55 pm with the cook.</p> <p>Refer to interview on 10/20/16 at 9:20 am with the Administrator.</p> <p>2. Review of the Week-At-A-Glance menu revealed the 10/19/16 dinner meal was to be 8 ounces chili soup, 1 slice cornbread, 1/2 cup "four seasons" fruit, 1 butterscotch brownie, 8 ounces milk, and 8 ounces beverage of choice.</p> <p>Review of the therapeutic spreadsheet for a NCS and MS diet revealed: -A beef salad sandwich and 6 ounces of tomato juice was to be served instead of the chili soup. -No cornbread was to be served. -Diet fruit was to be served instead of "four seasons" fruit. -A half portion of the butterscotch brownie was to be served and was to be "slurried".</p> <p>Observation on 10/19/16 of the dinner meal revealed: -The cook substituted tropical fruit in lite syrup instead of the "four seasons" fruit, and chocolate pudding instead of the butterscotch brownie. -In addition, the cook prepared a bowl containing ice and snack packs of chocolate pudding, which she identified as sugar free.</p>	D 310		

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D 310	<p>Continued From page 6</p> <ul style="list-style-type: none"> -Resident #6 was served 8 ounces of the chili soup, a 3-inch square of cornbread, 1/2 cup of the tropical fruit in lite syrup, 1 snack pack of chocolate pudding (not sugar free), 6 ounces unsweetened tea and 6 ounces water. -Resident #6 consumed 100% of the meal with no obvious swallowing difficulty or choking. <p>Review of the nutritional label for the tropical fruit revealed there was 21 grams of sugar in 2/3 cup.</p> <p>Review of the nutritional label for the chocolate pudding snack pack revealed there was 14 grams of sugar in one snack pack.</p> <p>Review of Resident #6's fingerstick blood sugar (FSBS) results revealed:</p> <ul style="list-style-type: none"> -FSBS ranges for August 2016 were 69 to 403. -FSBS ranges for September 2016 were 60 to 383. -FSBS ranges for October 2016 were 75 to 404. <p>Interviews on 10/19/16 at 12:35 pm and 4:55 pm with the cook revealed:</p> <ul style="list-style-type: none"> -She used the Week-At-A-Glance menu as a guide to serve the residents. -Diabetic residents' meal plans differed from the regular meal because the diabetics "can't have any sugar at all". -The cook thought the tropical fruit in lite syrup was okay to serve diabetic residents because the syrup was "lite". -She thought the pudding snack packs were sugar free. -She was not aware residents on Mechanical Soft diets were supposed to have received a beef salad sandwich and 6 ounces of tomato juice instead of the chili soup. -She was not aware residents on Mechanical Soft diets were not supposed to have received 	D 310		

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D 310	<p>Continued From page 7</p> <p>cornbread. -She did not know what it meant when a menu called for an item to be "slurried".</p> <p>Interview on 10/20/16 at 9:05 am with Resident #6 revealed: -He was on a diabetic diet and staff were supposed to chop his food because he did not have any teeth. -Staff always served the correct diet and chopped his food. -When questioned about 10/19/16 menu items not being chopped, Resident #6 smiled and stated, "Yes it was (chopped)". -Resident #6 stated his blood sugars were "good".</p> <p>Refer to interviews on 10/19/16 at 12:35 pm and 4:55 pm with the cook,</p> <p>Refer to interview on 10/20/16 at 9:20 am with the Administrator.</p> <p>C. Review of Resident #2's current FL-2 dated 05/11/16 revealed: -Diagnoses included End-Stage Renal Disease and Diabetes Mellitus type II. -A physician's order for a Renal, carbohydrate-controlled diet.</p> <p>Review of Resident #2's record revealed a diet order dated 08/25/16 for a No Concentrated Sweets (NCS) diet.</p> <p>Review of the Resident Diet List posted in the kitchen revealed: -There were two Resident Diet Lists posted in the kitchen. -One list, dated 09/20/16, was posted on the wall directly above the Week-At-A-Glance menu book,</p>	D 310		

