

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL041078	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 03/01/2017
NAME OF PROVIDER OR SUPPLIER THE ARBORETUM AT HERITAGE GREENS		STREET ADDRESS, CITY, STATE, ZIP CODE 709 MEADOWOOD STREET GREENSBORO, NC 27409		
(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 February 28, 2017 and March 1, 2017.	D 000	Inservice completed with all staff about the necessity of milk being served at meals and following the menu from dining services. Our dining menus have milk for breakfast and dinner, and our associates are serving milk at both meals.	03/03/17
D 299	10A NCAC 13F .0904(d)(3)(A) Nutrition And Food Service 10A NCAC 13F .0904 Nutrition And Food Service (d) Food Requirements in Adult Care Homes: (3) Daily menus for regular diets shall include the following: (A) Homogenized whole milk, low fat milk, skim milk or buttermilk: One cup (8 ounces) of pasteurized milk at least twice a day. Reconstituted dry milk or diluted evaporated milk may be used in cooking only and not for drinking purposes due to risk of bacterial contamination during mixing and the lower nutritional value of the product if too much water is used. This Rule is not met as evidenced by: Based on observations interviews and record review, the facility failed to serve eight ounces of pasteurized milk at least twice a day to residents in the Special Care Unit (SCU). The findings are: Review of the menu spreadsheet revealed: -Milk (8 ounces) was to be served at breakfast and dinner for all diets on 2/28/17 and 3/01/17. -Milk was not listed for lunch on 2/28/17 and 3/01/17. -A snack menu was not listed, so it could not be determined if milk should be served with any snack service. Observation on 2/28/17 at 10:15 am revealed snacks of graham crackers and cranberry juice or	D 299		

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

Donna Brendle

TITLE

Assisted Living Director 5/8/17

(X6) DATE

*Reviewed and accepted
5/12/17 LGW*

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D 299	<p>Continued From page 1</p> <p>water were offered and served by the Personal Care Aides (PCA).</p> <p>Observation of the lunch meal served on 2/28/17 from 11:52 am to 1:10 pm revealed: -The SCU was divided into 4 "neighborhoods"-Azalea (A), Begonia (B), Camellia (C), and Dogwood (D). Each neighborhood had a dining room. -The 39 residents were served in the SCU dining room of their neighborhood. -Beverages were prepared, poured, and served by the PCAs. -Beverages served included water, tea and coffee. -A PCA in dining room A went to each table with a gallon of milk and glasses and asked each resident if they wanted milk with their lunch (in addition to the other beverages served). Two residents in dining room A were served 8 ounces of milk. -Milk was not offered or served in dining rooms B, C or D.</p> <p>Observation of the dinner meal served on 2/28/17 from 4:40 pm to 5:25 pm revealed: -The 39 residents were served in the SCU dining room of their neighborhood. -Beverages were prepared, poured, and served by the Personal Care Aides (PCAs). -Beverages served included water, cranberry juice, and coffee. -There were 2 to 3 gallon containers of milk that were 1/2 full or more in each refrigerator in the mini kitchen of each neighborhood A, B, C and D. -One of 11 residents in dining room A was served 8 ounces of milk. -One of 9 residents in dining room B was served 8 ounces of milk. -None of the 9 residents in dining room B were</p>	D 299		

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D 299	<p>Continued From page 2</p> <p>served 8 ounces of milk. -Two of 9 residents in dining room D were served 8 ounces of milk, and one received ensure. -None of the residents in any dining room requested milk.</p> <p>Observation of the breakfast meal served on 3/01/17 at 8:00 am revealed: -All residents in dining rooms B, C and D were served 8 ounces of milk. -One of 9 residents in dining A was served milk, and it was in their cereal. -A PCA in dining room A went to each table with a gallon of milk and glasses and asked each resident if they wanted milk with their breakfast (in addition to the other beverages served). No residents wanted milk.</p> <p>Interview on 2/28/17 at 5:00 pm with a resident's sitter revealed: -She assisted her resident with most of her meals, including breakfast and dinner. -Milk was not served at breakfast unless it was needed for cereal. -Milk was not served at dinner. -She was not aware if the residents were served milk with the bedtime snack.</p> <p>Interview on 2/28/17 at 5:02 pm with a Medication Aide (MA) on neighborhood D revealed: -She worked also as a PCA, and had worked at the facility for 2 years. -"Some residents asked for milk." -"Some residents are diabetic, so they get either milk or cranberry juice with meals." -"We do not go by the menu, we just serve what is on the cart that the kitchen provides." -"We only offer milk if they (the residents) ask for it."</p>	D 299		

