

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>HAL026054</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>10/25/2017</b>
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NAME OF PROVIDER OR SUPPLIER  <b>FAYETTEVILLE MANOR</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>231 TREETOP DRIVE FAYETTEVILLE, NC 28311</b>
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D 000	Initial Comments  The Adult Care Licensure Section conducted an annual survey on October 24-25, 2017	D 000		
D 113	10A NCAC 13F .0311(d) Other Requirements  10A NCAC 13F .0311 Other Requirements (d) The hot water system shall be of such size to provide an adequate supply of hot water to the kitchen, bathrooms, laundry, housekeeping closets and soil utility room. The hot water temperature at all fixtures used by residents shall be maintained at a minimum of 100 degrees F (38 degrees C) and shall not exceed 116 degrees F (46.7 degrees C). This rule applies to new and existing facilities.  This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to assure water temperatures in a Special Care Unit (SCU) on the West Wing Hall were maintained at temperatures between 100 degrees Fahrenheit (F) and 116 degrees F for 9 of 9 fixtures, including one tub in a community tub bathroom, one sink in a community shower bathroom, one shower and one sink in a resident's private bathroom and five sinks in resident shared bathrooms.  The findings are:  Observation on 10/24/17 from 10:56 a.m to 12:40 p.m. revealed: -The sink's water temperature in the shared bathroom between resident rooms #127 and #129 was 93 degrees F. -The shower's water temperature in the community shower bathroom was 98 degrees F.	D 113	<i>The hot water heaters on 10/26/17 East and West halls have been adjusted up to ensure the water temp will not fall below 100° F and not to exceed 116° F. The maintenance director 11/1/17 will check heater thermostat to ensure within ranges weekly, or as needed.</i>	

Division of Health Service Regulation  
LABORATORY DIRECTORS OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

*Jerry Lecklear*

TITLE

*Administrator*

(X6) DATE

*11/27/17*

STATE FORM

RBMJ11

If continuation sheet 1 of 20

*Received and accepted 12/5/17 #*

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D 113	<p>Continued From page 1</p> <ul style="list-style-type: none"> <li>-The sink's water temperature in the shared bathroom between resident rooms #128 and #130 was 98 degrees F.</li> <li>-The tub's water temperature in the community tub bathroom was 96 degrees F</li> <li>-The sink's water temperature in the shared bathroom between resident rooms #120 and #122 was 90 degrees F</li> <li>-The sink's water temperature in the shared bathroom between resident rooms #124 and #126 was 93 degrees F.</li> <li>-The sink's water temperature was 96 degrees F and the shower's water temperature was 91 degrees F in a private bathroom in resident room #117.</li> </ul> <p>Interview with a resident who lived in resident room #128 on 10/24/17 at 11:10 a.m. revealed the resident did not have any concerns about the water temperature being too cold.</p> <p>Observation on 10/24/17 from 3:40 p.m. to 3:47 p.m. revealed:</p> <ul style="list-style-type: none"> <li>-The surveyor's thermometer was calibrated to 32 degrees F.</li> <li>-The Maintenance Staff calibrated his thermometer to 34.5 degrees F.</li> </ul> <p>Interview with the Maintenance Staff on 10/24/17 at 3:58 p.m. revealed</p> <ul style="list-style-type: none"> <li>-He kept the water temperatures in the resident rooms between 105 degrees F to 106 degrees F.</li> <li>-Each hall had a separate hot water heater tank.</li> </ul> <p>Review of the Maintenance Staff's daily hot water temperature log on the West Wing Hall dated September 2017 revealed:</p> <ul style="list-style-type: none"> <li>-The tub's water temperature in the community tub bathroom on 9/1/17, from 9/3/17 to 9/9/17, 9/11/17 to 9/16/17, 9/18/17 to 9/22/17 and from</li> </ul>	D 113	<p><i>The maintenance director will calibrate thermometer daily before any readings to ensure temp readings are accurate.</i></p>	<p><i>10/26/17</i></p>

