

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL011133	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____		(X3) DATE SURVEY COMPLETED 08/16/2017
NAME OF PROVIDER OR SUPPLIER CHASE SAMARITAN ASSISTED LIVING			STREET ADDRESS, CITY, STATE, ZIP CODE 30 DALEA DRIVE ASHEVILLE, NC 28805		
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D 000	Initial Comments The Adult Care Licensure Section and the Buncombe County Department of Social Services conducted an annual survey on August 15 - 16, 2017.	D 000			
D 283	10A NCAC 13F .0904(a)(2) Nutrition and Food Service 10A NCAC 13F .0904 Nutrition and Food Service (a) Food Procurement and Safety in Adult Care Homes: (2) All food and beverage being procured, stored, prepared or served by the facility shall be protected from contamination. This Rule is not met as evidenced by: Based on observation, interviews, and record reviews, the facility failed to assure food and beverages being stored and prepared by the facility was protected from contamination. The findings are: Observations in the facility dry storage area on 8/15/17 at 10:45am revealed: -A large white plastic container labeled "commeal" which had a plastic lid soiled with loose orange crumbs and a gray residue. -A second large white plastic container labeled "beans" which had a plastic lid soiled with a gray residue. -A third large white plastic container labeled "rice" which had a plastic lid soiled with a gray residue. Observations in the facility non-commercial freezer on the right side of the stove on 8/15/17 at 10:55am revealed: -There was a cardboard box with an inner plastic bag of open biscuits that were not dated.	D 283	D283- Facility will ensure that all kitchen containers and lids are cleaned twice weekly and as needed. Facility will also ensure that all items are labeled and dated daily. Meeting with kitchen staff on 8/23/17 to discuss all areas noted in survey. At that time, current kitchen supervisor was written up and quit without notice. Currently looking to find an appropriate candidate to fill supervisor position until then the dietary/kitchen area to be supervised by facility management.	9/01/17 (JF)	

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

TITLE

(X6) DATE

STATE FORM

6598

JFWV11

If continuation sheet 1 of 11

Reviewed and accepted with revisions on 10/27/17 (JF)
Jennifer Under RN

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D 283	<p>Continued From page 1</p> <ul style="list-style-type: none"> -There was a small plastic bag of open sausage patties located in the freezer door that were not dated. -There was a half a bag of frozen french fries in a paper bag open and not dated. <p>Observations in the facility refrigerator on 7/25/17 at 11:00am revealed:</p> <ul style="list-style-type: none"> -There were two pieces of watermelon wrapped in plastic wrap and not dated. -There was a plastic container which contained applesauce that was unlabeled and not dated. -There was a plastic container which contained ketchup that was unlabeled and not dated. -There were two pans of sliced ham in broth, unwrapped, on the bottom left shelf of the refrigerator. -There were five sandwiches located on the top rack that were wrapped in plastic wrap and not dated. -There was a paper flat of eggs with two broken egg shells in the flat. -There was a half of a 3lb. package of ham that was open, wrapped in plastic wrap, and not dated. -There was a metal bowl of salad that was covered in plastic wrap and not dated. -There was a plastic container which contained fruit cocktail that was unlabeled and not dated. -There were two plastic pitchers of sweet and unsweet tea that were undated. <p>Review of the facility kitchen Sanitation Report dated 7/7/17 revealed:</p> <ul style="list-style-type: none"> -The total score was 88. -A 1.5 demerit was received for "Foods shall be marked with the date or date by which to be discarded or consumed. Several foods in the refrigerator did not have a date (ground beef, carrots, greens, ham)." 	D 283			

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D 283	<p>Continued From page 2</p> <p>-A 1 demerit was received for "General cleaning of equipment, shelves, drawers, and surfaces throughout the kitchen needed."</p> <p>Interview with the Cook 1 on 8/15/17 at 11:01am revealed:</p> <ul style="list-style-type: none"> -The date labels "must have fallen off" the plastic containers that were unlabeled and undated in the refrigerator. -The salad in the metal bowl had been made "yesterday for dinner." <p>Interview with the Cook 1 on 8/15/17 at 2:05pm revealed:</p> <ul style="list-style-type: none"> -The sandwiches "were made yesterday evening." -The fruit cocktail had been opened "yesterday too. I put a label on it but it probably fell off." -The applesauce had been opened and poured from its original container into the plastic container that morning (8/15/17). -Routinely items left over from breakfast, he would "date and put up before starting lunch." -The ham cut up in the pans in the bottom of the refrigerator was for "supper tonight." -The eggs shells were broken that morning and "I hadn't had time" when the refrigerator was observed to dispose of the egg shells. -The lids on the food storage bins were routinely cleaned twice a week. <p>Interview with the Executive Director on 8/16/17 at 4:00pm revealed:</p> <ul style="list-style-type: none"> -The Health Inspector had told her as long as the food was "identifiable it did not have to have a label on it." -The open items in the refrigerator "should have been dated." -"We have the stickers." 	D 283			