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D 299	<p>Continued From page 3</p> <p>Interview on 2/28/27 at 5:03 pm with a 2nd shift PCA on neighborhood D revealed: -She had worked at the facility for 12 years. -Residents were served milk if they asked for it, but "we do not offer milk at dinner". -All diabetics were served milk with meals. -The diabetics were not served juice because it was not sugar free. -All residents were served milk with breakfast when if they were eating cereal. -Milk was served with the bedtime snack. -"We know what the residents like and who likes to drink milk."</p> <p>Interview on 2/28/17 at 5:05 pm with a 2nd shift PCA on neighborhood C revealed: -She had worked at the facility for 6 months, and rotated which neighborhood she worked at. -She served the beverage of choice. "If milk was asked, for they get it." -She was not aware there was a therapeutic menu book in each neighborhood mini-kitchen. -She was not aware milk should be served twice a day.</p> <p>Interview on 2/28/17 at 5:10 pm with a PCA on neighborhood A revealed: -She had worked at the facility for 1 year. -Milk was served with the bedtime snack. -Diabetics were served milk at dinner.</p> <p>Interview on 2/28/17 at 5:15 pm with a resident's sitter on neighborhood A revealed: -She had worked either first or second shift with her resident for more than 1 year. -Her resident was served water or cranberry juice with breakfast, milk or cranberry juice with dinner, and water with her bedtime snack.</p> <p>Interview on 2/28/17 at 5:20 with the Assisted</p>	D 299		

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D 299	<p>Continued From page 4</p> <p>Living Director (ALD) of the SCU revealed: -Milk was served with the bedtime snack. -She was not aware the snack menu was not included on the menu or therapeutic menu for guidance for staff. -She was not aware milk was listed to be served with the breakfast and dinner meals. -Milk was available in each refrigerator in the kitchens of each neighborhood.</p> <p>Interview on 3/01/17 at 7:30 am with the facility cook revealed: -He had worked at the facility for 3 years. -He prepared the meals and delivered them by cart to each neighborhood for the staff to serve to the residents. -Milk was available in each refrigerator in the kitchens of each neighborhood. -He was not sure when staff served milk to the residents, but was aware it was listed on the menu to be served with breakfast and dinner. -He was not aware if milk was served with the bedtime snack as each neighborhood staff prepared their own snacks from the snack supply in their mini-kitchen and refrigerator.</p> <p>Interview on 3/01/17 at 8:30 am with a first shift PCA on neighborhood D revealed: -She had worked at the facility 17 years, and rotated which neighborhood she worked at. She had worked neighborhood A yesterday, and D today. -Occasionally she worked 2nd shift. -All residents were to be served milk with breakfast. -At lunchtime she always went table to table and to each resident with the milk and a glass and asked if they wanted milk in addition to the other beverages served with their meal. -If milk was in front of them, some might drink it.</p>	D 299		

