

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL060057	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 08/30/2017
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NAME OF PROVIDER OR SUPPLIER SUNRISE ON PROVIDENCE	STREET ADDRESS, CITY, STATE, ZIP CODE 5114 PROVIDENCE ROAD CHARLOTTE, NC 28226
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(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 Mecklenburg County Department of Social Services conducted an annual survey on August 29 and August 30, 2017.	D 000		
D 299	<p>10A NCAC 13F .0904(d)(3)(A) Nutrition And Food Service</p> <p>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.</p> <p>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).</p> <p>The findings are:</p> <p>Review of the Weekly Menu Spreadsheet provided by the Dietary Manager revealed 1 cup of milk was to be served at breakfast and dinner.</p> <p>Observation of the kitchen area in the SCU on 8/29/17 at 9:48 am revealed 1 opened gallon of milk in the refrigerator.</p> <p>Observation of the lunch meal in the SCU on 8/29/17 at 12:15 pm revealed:</p>	D 299		

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

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D 299	<p>Continued From page 1</p> <ul style="list-style-type: none"> -There were 19 residents served in the SCU dining room. -Beverages were served from a pitcher by Personal Care Aides (PCA). -Beverages in the pitchers included water, tea, and juice. -One resident had milk at his place setting. -Milk was not offered or served to any other residents in the SCU dining room. <p>Observation of the breakfast meal on 8/30/17 at 8:10 am revealed:</p> <ul style="list-style-type: none"> -There were 19 residents served in the SCU dining room. -Beverages were served from a pitcher by PCAs. -Beverages in pitchers included water, orange juice and fruit juice. -Coffee was also served to residents. -The table setting included two glasses and a coffee mug. -All residents were served water and a juice. -None of the residents were served or offered milk. -None of the residents requested milk. -Two residents were served Ensure. <p>Interview with a resident on 8/30/17 at 9:05 am revealed:</p> <ul style="list-style-type: none"> -Shedid not receive milk for breakfast. -"Sometimes they give me milk and sometimes they give me coffee." -"I like milk with my meals. I'm used to having it that way." <p>Interview with the lead PCA on 8/30/17 at 9:08 am revealed:</p> <ul style="list-style-type: none"> -Residents should have been offered milk at each meal, "but they don't drink it." -Only 1 resident drank milk. -"I had the milk out but I remembered it had to 	D 299		

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D 299	<p>Continued From page 2</p> <p>stay in the refrigerator, so I put it back." -PCAs were responsible for serving milk.</p> <p>Interview with a second PCA on 8/30/17 at 9:11 am revealed: -Residents in the SCU should have been served milk at every meal. -She did not know why milk was not served at breakfast in the SCU. -Approximately 10 people in the SCU drank milk. -If milk was served to those 10 people, then they would drink it.</p> <p>Interview with the Resident Care Director on 8/30/17 at 9:51 am revealed: -Residents in the SCU have to have a poured glass of milk with at least two meals a day. -She was not aware that milk was not served at breakfast as indicated by the menu spreadsheet. -All residents should be served according to the menus.</p> <p>Interview with a cook on 8/30/17 at 10:01 am revealed: -Milk should be offered to all residents at all meals. -He was not working during the breakfast meal and did not know what served to residents.</p> <p>Observation of the walk-in refrigerator in the main Assisted Living kitchen on 8/29/17 at 10:05 am revealed 7 unopened gallons of milk and 1 opened gallon of milk.</p> <p>Interview with the Dietary Manager on 8/30/17 at 10:16 am revealed: -He had worked as dietary manager for approximately three months. -The person who washes dishes was responsible for preparing the beverage cart to go to the SCU</p>	D 299		

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D 299	<p>Continued From page 3</p> <p>dining room.</p> <p>-PCAs who worked in the SCU came to get beverages from the main kitchen as needed.</p> <p>-Milk should have been on the table in the SCU for the breakfast meal and offered at lunch and dinner.</p> <p>-He was not aware that milk was not served or offered in the SCU for the breakfast meal on 8/30/17.</p> <p>-He was not sure what beverages were on the beverage cart for the SCU for the breakfast meal on 8/30/17.</p> <p>-Milk and other beverage were kept in the refrigerator in the SCU kitchen area</p> <p>Attempted interview with the the person who washes dishes on 8/30/17 at 10:31 am was unsuccessful.</p> <p>Interview with the Special Care Unit Coordinator on 8/30/17 at 10:38 am revealed:</p> <p>-She had been employed by the facility for eight days.</p> <p>-She had been in training all week and this was her first day back.</p> <p>-There should be a pitcher of milk out at every meal available for residents in the SCU.</p> <p>-Milk and other beverages are kept in the refrigerator in the SCU kitchen area.</p> <p>-She was not aware that milk was not served to residents in the SCU at the breakfast meal.</p> <p>-"Going forward, milk will be on the table."</p> <p>Interview with the Executive Director on 8/30/17 at 11:36 am revealed.</p> <p>-Residents in the SCU should be given milk at least twice a day.</p> <p>-She was aware that milk was not served at the breakfast meal.</p> <p>-"It was my fault. The PCA had pulled the milk out</p>	D 299		

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D 299	Continued From page 4 of the refrigerator and I put it back in the refrigerator to keep it cool. She forgot to get it back out to serve it." -Only 1 resident drank milk in the SCU.	D 299		