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D 113	<p>Continued From page 2</p> <p>9/26/17 to 9/29/17 ranged from 102.3 to 113 degrees F</p> <p>-The shower's water temperature in the community shower bathroom on 9/1/17, from 9/3/17 to 9/9/17, 9/11/17 to 9/16/17, 9/18/17 to 9/22/17 and from 9/26/17 to 9/29/17 ranged from 102.7 to 111.3 degrees F.</p> <p>-The resident rooms on 9/1/17, from 9/3/17 to 9/9/17, 9/11/17 to 9/16/17, 9/18/17 to 9/22/17 and from 9/26/17 to 9/29/17 ranged from 102.7 to 111.3 degrees F.</p> <p>Review of the Maintenance Staff's daily hot water temperature log on the West Wing Hall dated October 2017 revealed:</p> <p>-The tub's water temperature in the community tub bathroom from 10/2/17 to 10/8/17, 10/9/17 to 10/13/17, 10/16/17 to 10/20/17 and from 10/23/17 to 10/24/17 ranged from 104.9 to 106.3 degrees F.</p> <p>-The shower's water temperature in the community shower bathroom from 10/2/17 to 10/6/17, 10/9/17 to 10/13/17, 10/16/17 to 10/20/17 and from 10/23/17 to 10/24/17 ranged from 105.3 to 106.3 degrees F.</p> <p>-The resident rooms from 10/2/17 to 10/6/17, 10/9/17 to 10/13/17, 10/16/17 to 10/20/17 and from 10/23/17 to 10/24/17 ranged from 108.1 to 109.7 degrees F.</p> <p>Review of the Maintenance Staff's hot water temperature log on the West Wing Hall dated 10/24/17 from 7:08 p.m. to 7:37 p.m. revealed:</p> <p>-He checked 7 resident shared bathroom sinks and the temperatures ranged from 94.3 to 103.4 degrees F.</p> <p>-The tub's water temperature in the community tub bathroom was 99.6 degrees F.</p> <p>-The sink water temperature in the community tub bathroom was 101.6 degrees F.</p>	D 113		

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D 113	<p>Continued From page 3</p> <p>Observation of the water temperatures with the Maintenance Staff using the surveyor's and the Maintenance Staff's thermometers on the West Wing Hall on 10/24/17 from 3:52 p.m. to 4:14 p.m. revealed:</p> <ul style="list-style-type: none"> <li>-The surveyor's water temperature of the sink in the shared bathroom between resident rooms #127 and #129 was 96 degrees F; the Maintenance Staff's was 99 degrees F</li> <li>-The surveyor's water temperature of the shower in the community shower bathroom was 96 degrees F; the Maintenance Staff's was 99.1 degrees F.</li> <li>-The surveyor's water temperature of the sink in the shared bathroom between resident rooms #128 and #130 was 96 degrees F; the Maintenance Staff's was 99 degrees F.</li> <li>-The surveyor's water temperature of the tub in the community tub bathroom was 96 degrees F; the Maintenance Staff's was 98.9 degrees F.</li> <li>-The surveyor's water temperature of the sink in the shared bathroom between resident rooms #132 and #134 was 96 degrees F; the Maintenance Staff's was 98.8 degrees F.</li> <li>-The surveyor's water temperature of the sink in a private bathroom in resident room #117 was 98 degrees F; the Maintenance Staff's was 99 degrees F.</li> </ul> <p>Interview with the Administrator on 10/24/17 at 4:25 p.m. revealed:</p> <ul style="list-style-type: none"> <li>-She kept the water temperatures in the resident rooms between 102 degrees F to 103 degrees F, because she was told to keep the temperatures at low temperatures at a training</li> <li>-She would have the Maintenance Staff increase the temperature on the hot water heater</li> </ul> <p>Observation of the hot water heater on the West</p>	D 113		