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D 292	Continued From page 3	D 292			
D 292	<p>10A NCAC 13F .0904(c)(3) Nutrition And Food Service</p> <p>10A NCAC 13F .0904 Nutrition and Food Service (c) Menus In Adult Care Home: (3) Any substitutions made in the menu shall be of equal nutritional value, appropriate for therapeutic diets and documented to indicate the foods actually served to residents.</p> <p>This Rule is not met as evidenced by: Based on observations, interviews, and record reviews, the facility failed to ensure substitutions made on the menu were appropriate for therapeutic diets and documented to indicate the foods actually served to residents.</p> <p>The findings are:</p> <p>Review of the facility census on 8/15/17 revealed there were 45 residents currently residing in the facility.</p> <p>Review of the facility's regular diet menu for breakfast on 8/16/17 included juice of choice, cereal of choice, fresh fruit, egg, bacon, wheat English muffin, margarine, milk, coffee or tea.</p> <p>Observation in the facility dining room on 8/16/17 at 8:15am to 8:30am revealed: -The residents were served orange juice, oatmeal, scrambled egg, fruit cocktail, toast, margarine, milk, coffee, and water. -There was no bacon served to the residents.</p> <p>Interview with Cook 2 on 8/16/17 at 8:40am revealed: -He was aware bacon was listed on the menu to</p>	D 292	<p>D292- Facility to ensure that all items on the menu to are served or appropriate substitutions are made and documented.</p> <p>See response for D283.</p> <p>Facility management to monitor.</p> <p>Management will monitor weekly.</p>	9/01/17	

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D 292	Continued From page 4 be served for breakfast. -"I didn't see any bacon back there." -"Sometimes it gets mixed up on the truck order." -"The egg" was the substitute for the bacon. -"I guess I should have written it out on the (substitution) list but I didn't have time this morning." -"The residents got at least a one and half serving size of eggs (4 oz. scoop)." -"A food delivery was expected "today at 10:00am." Interview with Cook 1 on 8/16/17 at 3:30pm revealed: -"We don't have a substitution list." -"When I substitute, I try to keep the substitution in the same color and category." -"I also let the residents know when and why I had to substitute." -"I try to follow the menus as closely as possible." Interview with the Administrator-In-Charge on 8/16/17 at 4:00pm revealed: -"On 8/15/17, "I checked for bacon and saw a box." -"When we pulled the box out there was only 2 slices in the box." -"I didn't think we could substitute sausage for bacon..." -"There should be a notebook in the kitchen" staff can use for writing down their substitutions.	D 292			
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	D 310	D310-Facility will continue to provide therapeutic diets as ordered by the physician. Oatmeal per US Foods dietician is already a pureed food without further alterations. See attached letter. Facility management to monitor weekly	9/01/17 (JF)	



August 31, 2017

To Whom It May Concern,

Oatmeal made from Quick Oats and prepared per package directions is allowed on a pureed diet for the Smart Cycle 1/Fall/Winter 2017-2018 menu.

[REDACTED] RD, LDN
CDR [REDACTED]

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D 310	<p>Continued From page 5</p> <p>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 assure 2 of 2 residents (Residents #6 and #7) with physician orders for a puree diet were served as ordered.</p> <p>The findings are:</p> <p>A. Review of Resident #6's current FL2 dated 8/9/17 revealed: -Diagnoses included dementia, hypothyroidism, and depression. -An order for a puree regular diet. -The resident was constantly disoriented, non-ambulatory, and incontinent of bladder and bowel.</p> <p>Review of Resident #6's Care Plan dated 2/15/17 revealed: -The resident was totally dependent upon staff for toileting, ambulation/locomotion, bathing, dressing, grooming/personal hygiene, and transfers. -The resident required limited staff assistance with eating.</p> <p>Review of Resident #6's Licensed Health and Professional Support (LHPS) Review and Evaluation dated 7/12/17 revealed: -"Resident is on a pureed diet." -"No swallowing difficulties noted."</p> <p>Review of the facility's regular diet menu for breakfast on 8/16/17 included juice of choice, cereal of choice, fresh fruit, egg, bacon, wheat English muffin, margarine, milk, coffee or tea.</p>	D 310			

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D 310	<p>Continued From page 6</p> <p>Observation of Resident #6 at the breakfast meal service on 8/16/17 at 8:18am revealed Resident #6 was served a bowl of oatmeal with visible pieces of oats, pureed eggs and toast, applesauce, orange juice, milk, water, and coffee.</p> <p>Observation of Resident #6 on 8/16/17 at 8:25am revealed the resident had eaten several bites of the oatmeal without any difficulty.</p> <p>Interview with the Administrator-In-Charge (AIC) on 8/16/17 at 8:30am revealed she was informed Resident #6 had been served oatmeal with visible pieces of oats in it.</p> <p>Based on record review and observation of Resident #6 on 8/15/17 and 8/16/17, the resident was determined not to be interviewable.</p> <p>Refer to the interview with the Diet Aide on 8/15/17 at 11:15am.</p> <p>Refer to interview with the AIC on 8/16/17 at 8:31am.</p> <p>Refer to the interview with Cook 2 on 8/16/17 at 8:40am.</p> <p>Refer to the interview with the AIC on 8/16/17 at 9:05am.</p> <p>Refer to interview with Cook 2 on 8/16/17 at 10:41am.</p> <p>Refer to interview with Cook 1 on 8/16/17 at 3:30pm.</p> <p>Refer to the interview with the AIC on 8/16/17 at 4:00pm.</p>	D 310			