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D 299	<p>Continued From page 5</p> <p>-The resident should get water, juice or tea, and milk with breakfast and dinner. -Water or juice was served with daytime snacks. She was not aware if milk was served with the bedtime snack.</p> <p>Interview on 3/01/17 at 8:45 am with a first shift PCA on neighborhood A revealed: -She had worked at the facility for 3 months. -She had not poured milk for everyone at breakfast, but went to each resident with the milk and a glass and asked if they wanted milk in addition to the other beverages served with their meal. -If milk was poured and on the table, "maybe" the residents would drink it. -She was not aware milk was on the menu to be served at breakfast in addition to beverage of choice.</p> <p>Interview on 3/01/17 at 10:45 am with a family member of a resident residing in neighborhood A revealed: -She came daily to visit at lunchtime. -Milk was always offered to the residents, but was not served automatically. -She was not aware if milk was served with other meals or at snack times.</p> <p>Interview on 3/01/17 at 11:00 am with the Executive Director revealed: -He was aware milk should be served twice a day. -He was not aware if milk was served with the bedtime snack. -Milk was supplied to each neighborhood and kept in the refrigerator of the mini-kitchen of each neighborhood. -It milk was placed on the table in front of a resident, they might drink it.</p>	D 299		

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D 468	<p>Interview on 3/01/17 at 11:30 am with the Kitchen Manager revealed:</p> <ul style="list-style-type: none"> -She was not "sure how often" milk should be served in the SCU, but if it was on the menu as twice a day, it should be served. -Milk was supplied to each neighborhood for the staff to serve. -If Milk was served, the residents might drink it. <p>Based on observations and interviews on 2/28/17 and 3/01/17 it was determined the residents were not interviewable.</p>	D 468	<p>A plan of action went in place on 03/03/17 that all new associates would obtain their hours of special care training as follows.</p> <p>Week One associates will receive 10 hours of Dementia training and then they will receive the remaining 16 hours within the first two months of being hired.</p> <p>We have purchased more training devoted to memory care and each associate will be completing the training.</p> <p>Each employee file has been audited in Human Resources to make sure all appropriate and required training has been completed.</p> <p>Some of the training will be done by computer training and others will be done with hands on training designed for memory care.</p> <p>We have already started re-training associates and hope to be completed by June 30, 2017.</p>	06/30/2017
	<p>10A NCAC 13F .1309 Special Care Unit Staff Orientation And Train</p> <p>10A NCAC 13F .1309 Special Care Unit Staff Orientation And Training</p> <p>The facility shall assure that special care unit staff receive at least the following orientation and training:</p> <p>(1) Prior to establishing a special care unit, the administrator shall document receipt of at least 20 hours of training specific to the population to be served for each special care unit to be operated. The administrator shall have in place a plan to train other staff assigned to the unit that identifies content, texts, sources, evaluations and schedules regarding training achievement.</p> <p>(2) Within the first week of employment, each employee assigned to perform duties in the special care unit shall complete six hours of orientation on the nature and needs of the residents.</p> <p>(3) Within six months of employment, staff responsible for personal care and supervision within the unit shall complete 20 hours of training</p>			

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D 468	<p>Continued From page 7</p> <p>specific to the population being served in addition to the training and competency requirements in Rule .0501 of this Subchapter and the six hours of orientation required by this Rule.</p> <p>(4) Staff responsible for personal care and supervision within the unit shall complete at least 12 hours of continuing education annually, of which six hours shall be dementia specific.</p> <p>This Rule is not met as evidenced by: Based on observations, interviews, and review of records, the facility failed to assure 2 of 3 sampled staff (A and C) who were responsible for personal care and supervision within the Special Care Unit (SCU) completed 20 hours of training specific to the population being served within 6 months of employment.</p> <p>The findings are:</p> <p>1. Review of Staff A's personnel file revealed: -Staff A was hired as a Personal Care Aide and Medication Aide (MA) on 12/16/14. -Staff A completed 6 hours of SCU orientation training upon hire. -She had documentation of 9 additional hours of training specific to SCU per month between 12/16/14 and 6/16/15. -There was no documentation of any other training specific to the SCU population within 6 months of hire, from 12/16/14 through 6/16/15.</p> <p>Interview on 3/01/17 at 3:00 pm with Staff A revealed: -She worked on both first and second shift in this SCU for about two years and functioned as a MA. -"There was a lot of videos and training in the first week."</p>	D 468		

