

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL013019	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 05/02/2018
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NAME OF PROVIDER OR SUPPLIER BROOKDALE CONCORD PARKWAY	STREET ADDRESS, CITY, STATE, ZIP CODE 2452 ROCK HILL CHURCH ROAD NW CONCORD, NC 28027
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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	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, interviews, and record reviews, the facility failed to assure therapeutic diets (regular chopped meats) were served as ordered for 1 of 5 residents (Resident #2).</p> <p>The findings are:</p> <p>Review of Resident #2's current FL2 dated 09/16/17 revealed: -Diagnoses included Alzheimer's dementia and diabetes. -A physician's order for a regular diet.</p> <p>Review of Resident #2's Physician's Diet Order sheet dated 12/26/17 revealed a physician's order for a regular diet with chopped meats.</p> <p>Review of the facility's modified diet list dated 04/12/18 revealed: -There were no residents with a regular diet with chopped meats. -Resident #2 was to be served a texture modified</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>diet.</p> <p>Review of the facility's nutrition tracker tool dated 03/28/18 revealed Resident #2 was to be served a texture modified diet.</p> <p>Review of the resident colored seating chart revealed Resident #2 was to be served a texture modified diet.</p> <p>Review of the therapeutic diet menu for lunch on 05/01/18 revealed:</p> <ul style="list-style-type: none"> -Residents on a regular diet were to be served a whole slice of ham, baked beans, summer squash, a roll, and sugar free gelatin. -Residents on a carbohydrate controlled diet were to be served a whole piece of sliced ham, baked potato, summer squash, a roll, and sugar free gelatin. -Residents on a texture modified diet were to be served ground ham with roast pork gravy, home style baked beans, well cooked summer squash, a soft roll with butter, and sugar free gelatin. <p>Observation of the lunch meal on 5/1/18 at 12:20pm revealed:</p> <ul style="list-style-type: none"> -The cook served Resident #2 a whole piece of sliced ham that was not chopped, a baked potato (with the skin), summer squash, and a roll. -Resident #2 ate 70% of the whole piece of sliced ham, 50% of the baked potato, 75% of the squash, and 50% of the roll served. -The cook then removed the plate at 12:24pm after prompting. -The cook served a second plate with chopped ham, baked beans, squash, and a roll at 12:29pm. -Resident #2 ate 100% of the meal served. <p>Review of the therapeutic diet menu for breakfast</p>	D 310		

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D 310	<p>Continued From page 2</p> <p>on 05/02/18 revealed Residents on a regular diet were to be served waffles, sausage patty, orange segments, bread, hot or cold cereal, fruit, milk, and juice.</p> <p>Observation of the breakfast meal on 05/02/18 revealed the cook served Resident #2 a regular diet with chopped meats consisting of: scrambled eggs, chopped sausage, oatmeal, toast, cranberry juice, milk and water.</p> <p>Interview with the medication aide (MA) on 05/01/18 at 12:32pm revealed: -She had worked at the facility for three years. -She knew the resident's diets because she had worked at the facility for "so long". -A color coded seating chart with residents' names and appropriate color for the diet they were prescribed was in the kitchen on the inside of the cabinet door. -She referred to the nutritional diet tracking tool to ensure the appropriate therapeutic diet was served to each resident.</p> <p>Interview with the cook on 05/01/18 at 12:35pm revealed: -He was hired 06/20/16. -He was responsible for ensuring the appropriate therapeutic diet was served to the residents. -The program coordinator in the special care unit (SCU) created the therapeutic diet seating chart. -He had initially served Resident #2 the wrong diet because he had not referred to the colored seating chart or the nutritional diet tracking tool prior to serving Resident #2. -The second meal served to Resident #2 was a textured modified diet meal the SCU program coordinator had not updated the therapeutic diet list or the nutritional diet tracking tool with Resident #2's new diet order.</p>	D 310		

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D 310	<p>Continued From page 3</p> <p>-He had found out today that Resident #2 had not been served her appropriate diet when it had been brought to his attention by a surveyor.</p> <p>Interview with the SCU program coordinator on 05/01/18 at 1:15pm revealed:</p> <p>-She was responsible for ensuring when each therapeutic diet was ordered it would be added to the colored seating chart, the nutritional diet tracking tool, and the therapeutic diet list was updated at the time it was ordered.</p> <p>-She received the therapeutic diet order for Resident #2 on 12/26/17.</p> <p>-She had put the order in a notebook kept with all of residents therapeutic diet orders.</p> <p>-She had not updated the therapeutic diet seating chart or the nutritional diet tracker tool for Resident #2.</p> <p>Interview with the Executive Director on 5/2/18 at 3:15pm revealed:</p> <p>-When a therapeutic diet was received it was given to the health and wellness coordinator.</p> <p>-The cook was informed of a change to a therapeutic diet order when a new order was received by the SCU program coordinator.</p> <p>-The therapeutic diet was not updated on the nutritional tracker tool by the SCU program coordinator when she received the order from the health and wellness coordinator for Resident #2.</p> <p>Interview with the Resident #2 Primary Care Physician (PCP) on 5/2/18 at 3:45 pm revealed:</p> <p>-She did not know of Resident #2's diet order.</p> <p>-The diet had been prescribed prior to her becoming the resident's PCP.</p> <p>-The diet had been prescribed to ensure the resident could properly chew and swallow her food.</p>	D 310		