

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>HAL081014</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>11/13/2019</b>
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NAME OF PROVIDER OR SUPPLIER  <b>BROOKDALE FOREST CITY</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>493 PINEY RIDGE ROAD FOREST CITY, NC 28043</b>
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D 000	Initial Comments  The Adult Care Licensure Section completed an annual survey on November 12, 2019 and November 13, 2019.	D 000		
D 164	<p>10A NCAC 13F .0505 Training On Care Of Diabetic Resident</p> <p>10A NCAC 13F .0505 Training On Care Of Diabetic Residents An adult care home shall assure that training on the care of residents with diabetes is provided to unlicensed staff prior to the administration of insulin as follows:</p> <ul style="list-style-type: none"> <li>(1) Training shall be provided by a registered nurse, registered pharmacist or prescribing practitioner.</li> <li>(2) Training shall include at least the following: <ul style="list-style-type: none"> <li>(a) basic facts about diabetes and care involved in the management of diabetes;</li> <li>(b) insulin action;</li> <li>(c) insulin storage;</li> <li>(d) mixing, measuring and injection techniques for insulin administration;</li> <li>(e) treatment and prevention of hypoglycemia and hyperglycemia, including signs and symptoms;</li> <li>(f) blood glucose monitoring; universal precautions;</li> <li>(g) universal precautions;</li> <li>(h) appropriate administration times; and</li> <li>(i) sliding scale insulin administration.</li> </ul> </li> </ul> <p>This Rule is not met as evidenced by: Based on interviews and record reviews, the facility failed to ensure 1 of 5 sampled Medication Aides (Staff A) who administered insulin to</p>	D 164		

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

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D 164	<p>Continued From page 1</p> <p>residents completed training on the care of diabetic residents prior to the administration of insulin.</p> <p>The findings are:</p> <p>Review of Staff A, Medication Aide (MA), personnel record revealed: -Staff A was hired on 09/30/19. -There was no documentation that Staff A had received training on the care of diabetic residents.</p> <p>Review of a resident electronic Medication Administration Record (eMAR) for November 2019 revealed Staff A had documented she had administered insulin injections to a resident on 11/04/19 to 11/07/19, and 11/09/19 to 11/12/19 at 8:00pm. Attempted telephone interview with Staff A on 11/13/19 at 3:04pm was unsuccessful.</p> <p>Interview with the Corporate Nurse on 11/13/19 at 1:05pm revealed: -She was responsible for the diabetic training for the MA. -She did not complete Staff A's training. -Staff A did not receive diabetic training since hired.</p> <p>Interview with the Business Office Manager (BOM) on 11/13/19 at 3:19pm revealed: -The Health and Wellness Director was responsible for scheduling the diabetic training with the Corporate Nurse. -She was responsible for auditing personnel records and would send the Administrator a report of missing documents, expired training, or upcoming training needed by personnel. -She did not know why Staff A had not received diabetic training.</p>	D 164		

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D 164	<p>Continued From page 2</p> <p>Interview with the Health and Wellness Director on 11/13/19 at 3:30pm revealed: -Staff A did not receive diabetic training before administering diabetic medications and insulin injections to residents. -She did not know the MA's had to complete diabetic training before administering medications. -She thought she had "a couple of months" to get the MA's diabetic training completed after they were hired. -Staff A was a new hire and she accepted full responsibility for not scheduling diabetic training before Staff A administered medications.</p> <p>Telephone interview with the Administrator on 11/13/19 at 4:05pm revealed: -The Health and Wellness Director or the facility's district Corporate Nurse were responsible for the diabetic training for the MA. -She did not know why Staff A had not received diabetic training. -The BOM was responsible for auditing personnel records.</p>	D 164		
D 282	<p>10A NCAC 13F .0904(a)(1) Nutrition and Food Service</p> <p>10A NCAC 13F .0904 Nutrition and Food Service (a) Food Procurement and Safety in Adult Care Homes: (1) The kitchen, dining and food storage areas shall be clean, orderly and protected from contamination.</p> <p>This Rule is not met as evidenced by: Based on observations and interviews the facility</p>	D 282		

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D 282	<p>Continued From page 3</p> <p>failed to ensure food being stored in the produce cooler and freezer was protected from contamination related to unlabeled and undated food and food sitting on the floor of the freezer in boxes.</p> <p>The findings are:</p> <p>Review of the local Environmental Health Sanitation Report for the facility dated 09/19/19 revealed a score of 99.0.</p> <p>Observation of the produce refrigerator in the facility kitchen on 11/12/19 at 4:00pm revealed:</p> <ul style="list-style-type: none"> <li>-There was sliced peaches in a clear container with a lid and no label or opened date.</li> <li>-There was 4 pre-made bacon ranch pea salads in bowls, uncovered with no label or date.</li> <li>-A sixteen-ounce plastic container of strawberries with 2 strawberries with a white fuzzy substance on the exterior and several strawberries that appeared dry and discolored with no label or opened date.</li> </ul> <p>Observation of the freezer in the facility kitchen on 11/12/19 at 4:13pm revealed:</p> <ul style="list-style-type: none"> <li>-A cardboard box containing yeast raised donuts setting on the floor that was previously opened but had no date.</li> <li>-A cardboard box containing chocolate iced eclairs setting on the floor that was previously opened but had no date.</li> <li>-There was 24 chocolate chip cookies in a clear plastic bag with the top tied and no label or date.</li> <li>-There was twelve 4-ounce scoops of ice cream in bowls that were open to air with no label or date.</li> <li>-There was 15 fish patties in a clear plastic bag with the top of the bag tied and no label or date.</li> <li>-There was sweet potato waffle fries in a clear</li> </ul>	D 282		