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D 113	<p>Continued From page 4</p> <p>Wing Hall on 10/24/17 at 4:43 p.m. revealed the water temperature was set at 100 degrees F.</p> <p>Interview with the Administrator on 10/24/17 at 4:43 p.m. revealed: -The Maintenance Staff had left for the day -She and the Assistant Maintenance Staff were trying to figure out how to adjust the hot water heater.</p> <p>Observation of the water temperatures on the West Wing Hall on 10/24/17 from 5:50 p.m. to 6:10 p.m. revealed: -The sink's water temperature in the shared bathroom between resident rooms #127 and #129 was 97 degrees F. -The shower's water temperature in the community shower bathroom was 98 degrees F. -The sink's water temperature in the shared bathroom between resident rooms #128 and #130 was 98 degrees F. -The tub's water temperature in the community tub bathroom was 97 degrees F. -The sink's water temperature in the shared bathroom between resident rooms #120 and #122 was 98 degrees F. -The sink's water temperature in the shared bathroom between resident rooms #124 and #126 was 93 degrees F. -The sink's water temperature was 97 degrees F and the shower's water temperature was 93 degrees F in a private bathroom in resident room #117.</p> <p>Observation on 10/24/17 at 5:52 p.m. revealed the hot water heater on the West Wing was set to 104 degrees F.</p> <p>Interview with the Assistant Maintenance Staff and the Administrator on 10/24/17 at 6:14 p.m.</p>	D 113			

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D 113	<p>Continued From page 5</p> <p>revealed they did not know how long it would take for the water temperature to increase, since the temperature on the hot water heater was adjusted on 10/24/17 (between 4.43 p.m. and 5:50 p.m.)</p> <p>Interview with the Administrator on 10/25/17 at 8:15 a.m. revealed:</p> <ul style="list-style-type: none"> <li>-The water temperatures in the resident rooms had increased.</li> <li>-The Maintenance Staff came to the facility on 10/25/17 at 5:30 a.m. to check the hot water temperatures in the resident shared bathrooms and the community bathrooms on the West Wing Hall.</li> <li>-When the Maintenance Staff checked the hot water temperatures, all of the temperatures were 102.2 degrees F</li> </ul> <p>Observation of the hot water temperatures in the private bathroom on 10/25/17 in resident room # 117 revealed.</p> <ul style="list-style-type: none"> <li>-At 8:19 a.m., the sink's water temperature was 96 degrees F</li> <li>-At 8:25 a.m., the shower's water temperature was 92 degrees F.</li> </ul> <p>Observation on 10/25/17 at 8:26 a.m. revealed:</p> <ul style="list-style-type: none"> <li>-The Administrator asked the Personal Care Aide (PCA) how many showers they gave the morning of 10/25/17 on the West Wing Hall.</li> <li>-The PCA responded they gave 4 showers.</li> </ul> <p>Interview with the Administrator on 10/25/17 at 8:26 a.m. revealed.</p> <ul style="list-style-type: none"> <li>-She would have the Maintenance Staff increase the temperature on the hot water heater on the West Wing hall.</li> <li>-Some showers were given on third shift on 10/24/17 (11 p.m. to 7 a.m.)</li> <li>-Staff needed to finish giving showers.</li> </ul>	D 113		

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D 113	<p>Continued From page 6</p> <p>-The hot water temperatures would have increased to a minimum of 100 degrees F by 8:19 a.m., since staff had given residents showers the morning of 10/25/17.</p> <p>Interview with a PCA on 10/25/17 at 10:36 a.m. revealed: -There had not been any problems with the water temperatures at the facility. -Residents had not complained of the water temperature being too cold.</p> <p>Interview with a second PCA on 10/25/17 at 11:00 a.m. revealed: -She had not noticed the water temperatures being too cold. -No residents complained of the water temperatures.</p> <p>Observation on 10/25/17 at 4:51 p.m. revealed the hot water heater on the West Wing was set to 104 degrees F.</p> <p>Observation of the water temperatures with the Maintenance Staff using the surveyor's and the Maintenance Staff's thermometers on the West Wing Hall on 10/25/17 from 2:57 p.m. to 3:14 p.m. revealed the following water temperatures were within normal range: -The surveyor's water temperature of the sink in the shared bathroom between resident rooms #127 and #129 was 108 degrees F; the Maintenance Staff's was 109.8 degrees F. -The surveyor's water temperature of the sink in the community shower bathroom was 108 degrees F; the Maintenance Staff's was 110 degrees F. -The surveyor's water temperature of the sink in the shared bathroom between resident rooms #128 and #130 was 108 degrees F. the</p>	D 113			

