

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>HAL036039</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>07/07/2022</b>
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NAME OF PROVIDER OR SUPPLIER  <b>TERRABELLA CRAMER MOUNTAIN</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>500 CRAMER MOUNTAIN ROAD</b> <b>CRAMERTON, NC 28032</b>
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{D 000}	Initial Comments  The Adult Care Licensure Section and the Gaston County Department of Social Services conducted a follow up survey from 07/06/22- 07/07/22.	{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: FOLLOW-UP TO B VIOLATION</p> <p>Based on these findings, the previous Type B Violation was not abated.</p> <p>Based on observations, interviews and record reviews, the facility failed to ensure therapeutic diets were served as ordered for 2 of 6 sampled residents related to a nectar thick liquid diet order (Resident #6) and a mechanical soft with ground meat diet order (Resident #5).</p> <p>The findings are:</p> <p>1. Review of Resident #6's current FL2 dated 10/12/21 revealed: -Diagnoses included adult failure to thrive, muscular deconditioning, dyspepsia (indigestion), oropharyngeal phase dysphagia (difficulty swallowing) and cough.</p>	{D 310}		

Division of Health Service Regulation 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>-A diet order was not documented.</p> <p>Review of Resident #6's Physician's order sheet dated 12/29/21 revealed an order for a mechanical soft diet and nectar thick liquids.</p> <p>Review of the facility's diet order board located in the kitchen on 07/06/22 revealed Resident #6 was on a mechanical soft diet.</p> <p>Review of the diet book in the kitchen on 07/06/22 revealed Resident #6 was ordered a mechanical soft diet with nectar thick liquids.</p> <p>Interview with the Dining Director on 07/07/22 at 9:18am and 2:28pm revealed:</p> <ul style="list-style-type: none"> <li>-He was responsible for updating the diet order board posted in the kitchen.</li> <li>-The diet order board was typically updated when a new resident moved in or when a diet order changed, but he had been busy lately and did not remember the last time it was updated.</li> <li>-A diet order book was kept in the kitchen and it was up to date with all the residents' diets.</li> <li>-He knew the diet order board should have been updated before this morning (07/07/22) since that was what personal care aides (PCA) referred to for diet orders but he had been too busy to update it.</li> </ul> <p>Review of the therapeutic diet menu for the lunch meal service on 07/06/22 revealed:</p> <ul style="list-style-type: none"> <li>-There was a therapeutic diet menu for a mechanical soft diet but there was a not a therapeutic diet menu that specifically addressed thickened liquids.</li> <li>-The planned menu for the mechanical soft diet was soft and bite sized ham, moistened roasted potato medley, spinach with tomatoes, no corn: replace with a minced and moist vegetable and</li> </ul>	{D 310}		

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{D 310}	<p>Continued From page 2</p> <p>ice cream served without nuts.</p> <p>Observation of Resident #6's lunch meal service on 07/06/22 at 12:19pm revealed: -She was served ground ham, rice, spinach with tomatoes and a scoop of cookies and cream ice cream (with soft chocolate cookies in it). -Her beverages included nectar thick water. -The ice cream was partially melted when it was served to her. -She ate 100% of the ice cream and spooned out all of the the liquid portion.</p> <p>Observation of Resident #6's room on 07/06/22 at 4:10pm revealed a half full 12-ounce bottle of store bought water (not nectar thickened) on a table and an empty 12-ounce bottle of water in the trash can.</p> <p>Interview with Resident #6 on 07/06/22 at 4:10pm revealed: -She drank three to four 12-ounce bottles of store bought water that was not nectar thick, that her family provided, each day to avoid dehydration. -Somedays she received thin liquid beverages with meals in the dining room, but she would not alert anyone when it happened since she did not like drinking nectar thickened liquids.</p> <p>Review of the therapeutic diet menu for the breakfast meal service on 07/07/22 revealed: -The facility was using the therapeutic diet menu from 07/05/22. -There was a therapeutic diet menu for a mechanical soft diet that included suggestions for thickened liquids. -The planned menu for the mechanical soft diet was a moistened waffle, a thickened hot or cold cereal, minced and moist bacon, a minced and moist scrambled egg, mashed fresh fruit and</p>	{D 310}		

