

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>HAL086014</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>10/19/2017</b>
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NAME OF PROVIDER OR SUPPLIER  <b>RIVERWOOD ALF</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>711 W ATKINS DR DOBSON, NC 27017</b>
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D 000	Initial Comments  The Adult Care Licensure Section and Surry County Department of Social Services conducted an Annual survey and complaint investigation on October 18 and 19, 2017. The complaint investigation was initiated by the Surry County Department of Social Services on September 5, 2017.	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, record reviews and interviews, the facility failed to assure therapeutic diets were served as ordered for 1 of 1 sampled residents (Resident #2) with physician orders for a pureed diet.</p> <p>The findings are:</p> <p>Review of Resident #2's most recent FL2 dated 05/19/17 revealed: -Diagnoses included adjustment disorder with depressed mood, vascular dementia, cerebrovascular accident, and dry eye syndrome. -There was a physician's order for a pureed diet.</p> <p>Review of the therapeutic diet list posted in the kitchen on 10/18/17 revealed Resident #2 was the only resident to be served a pureed diet.</p>	D 310		

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

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D 310	<p>Continued From page 1</p> <p>Review of the pureed diet menu for lunch on 10/18/17 revealed residents on a pureed diet were to be served 3 ounces (oz.) stew beef pureed, 4-5 oz. italian vegetables pureed, 4-5 oz. of rice pureed, 2.5-3 oz. peaches pureed, 1 slice of bread pureed, 1 cup (c.) beverage of choice.</p> <p>Observation of lunch meal on 10/18/17 from 12:15 pm to 1:00 pm revealed: -Resident #2 was served pureed stew beef, pureed rice, pureed vegatbles, pureed peaches, and pureed bread. -Resident #2 received all foods as listed on the menu. -Resident #2 drank all of his tea; ate 100% of his meal without difficulty. -Resident #2 received a pureed diet as ordered.</p> <p>Review of the pureed diet menu for breakfast on 10/19/17 revealed residents on a pureed diet were to be served 3-4 oz oatmeal, 2-2 1/4 oz egg pureed, 1 slice of bacon pureed, 2-2 1/4 slices of bread pureed, 1 c. milk, 1 c. beverage of choice.</p> <p>Observation of the breakfast meal on 10/19/17 from 8:07 am until 9:30 am revealed: -Resident #2 was served oatmeal, chopped bacon, chopped eggs, chopped white bread. -Resident #2 received all foods as listed on the menu. -Resident #2 drank all of his milk and juice; ate 100% of his meal without difficulty. -Resident #2 did not receive pureed diet as ordered.</p> <p>Interview with 1st shift cook on 10/19/17 at 8:25 am revealed: -She had been a cook for the facility for about 1 year. -She used the regular menu recipes from the</p>	D 310		

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D 310	<p>Continued From page 2</p> <p>contracted Registered Dietician (RD) to prepare meals for all residents.</p> <ul style="list-style-type: none"> <li>-She was aware that Resident #2 should be following a puree diet.</li> <li>-She had not followed the theraputic menu recipes because she had not been instructed to follow them.</li> <li>-She was trained for one day by another cook who was previously the dietary manager on how to prepare modified textured diets.</li> <li>-She was unsure of how a pureed meal was to look, however knew she needed to use a food processor to soften the food before serving; and was knowlegable about using the food processor.</li> </ul> <p>Interview with facility contracted Dietician on 10/19/17 at 10:35 am revealed:</p> <ul style="list-style-type: none"> <li>-Her role was to review diet spreadsheets and provide recommendations for proper nutritional value for therapeutic diets.</li> <li>-She received and reviewed diet spreasheets from [named food supply company].</li> <li>-It was the facility's responsibility to accept recommendations and choose what each resident would be served.</li> <li>-The facility was following a [named food supply company] program which had a recipe to follow for therapeutic diets.</li> <li>-She did not oversee any dietary staff at the facility.</li> <li>-She had not seen bacon pureed and it was usually purchased as a pre-convenience product.</li> <li>-If food was not properly pureed, someone could choke.</li> </ul> <p>Telephone interview with another 1st shift cook on 10/19/17 at 11:44 am revealed:</p> <ul style="list-style-type: none"> <li>-She had been a cook for the facility for about 4 years.</li> <li>-She was aware of how to prepare a pureed meal</li> </ul>	D 310		

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D 310	<p>Continued From page 3</p> <p>because she was trained for a day by someone from the local health department a few years ago who came out during an inspection.</p> <p>-She had never received any formal training on therapeutic diets.</p> <p>-She also referred to a paper in a diet resource book in the kitchen for instructions on pureed diets.</p> <p>-She did not follow the recipe from the book provided by the contracted Registered Dietitian as she did not know that recipes were available.</p> <p>Interview with the facility Administrator on 10/19/17 at 5:25 pm revealed:</p> <p>-The Dietary Manager (DM) was responsible for ordering food and menus.</p> <p>-He assisted with dietary whenever additional help was needed.</p> <p>-He was trained a few days by another cook who was previously the dietary manager to prepare regular and therapeutic meals.</p> <p>-He was unsure of what pureed consistency resembled.</p> <p>-He was unable to explain the steps to pureed a meal other than adding milk to the food.</p> <p>-A cook who worked at the facility for 4 years trained all other staff a few days and all but one cook had a safe serve certificate.</p> <p>-The cooks had been trained on preparing pureed food.</p> <p>Interview with the Executive Director on 10/19/17 at 5:00 pm revealed:</p> <p>-The current DM and dietary staff had been trained by a prior staff member when they took over the facility.</p> <p>-When they switched to the new food supplier a year ago books were supplied to explain how to prepare the food but no one explained to them how to use the books.</p>	D 310		

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D 310	<p>Continued From page 4</p> <p>-She did not have much to do with the kitchen area and preferred questions be directed to the DM.</p> <p>Interview with the DM on 10/19/17 at 5:46 pm revealed:</p> <p>-His responsibilities included ordering menus, ordering food for the facility, updating diets in the kitchen, and training staff.</p> <p>-He was trained by a dietary staff member that had worked at the facility prior to his family taking ownership.</p> <p>-That same staff member had also trained the cook for 10/19/17 on mechanically altered meals.</p> <p>-When foods needed to be of pureed texture the staff would add milk.</p> <p>-He was not aware prior to 10/19/17 that staff were not using the recipe books provided by the current food supplier to prepare pureed meals.</p> <p>-He informed staff the recipe books were available in the kitchen but he did not provide instructions on how to use them.</p> <p>-He expected the residents to receive the diet as ordered by the physician.</p> <p>-The current food supplier provided the facility with recipe books for the residents on mechanically altered diets but did not provide any education on how to read the processes for mechanically altered meals.</p> <p>-He had been in the kitchen to observe meals but he had recently taken on new responsibilities in the facility.</p> <p>Attempted interview with Resident #2's physician on 10/19/17 at 3:10 pm was unsuccessful .</p> <p>Attempted interview with Resident #2 Responsible Party on 10/19/17 at 3:30 pm was unsuccessful.</p>	D 310		

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D 310	Continued From page 5  Based on observations, interviews and record reviews, Resident #2 was not interviewable.	D 310		