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D 310	<p>Continued From page 8</p> <p>which was lying open on a small desk in the kitchen.</p> <p>-A second list, dated 10/13/16, was posted on the wall above the sink and behind the door leading to the dining room.</p> <p>-Both lists had Resident #2 as being on a NCS diet.</p> <p>Review of the Week-At-A-Glance menu revealed the 10/19/16 dinner meal was to be 8 ounces chili soup, 1 slice cornbread, 1/2 cup "four seasons" fruit, 1 butterscotch brownie, 8 ounces milk, and 8 ounces beverage of choice.</p> <p>Review of the therapeutic spreadsheet for a NCS diet revealed:</p> <p>-Diet fruit was to be served instead of "four seasons" fruit.</p> <p>-A half portion of the butterscotch brownie was to be served.</p> <p>Observation on 10/19/16 of the dinner meal revealed:</p> <p>-The cook substituted tropical fruit in lite syrup instead of the "four seasons" fruit, and chocolate pudding instead of the butterscotch brownie.</p> <p>-In addition, the cook prepared a bowl containing ice and snack packs of chocolate pudding, which she identified as sugar free.</p> <p>-Resident #2 was served 8 ounces of the chili soup, a 3-inch square of cornbread, 1/2 cup of the tropical fruit in lite syrup, 1 snack pack of chocolate pudding (not sugar free), 6 ounces unsweetened tea and 6 ounces water.</p> <p>-Resident #2 consumed 100% of the meal and used a spoon to drink all the leftover syrup from the tropical fruit.</p> <p>Review of the nutritional label for the tropical fruit revealed there was 21 grams of sugar in 2/3 cup.</p>	D 310		

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D 310	<p>Continued From page 9</p> <p>Review of the nutritional label for the chocolate pudding snack pack revealed there was 14 grams of sugar in one snack pack.</p> <p>Review of Resident #2's fingerstick blood sugar (FSBS) results revealed: -FSBS ranges for September 2016 were 64 to 365. -FSBS ranges for October 2016 were 80 to 417.</p> <p>Interviews on 10/19/16 at 12:35 pm and 4:55 pm with the cook revealed: -She used the Week-At-A-Glance menu as a guide to serve the residents. -Diabetic residents' meal plans differed from the regular meal because the diabetics "can't have any sugar at all". -The cook thought the tropical fruit in lite syrup was okay to serve diabetic residents because the syrup was "lite". -She thought the pudding snack packs were sugar free.</p> <p>Interview on 10/19/16 at 12:35 pm with Resident #2 revealed: -He was not on a special diet and was served the same food as the other residents. -Resident #2 did not answer when asked how his blood sugars had been running.</p> <p>Interviews on 10/19/16 at 12:35 pm and 4:55 pm with the cook revealed: -She had been working as a cook in the facility for 2 years. -She was "in charge" of the kitchen and cooked and served all meals Monday through Friday. -She ordered all the groceries, using the Week-At-A-Glance menu as a guide.</p>	D 310		

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D 310	<p>Continued From page 10</p> <ul style="list-style-type: none"> -She used the Week-At-A-Glance menu as a guide to serve the residents. -The cook "never heard" of a therapeutic spreadsheet or an accompanying menu to indicate the specific changes to the Week-At-A-Glance menu for residents on therapeutic diets. -The cook initially stated there was another "menu" under the Week-At-A-Glance menu that had serving sizes listed but she "don't use" it. -The cook later stated she used the other menu (therapeutic) as a guide to serve meals. -The cook stated she was "still learning". <p>Interview on 10/20/16 at 9:20 am with the Administrator revealed:</p> <ul style="list-style-type: none"> -She was not aware the cook was not utilizing the therapeutic spreadsheet as a guide for serving residents with physician-ordered therapeutic diets. -There was currently no system in place for monitoring to ensure residents were served the correct diets. -The Administrator reviewed the diets and therapeutic spreadsheets with the cook this morning and was in the process of developing a new plan for monitoring meal service going forward. 	D 310		

Pine Forrest Assisted Living Plan of Correction

Regarding Rule 10A NCAC 13F .0904 Nutrition and Food Service

Plan of Correction Implemented Regarding "Nutrition and Food Service"

All resident's meals are now being served according to the Therapeutic Diet ordered by the physician and menu prepared by the Registered Dietitian. The Therapeutic Diets are posted in the kitchen for meal service staff. The therapeutic diets have been reviewed with the meal service staff with emphasis on the importance of serving meals according to the prescribed diet and prepared menu. A more formal staff training will be provided within the next week and all food service staff and supervisors will be required to attend. Expected completion: October 28, 2016

Monitoring System put in place to assure continued compliance

The administrator-in-charge/supervisor-in-charge has the responsibility to assure all services are provided to all residents as ordered by the physician and in compliance with state standards. Therefore, in the future the supervisor-in-charge will monitor meal service routinely to assure the kitchen and meal service staff person are serving meals as ordered. Completion Date: On Going

There will be continued training for new hires in the food service area and floor supervisors. We have also established a monitoring system to assure that meals are prepared as ordered by the physician. The system requires the cook to monitor foods prepared for therapeutic diets on a daily basis. Floor supervisors will monitor meal service at least three times weekly at alternating meals. The Facility Director will conduct unannounced monitoring of foods served for compliance with physician orders at least weekly at alternating meals. Completion date by which the Plan of Correction will be completed: October 28, 2016

November 3, 2016 :
Facility Manager

Judy Blackwell