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D 113	<p>Continued From page 7</p> <p>Maintenance Staff's was 109.8 degrees F. -The surveyor's water temperature of the tub in the community tub bathroom was 106 degrees F; the Maintenance Staff's was 109.3 degrees F. -The surveyor's water temperature of the sink in the shared bathroom between resident rooms #124 and #126 was 106 degrees F; the Maintenance Staff's was 109.2 degrees F. -The surveyor's water temperature of the sink in the shared bathroom between resident rooms #120 and #122 was 104 degrees F, the Maintenance Staff's was 108.9 degrees F. -The surveyor's water temperature of the sink in a private bathroom in resident room #117 was 102 degrees F; the Maintenance Staff's was 106 degrees F. -The surveyor's water temperature of the shower in a private bathroom in resident room #117 was 101 degrees F; the Maintenance Staff's was 105.1 degrees F.</p> <p>Telephone interview with the Maintenance Staff on 10/25/17 at 4:38 p.m. revealed: -He checked the water temperatures daily. -He had been checking the water temperatures daily since May 2016. -When he checked water temperatures in the resident rooms he randomly checked 3 rooms on each hall. -in the past he had not documented the rooms he checked for water temperatures. -He was told on 10/25/17 he needed to document the rooms of the water temperatures he checked. -He tried to keep the water temperatures between 105 degrees F to 106 degrees F. -He last calibrated his thermometer one month ago. -He last checked water temperatures on 10/25/17</p>	D 113	<p>Administrator provided new log with room numbers to identify which room is checked on daily rounds.  See Attachment #1</p>	10/27/17	



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D 113	<p>Continued From page 8</p> <p>Interview with the Administrator on 10/25/17 at 4.35 p.m. revealed:</p> <ul style="list-style-type: none"> <li>-The Maintenance Staff checked the water temperatures daily Monday through Friday.</li> <li>-The Assistant Maintenance Staff did not check water temperatures</li> <li>-She liked to have the temperatures on the lower end, so the residents would not get burned.</li> <li>-When the Maintenance Staff checked the water temperatures, the temperatures had always ranged between 100 degrees F to 116 degrees F.</li> <li>-She was not aware the water temperatures were less than 100 degrees F on the West Wing.</li> <li>-If she would have known, she would have had the temperature on the hot water heater adjusted.</li> </ul> <p>Based on observations, interviews and record review, the resident who lived in the private resident room (#117) was not interviewable.</p> <p>Based on observations, interviews and record review, the resident who lived in resident room #127 was not interviewable.</p>	D 113	<p>Administrator will check log weekly to ensure hot water temperatures are within range.</p> <p>The hot water is being checked daily by the maintenance director and being recorded and logged in the Water Temp Log Book</p>	11/1/17
D 287	<p>10A NCAC 13F .0904(b)(2) Nutrition And Food Service</p> <p>10A NCAC 13F .0904 Nutrition And Food Service (b) Food Preparation and Service in Adult Care Homes:</p> <p>(2) Table service shall include a napkin and non-disposable place setting consisting of at least a knife, fork, spoon, plate and beverage containers. Exceptions may be made on an individual basis and shall be based on documented needs or preferences of the resident</p>	D 287	<p>The thermometer is being calibrated daily by state representative direction. Maintenance will report any deficient readings to Administrator for follow-up.</p>	10/26/17

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D 287	<p>Continued From page 9</p> <p>This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to assure table service included non-disposable beverage containers.</p> <p>The findings are:</p> <p>Interview with the Administrator on 10/24/17 at 10:30 a.m. revealed the current census was 54.</p> <p>Observation in the dining room on 10/24/17 at 4:51 p.m. revealed: - There were 54 residents seated in the dining area. - Each resident was served two beverages. - Two residents were served supplements in a 4 ounce (oz.) disposable, plastic cup. - Milk was served to each resident in a 4 ounce (oz.) disposable cup.</p> <p>Observation of Resident #3's breakfast meal on 10/25/17 at 8:27 a.m. revealed: - The resident ate breakfast in her bedroom due to not feeling well. - The milk was given to the resident in a 4 oz. disposable cup.</p> <p>Observation in the dining room during the lunch meal on 10/25/17 at 12:30 p.m. revealed: - There were thirty residents in the dining room with disposable cups. - Residents were served milk, shakes, applesauce, and gelatin in disposable cups.</p> <p>Interview with the Cook on 10/25/17 at 2:50 p.m. revealed - Dietary aides poured drinks for the residents. - Each resident should receive 8 oz. of milk in a non-disposable cup at breakfast. - Milk was served in a large pitcher at lunch and</p>	D 287	<p>Dietary meeting was held to ensure adequate supplies were available and non disposable goods are only being used. <span style="float: right;">10/30/17</span></p> <p>Unserviced dietary staff and resident care staff that disposable products are not to be used for any meal service. ECC/Admin. will monitor dietary department daily to ensure proper use of products. <span style="float: right;">11/10/17</span></p>		