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{D 310}	<p>Continued From page 3</p> <p>100% juice at the ordered thickness.</p> <p>Observation of the breakfast meal service for Resident #6 on 07/07/22 from 8:05am to 9:10am revealed:</p> <ul style="list-style-type: none"> <li>-Resident #6 was served grits, scrambled eggs, toast with jelly and ground sausage.</li> <li>-Her beverages included nectar thick coffee.</li> <li>-She told one of the maintenance staff that she no longer required nectar thick liquids and requested unthickened coffee as well as unthickened orange juice.</li> <li>-The maintenance staff took her nectar thick coffee off the table and poured a cup of unthickened coffee as well as a cup of unthickened orange juice.</li> <li>-The maintenance staff brought the drinks to her table and she took a sip of the unthickened coffee.</li> <li>-A personal care aide (PCA) was notified that she received thin liquids and replaced her beverages with nectar thick coffee as well as nectar thick orange juice.</li> <li>-A second PCA poured her a 4-ounce glass of unthickened water and did not thicken it to nectar consistency.</li> <li>-The second PCA refilled approximately a quarter of Resident #6's glass with unthickened orange juice on top of the nectar thick orange juice and did not stir the beverage.</li> <li>-Resident #6 coughed after eating and took a large sip of the orange juice then continued coughing and blew her nose.</li> <li>-She took several long sips of the unthickened water and coughed once then took several deep breaths into a napkin.</li> <li>-Staff was prompted to remove Resident #6's thinned liquid beverages.</li> </ul> <p>Interview with the Dining Director on 07/07/22 at</p>	{D 310}		

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{D 310}	<p>Continued From page 4</p> <p>9:18am revealed: -He prepared the breakfast that was planned for a different day on 07/07/22 because the residents did not like what was originally planned for 07/07/22. -Although the therapeutic diet menu called for minced and moist bacon, he substituted ground sausage to get the desired texture.</p> <p>Interview with the Maintenance Staff on 07/07/22 at 8:14am revealed: -She gave Resident #6 unthickened orange juice and coffee at breakfast on 07/07/22. -Resident #6 told her she no longer required thickened liquids and requested regular coffee and orange juice. -She did not help with meals often but sometimes helped pour coffee. -She did not confirm Resident #6's diet order with any other staff before giving Resident #6 beverages. -She was not familiar with any of the residents' diet orders.</p> <p>Interview with a PCA on 07/07/22 at 10:30am and 2:28pm revealed: -Resident #6 typically had nectar thick coffee and nectar thick orange juice with breakfast. -Sometimes Resident #6 would ask for water so she poured her a glass of unthickened water. -She did not thicken water for Resident #6 since she knew that Resident #6 drank regular store bought bottled water. -She never asked if Resident #6 had to be served nectar thick water with meals. -If a resident on thickened liquids needed their beverage "topped off" she would add thin liquid on top of the thickened beverage and not add any extra thickener. -She thought the thickener that was already in the</p>	{D 310}		

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{D 310}	<p>Continued From page 5</p> <p>cup would have been enough to thicken the liquid that was added.</p> <p>-She was unsure if she had served ice cream to Resident #6 the previous day at lunch but had served it to her in the past.</p> <p>-She thought Resident #6 could have ice cream since she received a nutritional shake.</p> <p>-She thought the consistency of ice cream was similar to the consistency of the nutritional shake.</p> <p>Interview with the Dining Director on 07/06/22 at 11:54am and 07/07/22 at 9:18am and 2:28pm revealed:</p> <p>-Due to a special agreement that Resident #6's family signed, she could have thin beverages in her room if they were provided by her family.</p> <p>-Since she had a signed physician's order for nectar thick liquids, everything the facility provided to Resident #6 had to be of nectar thick consistency.</p> <p>-He was not aware that Resident #6 was served ice cream during lunch on 07/06/22.</p> <p>-Resident #6 should have been served pudding instead of ice cream for dessert.</p> <p>-He thought PCAs received diet education in their clinical training but he also provided food service orientation that outlined appropriate foods for different therapeutic diet orders.</p> <p>-He expected them to know that ice cream was not allowed for residents that required thickened liquids.</p> <p>-He expected the PCAs to know Resident #6 required nectar thick liquids even though it was not on the diet board in the kitchen.</p> <p>Telephone interview with Resident #6's Primary Care Provider (PCP) on 07/06/22 at 3:40pm revealed:</p> <p>-Resident #6 had a swallowing study sometime in the past due to dysphagia and was ordered</p>	{D 310}		