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D 310	<p>Continued From page 7</p> <p>B. Review of Resident #7's current FL2 dated 8/9/17 revealed:</p> <ul style="list-style-type: none"> -Diagnoses included chronic paranoid schizophrenia, Alzheimer's, Chronic Obstructive Pulmonary Disease, and heart disease. -An order for a puree regular diet. -The resident was constantly disoriented, non-ambulatory, and incontinent of bladder and bowel. <p>Review of Resident #7's Care Plan dated 2/15/17 revealed the resident was totally dependent upon staff for eating, toileting, ambulation/locomotion, bathing, dressing, grooming/personal hygiene, and transfers.</p> <p>Review of Resident #7's Licensed Health and Professional Support (LHPS) Review and Evaluation dated 7/12/17 revealed "Resident receives a puree diet and requires staff assistance with feeding."</p> <p>Review of the facility's regular diet menu for breakfast on 8/16/17 included juice of choice, cereal of choice, fresh fruit, egg, bacon, wheat English muffin, margarine, milk, coffee or tea.</p> <p>Observation of Resident #7 in her room for the breakfast meal on 8/16/17 at 8:33am revealed:</p> <ul style="list-style-type: none"> -The resident was repositioned in the bed by a personal care aide to elevate the position of her head. -Resident #7 responded positively to the personal care aide and told the personal care aide she was hungry and ready for breakfast. -The personal care aide uncovered the tray that she had brought to Resident #7. -The tray contained a bowl of oatmeal. -The personal care aide stirred the bowl of 	D 310			

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D 310	<p>Continued From page 8</p> <p>oatmeal and as she stirred pieces of oats were visible in the bowl.</p> <p>-The resident also received pureed eggs and toast, applesauce, orange juice, milk, water, and a nutritional shake on the tray.</p> <p>Observation of Resident #7 on 8/16/17 at 8:35am revealed two staff brought another bowl of oatmeal to Resident #7 that had been pureed to a smooth consistency.</p> <p>Interview with the personal care aide who was feeding Resident #7 on 8/16/17 at 8:37am revealed:</p> <p>- "The oatmeal is usually not like that."</p> <p>- "It wasn't pureed enough."</p> <p>- "That's why they came and got it."</p> <p>Based on record review and observation of Resident #7 on 8/15/17 and 8/16/17, the resident was determined not to be interviewable.</p> <p>Refer to the interview with the Diet Aide on 8/15/17 at 11:15am.</p> <p>Refer to interview with the AIC on 8/16/17 at 8:31am.</p> <p>Refer to the interview with Cook 2 on 8/16/17 at 8:40am.</p> <p>Refer to the interview with the AIC on 8/16/17 at 9:05am.</p> <p>Refer to interview with Cook 2 on 8/16/17 at 10:41am.</p> <p>Refer to interview with Cook 1 on 8/16/17 at 3:30pm.</p>	D 310			

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D 310	<p>Continued From page 9</p> <p>Refer to the interview with the AIC on 8/16/17 at 4:00pm.</p> <p>_____</p> <p>Interview with the Diet Aide on 8/15/17 at 11:15am revealed there were only two residents in the facility currently who had orders for a puree diet.</p> <p>Interview with the Administrator-In-Charge (AIC) on 8/16/17 at 8:31am revealed: -She thought it was acceptable for puree diets for the oatmeal to have pieces of oats in it as long as the oatmeal was not thick, but a thinner consistency. -She had an email from a dietician at a local hospital stating it was acceptable for residents on a puree diet to receive oatmeal that had not been mechanically altered or pureed.</p> <p>Interview with Cook 2 on 8/16/17 at 8:40am revealed: -"Normally we puree the oatmeal." -There was extra staff in the kitchen that morning and the oatmeal was sent out to the two residents on a puree diet before he had a chance to modify the oatmeal.</p> <p>Interview with the AIC on 8/16/17 at 9:05am revealed: -"I can't find the menu and recipe book." -"We just got new menus and maybe [the kitchen staff] left it in the box and I don't know where the box is."</p> <p>Interview with Cook 2 on 8/16/17 at 10:41am revealed: -He was aware there was a "recipe book" that provided guidance on how to prepare items for</p>	D 310			

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D 310	<p>Continued From page 10</p> <p>the therapeutic diets.</p> <p>-They had recently gotten an updated menu system.</p> <p>-He did not know where the current recipe book was for the new menu system.</p> <p>-He gave residents on a puree diet "whatever we are having" and "puree it in the machine."</p> <p>Interview with Cook 1 on 8/16/17 at 3:30pm revealed he had seen a menu book with recipes in it before but "I don't know where it is."</p> <p>Interview with the AIC on 8/16/17 at 4:00pm revealed "We recently got a fall/winter cycle menu" but their food vendor "did not have the entire menu system in there."</p>	D 310			