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D 287	<p>Continued From page 10</p> <p>dinner and offered to each resident.</p> <ul style="list-style-type: none"> <li>-Milk was only served in disposable cups when it was used for the coffee.</li> <li>-No residents had complained about the use of plastic cups.</li> </ul> <p>Interview with a Personal Care Aide (PCA) on 10/25/17 at 3:00 p.m. revealed:</p> <ul style="list-style-type: none"> <li>-Dietary aides poured the drinks in the dining room.</li> <li>-PCA's only assisted when residents needed coffee.</li> <li>-Milk for coffee was only served in disposable cups.</li> <li>-Milk to drink was served on the table prior to the residents entering in a regular, non-disposable cup.</li> </ul> <p>Interview with a second PCA on 10/25/17 at 3:09 p.m. revealed:</p> <ul style="list-style-type: none"> <li>-The dietary staff usually poured drinks for the residents.</li> <li>-She typically worked first shift and was not sure how dinner was served.</li> <li>-Drinks were usually served in plastic cups that resembled glass.</li> <li>-Disposable cups were only used with certain residents because it was easier for them to grasp.</li> <li>-No residents had complained about the use of the plastic cups.</li> </ul> <p>Interview with a third PCA on 10/25/17 at 3:15 p.m. revealed:</p> <ul style="list-style-type: none"> <li>-The kitchen staff usually poured drinks for the residents</li> <li>-She was unsure of what cups were normally used because she only recently started working</li> </ul> <p>Interview with a fourth PCA on 10/25/17 at 3:18</p>	D 287	<p><i>Facility placed order 11/8/17 for non disposable cups and desert bowls to ensure products are available to all residents for all meal services with adequate supply.</i></p>	

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  HALD26064	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____  B. WING _____		(X3) DATE SURVEY COMPLETED  10/26/2017
NAME OF PROVIDER OR SUPPLIER  FAYETTEVILLE MANOR			STREET ADDRESS, CITY, STATE, ZIP CODE 231 TREETOP DRIVE FAYETTEVILLE, NC 28311		
(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 287	<p>Continued From page 11</p> <p>p.m. revealed:</p> <ul style="list-style-type: none"> <li>-Dietary aides usually poured drinks for the residents.</li> <li>-PCA's would assist residents as needed with refills and other requests.</li> <li>-Milk served at dinner was usually in a pitcher and offered to the residents.</li> <li>-Drinks were usually served in non-disposable cups</li> <li>-Disposable cups were not used in the dining room and were used for medications and snacks.</li> </ul> <p>Interview with the Dietary Manager on 10/25/17 at 5:00 p.m. revealed:</p> <ul style="list-style-type: none"> <li>-The dietary aides usually poured the residents drinks prior to them entering the dining room.</li> <li>-The PCA's would refill drinks as needed for the residents.</li> <li>-The PCA's most likely used the disposable cups.</li> <li>-There was one aide in particular who would use disposable cups when giving refills on drinks such as milk.</li> <li>-Dietary staff knew that disposable cups were not to be used.</li> </ul> <p>Interview with the Resident Care Coordinator (RCC) on 10/25/17 at 3:23 p.m. revealed:</p> <ul style="list-style-type: none"> <li>-All staff were responsible for pouring drinks in the dining room.</li> <li>-Milk and other beverages should be served in non-disposable cups</li> <li>-It was possible, the PCA's used disposable cups for milk.</li> <li>-She monitored the kitchen at minimum of three times a week.</li> <li>-She was not aware disposable cups were being used for meals</li> <li>-There were enough non-disposable cups in the facility to serve all beverages.</li> </ul>	D 287			