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D 468	<p>Continued From page 8</p> <ul style="list-style-type: none"> -She took some dementia training on the computer. -She turned in all her certificates to be filed in her employee folder. -She also took other classes related to hospice care and medications. -She was unaware the staff of the SCU involved with personal care and supervision were required to have 20 hours of training in the first 6 months of hire. <p>Refer to interview the SCU Coordinator on 3/01/17 at 1:45 pm.</p> <p>Refer interview with the facility's certified trainer on 3/01/17 at 2:26 pm.</p> <p>Refer interview with the Human Resource Director on 3/01/17 at 2:46 pm.</p> <p>Refer to interview with the Assisted Living Director on 3/01/17 at 2:55 pm.</p> <p>2. Review of Staff C's personnel file revealed:</p> <ul style="list-style-type: none"> -Staff C was hired as a Medication Aide (MA) on 7/07/15. -Staff B completed 6 hours of Special Care Unit (SCU) orientation training upon hire. -He had documentation of 5.75 additional hours of training specific to the SCU population each month from 7/07/15 through 1/07/16. -There was no documentation of any other training specific to the SCU population within 6 months of hire, from 7/07/15 through 1/07/16. <p>Attempted telephone interview on 3/01/17 at 3:15 pm with Staff C was unsuccessful</p> <p>Refer to interview the SCU Coordinator on 3/01/17 at 1:45 pm.</p>	D 468		

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D 468	<p>Continued From page 9</p> <p>Refer interview with the facility's certified trainer on 3/01/17 at 2:26 pm.</p> <p>Refer interview with the Human Resource Director on 3/01/17 at 2:46 pm.</p> <p>Refer to interview with the Assisted Living Director on 3/01/17 at 2:55 pm.</p> <p>Interview on 3/01/17 at 1:45 pm with the SCU Coordinator revealed:</p> <ul style="list-style-type: none"> -He had worked in this SCU for four years. -He was promoted to the SCU Coordinator on August 1, 2016. -He was unaware staff needed 20 hours of SCU training hours within six months of employment. -He was responsible for coordinating the training new employee to be trained with the facilities certified trainer but he was not responsible for keeping track of the new employee's total training hours. -He was unsure of a system in place to ensure that all the required education requirements were completed and in the employee records. -The Human Resource Manager and the Assisted Living Director were responsible for ensuring all employee training was complete. <p>Interview with the facility's certified trainer on 3/01/17 at 2:26 pm revealed:</p> <ul style="list-style-type: none"> -She took a course offered by the facility's corporation that certified her as a dementia trainer. -She was unaware that staff working in the SCU were required to have an additional 20 hours of training related to the SCU population within the first 6 months of hire. -She ensured new employee training was completed by staff related to SCU training prior to 	D 468		

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D 468	<p>Continued From page 10</p> <p>the new employee working one-on-one with the residents. -Her training entailed computer generated courses, dementia training videos and then a minimum of three days of hands-on training with the SCU residents. -If she did not feel the new employee was prepared to work with the residents, she was permitted to give additional hands-on training.</p> <p>Interview with the Human Resource Director on 3/01/17 at 2:46 pm revealed: -She was responsible for ensuring all staff training was complete. -She was unaware that staff working in the SCU were required to have an additional 20 hours of training related to the SCU population within the first 6 months of hire. -She ensured that the training requirements set forth by the corporation were met. -There was not a system in place to ensure that all the required education requirements were completed and in the employee records. -Going forward there would be one person delegated this responsibility to ensure all of the SCU training requirements were met.</p> <p>Interview with the Assisted Living Director on 3/01/17 at 2:55 pm revealed: -She was also responsible for ensuring all staff training was complete. -She was unaware that staff working in the SCU were required to have an additional 20 hours of training related to the SCU population within the first 6 months of hire. -New employees were required to watch dementia videos and partake in hands on training by the facility's certified trainer. -She thought this coupled with the corporate computer training would meet all of the training</p>	D 468		

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D 468	Continued From page 11 requirements, if not exceed them. -The computer training requirements were not specific to SCU training. -There was no documentation to quantify the amount of SCU training the staff received after 6 month of employment.	D 468		