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D 282	<p>Continued From page 4</p> <p>plastic bag with less than one-half of the fries remaining with no label or date.</p> <p>-There was tortellini in a clear plastic bag with less than one-half of the tortellini remaining with no label or date.</p> <p>-There was 13 sausage patties in a quart-sized bag with no label or date.</p> <p>-There was 2 packages of sausage links, each in a quart-sized bag with twelve to sixteen links in each bag, with no label or date.</p> <p>-There was 13 cornbread squares in a gallon-sized bag with no label or date.</p> <p>Interview with the Dietary Manager (DM) on 11/12/19 at 4:32pm revealed:</p> <p>-When they have food delivery on Wednesdays, sometimes they had to set boxes in the floor in the freezer because they don't have enough room on the shelves.</p> <p>-She often had an overflow of food items because she also had to order for activities and marketing.</p> <p>-When a space became available on the shelf, any dietary staff should be placing the boxes stored on the floor on the shelf.</p> <p>-She was aware they were not supposed to be setting boxes with food on the floor in the freezer.</p> <p>-She was responsible to ensure food was labeled and dated, boxes of food were on the shelves and not stored on the floor and spoiled foods were discarded was ultimately hers.</p> <p>Interview with the Administrator in Training on 11/13/19 at 3:40pm revealed:</p> <p>-She was not aware spoiled food was not being discarded, food in the produce cooler and freezer was not labeled and dated, or that food was being stored in boxes on the floor of the freezer.</p> <p>-Spoiled food should have been discarded.</p> <p>-Food should not have been stored on the floor.</p> <p>-All food items should have been packaged,</p>	D 282		

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D 282	Continued From page 5  dated and labeled appropriately.  Interview with the District Director of Operations on 11/13/19 at 4:05pm revealed: -She was not aware spoiled food was not being discarded, food in the produce cooler and freezer was not labeled and dated, or that food was being stored in boxes on the floor of the freezer. -The DM was responsible for ensuring spoiled food was discarded, items were labeled and dated and food was not being stored on the floor. -The Administrator in Training was responsible to make sure compliance was occurring in the dietary department.	D 282		
D 290	10A NCAC 13F .0904(c)(1) Nutrition And Food Service  10A NCAC 13F .0904 Nutrition And Food Service (c) Menus in Adult Care Homes: (1) Menus shall be prepared at least one week in advance with serving quantities specified and in accordance with the Daily Food Requirements in Paragraph (d) of this Rule.  This Rule is not met as evidenced by: Based on observation and staff interviews, the facility failed to prepare weekly menus with serving amounts specified and in adherence to the Adult Care Licensure daily food requirements.  The findings are:  Observation in the facility kitchen on 11/12/19 at 9:47am revealed:	D 290		

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D 290	<p>Continued From page 6</p> <p>-A menu for food served for 11/12/19 only was available and reviewed.</p> <p>-No menus were available to be reviewed after the date of 11/12/19.</p> <p>Observation of the menu on 11/12/19 at 9:47am revealed:</p> <p>-For breakfast, the menu listed sausage link, waffle, tropical fruit, with no serving quantities listed.</p> <p>-For lunch, the menu listed beef tips or chicken and dumplings, rice pilaf, field peas, dinner roll, bacon ranch pea salad, assorted pies and cakes, sherbet, with no serving quantities listed.</p> <p>-For dinner, the menu listed barbeque or egg salad sandwich, buttered corn, hash brown patty, chip and pickles, apple turnover, blushing pears and potato and bacon soup, with no serving quantities listed.</p> <p>Interview with the Dietary Manager (DM) on 11/12/19 at 9:51am revealed:</p> <p>-She usually plans the meals one week in advance.</p> <p>-Since April she had been completing the menus for a day or two at a time due to less time to prepare them because of lack of dietary staff.</p> <p>-She had not made a menu made yet for 11/13/19 or for the rest of the week.</p> <p>-She would make up the menu for 11/13/19 later today.</p> <p>Interview with the Administrator in Training on 11/13/19 at 3:40pm revealed:</p> <p>-She was unaware the facility needed to have the menus available for one week in advance.</p> <p>-She was unaware the only menu available on 11/12/19 in dietary was for 11/12/19 for meal services.</p>	D 290		

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D 290	Continued From page 7  Interview with the District Director of Operations on 11/13/19 at 4:05pm revealed: -She was not aware the DM did not have menus for a week at a time. -They were supposed to have a weekly menu that was posted. -The Dietary Manager was responsible to ensure the menus were available and posted weekly. -The Administrator in Training needed to verify compliance in the dietary department.	D 290		