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NAME OF PROVIDER OR SUPPLIER  <b>FAYETTEVILLE MANOR</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>231 TREETOP DRIVE FAYETTEVILLE, NC 28311</b>
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D 287	<p>Continued From page 12</p> <p>Interview with the Administrator on 10/25/17 at 5:28 p.m. revealed:</p> <ul style="list-style-type: none"> <li>-She was unaware that disposable cups were being used in the dining room.</li> <li>-She believed the PCA's may have used the disposable cups because they were easier for residents to grasp.</li> <li>- It was possible the PCA's used disposable cups out of habit or convenience for the residents.</li> <li>-Some residents received milk in disposable cups for their coffee or cereal.</li> </ul> <p>Observation of the dinner meal on 10/25/17 at 4:55 p.m. revealed:</p> <ul style="list-style-type: none"> <li>-There were 44 residents in the dining area.</li> <li>-There was a total of 48 8 oz non-disposable cups of milk, 48 8 oz non-disposable cups of water and 48 8 oz non-disposable cups of tea on the tables to serve to the residents.</li> </ul>	D 287		
D 296	<p>10A NCAC 13F .0904(c)(7) Nutrition And Food Service</p> <p>10A NCAC 13F .0904 Nutrition And Food Service (c) Menus in Adult Care Homes: (7) The facility shall have a matching therapeutic diet menu for all physician-ordered therapeutic diets for guidance of food service staff.</p> <p>This Rule is not met as evidenced by: Based on observations, interviews and record reviews, the facility failed to have matching therapeutic diet menus for 2 of 2 sampled residents (#6, #7) with physician's orders for the No Added Salt (NAS)/No Concentrated Sweets (NCS) combination diet</p> <p>The findings are:</p>	D 296		

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NAME OF PROVIDER OR SUPPLIER  FAYETTEVILLE MANOR			STREET ADDRESS, CITY, STATE, ZIP CODE 231 TREETOP DRIVE FAYETTEVILLE, NC 28311		
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D 296	Continued From page 13  1. Review of Resident #6's current FL-2 dated 5/24/17 revealed: -Diagnoses included dementia, major neurocognitive disorder, coronary artery disease, and hypertension. -There was no diet order.  Review of a physician's order dated 6/19/17 revealed Resident #6 was to receive a NAS/NCS diet.  Review of the facility's menus revealed the facility did not have a menu for a NCS/NAS diet  Review of the 2017-2018, Week 4, Day 3 Regular/NAS dinner menu revealed the resident was to be served 2 ounces (oz ) savory pork roast, ½ cup of cauliflower au gratin, ½ cup roasted zucchini, a wheat dinner roll/bread, a packet of margarine, 2x3 square oatmeal bar, 8 oz. of milk, and 8 oz. of the beverage of choice.  Review of the 2017-2018, Week 4, Day 3 NCS dinner menu revealed the resident was to be served 2 ounces (oz.) savory pork roast, ½ cup of cauliflower au gratin, ½ cup roasted zucchini, 4 cookies/ vanilla wafers, 8 oz. of skim milk, and 8 oz. of a diet beverage of choice  Observation of Resident #6 on 10/24/17 at 4 51 p.m. during the dinner meal revealed the resident was served 1.5 cups of beef and potatoes, ½ cup of steamed carrots, 1 slice of bread, 8 oz. of unsweet tea, and 8 oz. of water.  Observation of Resident #6 on 10/24/17 at 5:08 p.m. revealed: -The resident had eaten 90% of the meat and potatoes, 90% of the steamed carrots, and 95%	D 296	RCC pulled all resident diets that currently had two orders and contacted their physician to change order based upon physician request of resident needs.	10/26/17	

