STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL041074	A. BUILDING: _____ B. WING _____	01/23/2018

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SPRING ARBOR OF GREENSBORO	5125 MICHAUX ROAD GREENSBORO, NC 27410

(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 Guilford County Department of Social Services conducted an annual survey on January 16, 2018 and January 22-23, 2018.	D 000		
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 and interviews, the facility failed to serve eight ounces of pasteurized milk at least twice a day. The findings are: Review of the schedule posted on the kitchen wall in locked unit #2 revealed "Milk must be served to resident twice daily - Breakfast and lunch." Observation of the lunch on meal service in the facility's locked unit #2 on 01/16/18 from 11:50 am to 12:40 pm revealed: -Eleven residents were present for the meal. -Ten residents were served the lunch meal in the dining room and one resident received her meal	D 299		

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D 299	Continued From page 1	D 299		

in her room.
-Ten residents were served tea and water.
-One resident was served only water.
-Milk was not served to any of the residents.
-There was one half gallon of milk in the refrigerator.

Observation of the dinner meal served in the facility's locked unit #2 on 01/16/18 from 4:45 pm to 5:30 pm revealed:
-Eleven residents were present for the meal.
-Ten residents were served the dinner meal in the dining room, and one resident received her meal in her room.
-All residents were served water and/or cranberry juice or tea.
-No milk was served during the meal.

Further observation of the dining room in the locked unit #2 on 01/16/18 at 5:24 pm revealed:
-After the meal and plates were removed from the table two glasses of milk was put on the table in front of two residents.
-Both residents had finished their meal and their plates had been removed from the table.
-No guidance or conversation was given to the residents to assist with drinking the milk, and within five minutes the residents were removed from the table.

Interview on 01/16/18 at 5:18 pm with the Community Care Coordinator/CCC revealed:
-Milk should be served to residents with the breakfast and lunch meal.
-The aides were responsible for serving beverages during the meal.
-He was not always in the dining room during the entire meal, but staff should follow the schedule posted on the wall in the kitchen for serving beverages.

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D 299	Continued From page 2 Interview on 01/16/18 at 5:30 pm with the Personal Care Aide revealed: -She and the Medication Aide served the meal to the residents. -They served water to all residents and some residents were served tea and cranberry juice. -She normally did not put milk down on the table during the meal. -She sometimes did not ask residents if they wanted milk, but only about two of the eleven residents were able to respond if they wanted milk. -The CCC from the locked unit #1 came to the dining room and put the two glasses of the milk on the table. -The residents did not drink the milk because they had finished eating their meal and did not want to consume more beverages. Based on observation, record review and attempt interviews on 01/16/18 it was determined 10 residents were not interviewable.	D 299		