

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: FCL045127	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 12/27/2018
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NAME OF PROVIDER OR SUPPLIER TORRE'S HOME # 22	STREET ADDRESS, CITY, STATE, ZIP CODE 41 TORRE'S DRIVE EAST FLAT ROCK, NC 28726
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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
C 000	Initial Comments The Adult Care Licensure Section completed an annual and follow-up survey on 12/27/18.	C 000		
C 261	<p>10A NCAC 13G .0904 (b-2) Nutrition And Food Service</p> <p>10A NCAC 13G .0904 Nutrition And Food Service</p> <p>Food Preparation and Service in Family 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> <p>This Rule is not met as evidenced by: Based on observation and interviews the facility failed to ensure residents received a complete set of flatware that included a knife, fork and spoon in order for residents to eat their meals.</p> <p>The findings are:</p> <p>Interview with the Supervisor-In-Charge (SIC) on 12/27/18 at 9:00am revealed there were 5 residents that currently resided in the facility.</p> <p>Observation on 12/27/18 from 11:44am through 12:24pm during the lunch meal revealed: -There were 3 residents in the dining room. -One resident was eating her meal in her room. -There was one resident out of the facility during the noon meal.</p>	C 261		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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C 261	<p>Continued From page 1</p> <ul style="list-style-type: none"> -The meal consisted of grilled chicken cut into small square pieces, okra and tomatoes, a whole baked potato and a roll. -The place setting for each of the residents consuming their meal included a fork and a napkin. -Residents were provided the soft drink of their choice. -There were 11 knives in the drawer labeled "utensils" in the kitchen. -One resident was poking her potato with her fork but could not figure out how to split the potato to eat it. -The SIC went over and cut the residents potato after it was called to her attention the resident was having trouble with her potato. -The Facility Manager came over to the dining room table and proceeded to further assist the resident with her potato by adding butter to it, and cutting it up more. -The resident was then able to eat the potato. <p>Interviews with 4 residents on 12/27/18 from 11:44am through 12:24pm during the noon meal revealed they had no preference about the place setting.</p> <p>Interview on 12/27/18 at 12:41pm with the SIC revealed:</p> <ul style="list-style-type: none"> -The residents were supposed to get a fork, knife, spoon and napkin. -She gave them the flat ware she thought they needed. -"They can eat everything with a fork, they don't need anything else." -"I see that she is having trouble with her potato." <p>Interview on 3/7/17 at 12:52pm with the Facility Manager revealed:</p> <ul style="list-style-type: none"> -She was aware that residents were supposed to 	C 261		

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C 261	Continued From page 2 have a complete place setting with their meals. -The residents should have a full place setting with "everything but the knives." -"It's a safety issue." -They will poke each other with their knives. -There had been no safety concerns or issues in this facility with residents poking each other with their knives. -She would be sure staff were aware all residents should be given a full place setting at each meal.	C 261		
C 280	10A NCAC 13G .0904(d)(3)(H) Nutrition and Food Service 10A NCAC 13G .0904 Nutrition and Food Service (d) Food Requirements in Family Care Homes: (3) Daily menus for regular diets shall include the following: (H) Water and Other Beverages: Water shall be served to each resident at each meal, in addition to other beverages. This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to assure that residents were being served water at every meal. The findings are: Observation of the lunch meal on 12/27/18 between 11:44am and 12:24pm revealed: -There were 3 place settings on the table for the meal. -The residents were served their meal of grilled chicken, okra and tomatoes, a baked potato, a roll and a 6 ounce can of soda. -There were 3 residents present for the lunch meal in the dining room.	C 280		

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C 280	<p>Continued From page 3</p> <ul style="list-style-type: none"> -One resident was out of the facility during the noon meal. -One resident ate her meal in her room and was served a can of soda and a cup of ice with her meal. -None of the residents consuming the meal were offered or served water with their meal. <p>Review of the facility's seven day menu for the week of 12/23/18 to 12/29/18 revealed:</p> <ul style="list-style-type: none"> -Residents were to be given beverages of choice for each meal. <p>Interviews on 12/28/18 between 11:44am and 12:24pm during the noon meal with 4 of 5 residents revealed:</p> <ul style="list-style-type: none"> -One resident stated she fixed her own beverage for the noon meal and did not fix water. -Two residents did not respond when asked. -One resident who ate in her room had no preference in having water. -One resident was out of the facility during the noon meal. <p>Interview on 12/27/18 at 12:00pm with the Supervisor-in-Charge (SIC) revealed:</p> <ul style="list-style-type: none"> -She had worked with the company for about a year and a half but usually did not work in this facility. -She was the relief SIC for this facility. -For the noon meal she was responsible to make the residents plates once they came from the main kitchen, set the table and serve the resident their drinks. -One resident usually gets her own drink, and she would fix something to drink for the other residents. -The residents were usually served tea and water for lunch and dinner and they received juice for breakfast. 	C 280		

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C 280	<p>Continued From page 4</p> <p>-She could not explain why she did not serve water with the noon meal.</p> <p>Interview on 12/27/18 at 12:10pm with the Facility Manager revealed:</p> <p>-The expectation was for each resident to be served water with each meal.</p> <p>-She would educate the SIC on serving water with each meal.</p>	C 280		