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NAME OF PROVIDER OR SUPPLIER  FAYETTEVILLE MANOR		STREET ADDRESS, CITY, STATE, ZIP CODE 231 TREETOP DRIVE FAYETTEVILLE, NC 28311		
(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 296	<p>Continued From page 14</p> <p>of the bread slice. -He drank 6 oz. of tea with two packets of artificial sweetener and 3 oz. of water.</p> <p>Review of the 2017-2018, Week 4, Day 4 Regular/NAS breakfast menu revealed the resident was to be served a serving of cereal of choice, ½ cup of fresh fruit, one egg, a slice of bacon, a slice of wheat toast, a packet of margarine, 8 oz. of milk, 8 oz. of coffee or hot tea, and 6 oz. of juice of choice</p> <p>Review of the 2017-2018, Week 4, Day 4 NCS breakfast menu revealed the resident was to be served a serving of cereal of choice, ½ cup of fresh fruit, one egg, a slice of bacon, a slice of wheat toast, a packet of margarine or diet jelly, 8 oz. of sklm milk, 8 oz. of coffee or hot tea, and 6 oz. of juice of choice.</p> <p>Observation of Resident #6 during the breakfast meal on 10/25/17 at 8:02 a.m. revealed the resident received 2 oz. sliced ham, 2 eggs, 1 bowl of cereal, 8 oz. of milk, a slice of white bread, and 6 oz. of orange juice.</p> <p>Observation of Resident #6 on 10/25/17 at 8:13 a.m. revealed: -The resident had eaten all of the cereal and milk, ½ of the serving of eggs, and drank all of the orange juice. -The resident ate none of the ham or bread.</p> <p>Based on observations, interviews, and record reviews Resident #6 was not interviewable.</p> <p>An attempted interview with Resident #6's Power of Attorney on 10/25/17 at 4:26 p.m. was unsuccessful.</p>	D 296	<p>close service with Well Care Services physician along with RCC, and Administrator was held to review state regulations on diet orders and special diets. New physician agreed that each resident would have one specific diet. RCC would update and review diet orders every six months or as needed per change in condition of medical need.</p>	11/2/17

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D 296	<p>Continued From page 15</p> <p>An attempted interview with Resident #6's primary care physician on 10/25/17 at 4:39 p.m. was unsuccessful.</p> <p>Refer to interview with the Dietary Manager on 10/25/17 at 9:22 a.m.</p> <p>Refer to interview with the Resident Care Coordinator on 10/25/17 at 3:23 p.m.</p> <p>Refer to interview with the Administrator on 10/25/17 at 1:00 p.m.</p> <p>2. Review of Resident #7's current FL-2 dated 5/11/17 revealed: -Diagnoses included unspecified dementia w/o behavior, chronic obstructive pulmonary disease, diabetes mellitus II, and bipolar disorder. -There was a diet order for a Low Concentrated Sweets/No Added Salts (LCS/NAS) diet.</p> <p>Review of a physician's order dated 5/11/17 revealed Resident #7 was to receive a No Concentrated Sweets/No Added Salts (NCS/NAS) diet.</p> <p>Review of the facility's menus revealed the facility did not have a menu for the NCS/NAS diet.</p> <p>Review of the 2017-2018, Week 4 Day 3 Regular/NAS dinner menu revealed the resident was to be served 2 ounces (oz.) savory pork roast, ½ cup of cauliflower au gratin, ½ cup roasted zucchini, a wheat dinner roll/bread, a packet of margarine, 2x3 square oatmeal bar, 8 oz. of milk, and 8 oz. of the beverage of choice.</p> <p>Review of the 2017-2018, Week 4, Day 3 NCS dinner menu revealed the resident was to be served 2 ounces (oz.) savory pork roast, ½ cup of</p>	D 296		



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D 296	<p>Continued From page 16</p> <p>cauliflower au gratin, ¼ cup roasted zucchini, 4 cookies/ vanilla wafers, 8 oz. of skim milk, and 8 oz. of a diet beverage of choice.</p> <p>Observation of Resident #7 during the dinner meal on 10/24/17 at 4:45 p.m. revealed the resident received 1.5 cups of beef and potatoes, ½ cup of steamed carrots, a cup of coffee, and 8 oz. of water.</p> <p>Observation of Resident #7 on 10/24/17 at 4:51 p.m. revealed the resident had eaten all of her meal and drank two cups of coffee with artificial sweetener.</p> <p>Review of the 2017-2018, Week 4, Day 4 NAS breakfast menu revealed the resident was to be served a serving of cereal of choice, ¼ cup of fresh fruit, one egg, a slice of bacon, a slice of wheat toast, a packet of margarine, 8 oz. of milk, 8 oz. of coffee or hot tea, and 6 oz. of juice of choice.</p> <p>Review of the 2017-2018, Week 4, Day 4 NCS breakfast menu revealed the resident was to be served a serving of cereal of choice, ¼ cup of fresh fruit, one egg, a slice of bacon, a slice of wheat toast, a packet of margarine or diet jelly, 8 oz. of skim milk, 8 oz. of coffee or hot tea, and 6 oz. of juice of choice.</p> <p>Observation of Resident #7 during the breakfast meal on 10/25/17 at 7:55 a.m. revealed the resident received 2 oz. sliced ham, 2 eggs, a bowl of cereal, two packets of artificial sweetener, 8 oz. skim milk, and a cup of coffee.</p> <p>Observation of Resident #7 on 10/25/17 at 8:00 a.m. revealed the resident had eaten all of her meal and drank all of the coffee.</p>	D 296		

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D 296	Continued From page 17  Interview with Resident #7 on 10/24/17 at 1:30 p.m. revealed: -She was a diabetic. -She was watching her blood sugars and they were improving.  Telephone interview with Resident #7's Power of Attorney on 10/25/17 at 4:45 p.m. revealed. -Resident #7 was diabetic and on a NCS diet. -Resident #7's diet was being followed correctly. -She had taken Resident #7 to the Endocrinologist on Monday 10/23/17. -The Endocrinologist said Resident #7's Hemoglobin "A1C (HbA1C) was down and her sugars were now balanced." (The therapeutic range for a diabetic's HbA1C is less than 7 percent.)  Telephone interview with Resident #7's primary care physician (PCP's) on call nurse on 10/25/17 at 4:33 p.m. revealed: -There were no diet orders mentioned in the resident's record. -The resident was diabetic and should be on a portion controlled diet.  Refer to interview with a Dietary Manager on 10/25/17 at 9:22 a.m.  Refer to interview with the Resident Care Coordinator on 10/25/17 at 3:23 p.m.  Refer to interview with the Administrator on 10/25/17 at 1:00 p.m.  Interview with the Dietary Manager on 10/25/17 at 9:22 a.m. revealed: -They did not cook with salt at all in the facility. -She used other seasonings to season the food.	D 296		

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D 296	<p>Continued From page 18</p> <ul style="list-style-type: none"> <li>-If a resident had an order for a NCS/NAS diet she would follow the Regular/NAS diet and also the NCS diet menu to prepare the meal.</li> <li>-She ensured residents with NCS diet orders got sugar free desserts and drinks.</li> <li>-She did not have a combination diet menu for the NCS/NAS menu.</li> <li>-There was a list of diet orders in the kitchen.</li> <li>-The RCC updated the list every time a diet order changed.</li> <li>-The current diet list was approximately a month old.</li> </ul> <p>Interview with the RCC on 10/25/17 at 3:23 p.m. revealed:</p> <ul style="list-style-type: none"> <li>-The diet list was updated last Friday 10/20/17.</li> <li>-She updated the list any time there was a change.</li> <li>-She and the Dietary Manager met every other week to review the diet list</li> <li>- Kitchen staff followed both orders to prepare the resident's food if there was a combination diet order</li> <li>-She was unaware that residents with more than one diet order required a matching menu.</li> <li>-She would contact the PCP to have the orders clarified for both residents.</li> </ul> <p>Interview with the Administrator on 10/25/17 at 1:00 p.m. revealed:</p> <ul style="list-style-type: none"> <li>-The RCC was responsible for monitoring the meals in dietary.</li> <li>-The RCC was responsible for maintaining the diet list.</li> <li>-She did not know when the facility started allowing combination diet orders.</li> <li>-Diet orders were reviewed prior to a resident's admission.</li> <li>-She was unaware the facility needed a specific combination diet menu</li> </ul>	D 296		

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D 296	Continued From page 19  -The RCC would contact the PCP for changes in a resident's diet needs	D 296	RCC contacted physician on changes to resident diet needs and orders were obtained to change.	10/24/17