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{D 310}	<p>Continued From page 6</p> <p>nectar thick liquids.</p> <p>-She was aware of Resident #6's family providing regular store bought bottled water for Resident #6 to drink and did not agree with their decision.</p> <p>-Resident #6 should not consume any regular consistency liquids since that could cause aspiration (A condition in which fluids are breathed into the lungs through the wind pipe. Which can result in cough, shortness of breath, wheezing and choking.) as well as aspiration pneumonia (A condition in which pneumonia that is caused by something other than air being inhaled into the respiratory tract).</p> <p>-She ordered Speech Therapy to reevaluate Resident #6's swallowing and determine the safest diet order for Resident #6; however, Resident #6's family would not consent to a swallowing study.</p> <p>-Resident #6 should not receive any regular consistency liquid from family until they sign a negotiated risk document to accept the liability of Resident #6 drinking unthickened liquid.</p> <p>Interview with the Administrator on 07/06/22 at 4:00pm revealed:</p> <p>-She created a negotiated risk document for Resident #6's family member to sign and acknowledge the risk of providing unthickened store bought bottled water when Resident #6's PCP ordered nectar thick liquids.</p> <p>-The family told her that the document would be signed when they came back from vacation.</p> <p>-The negotiated risk agreement only covered what the family provided and the kitchen would be required to serve Resident #6 nectar thick liquids.</p> <p>Review of Resident #6's negotiated risk form on 07/06/22 at 4:23pm revealed it was signed by a family member today (07/06/22).</p>	{D 310}		

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{D 310}	<p>Continued From page 7</p> <p>Attempted telephone interview with the facility's contracted dietitian on 07/07/22 at 10:17am was unsuccessful.</p> <p>Attempted telephone interview with Resident #6's family member on 07/07/22 at 10:44am was unsuccessful.</p> <p>Refer to interview with the Administrator on 07/07/22 at 11:11am.</p> <p>2. Review of Resident #5's current FL2 dated 10/28/21 revealed: -Diagnoses included dementia and gastroesophageal reflux disease (GERD). -The diet order was mechanical soft and chopped meats.</p> <p>Review of the therapeutic diet menu for the lunch meal service on 07/06/22 revealed: -There was a therapeutic diet menu for a mechanical soft diet. -The planned menu for the mechanical soft diet was soft and bite sized ham, moistened roasted potato medley, spinach with tomatoes, no corn: replace with a minced and moist vegetable and ice cream served without nuts.</p> <p>Observation of Resident #5's lunch meal service on 07/06/22 at 12:25pm revealed: -She was served chopped chicken with green beans, rice, spinach and tomatoes, succotash (corn and lima beans) and a scoop of cookies and cream ice cream (with soft chocolate cookies in it). -Her beverage was milk. -She ate 75% of the succotash.</p> <p>Interview with a personal care assistant (PCA) on</p>	{D 310}		

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{D 310}	<p>Continued From page 8</p> <p>07/06/22 at 12:25pm revealed: -The meal was sent to the Special Care Unit (SCU) in containers and it was the responsibility of the PCAs to plate and serve the meal. -Resident #5 was on a mechanical diet. -She thought Resident #5 could be served corn. -She had served Resident #5 corn in the past without adverse outcomes.</p> <p>Interview with the Dining Director on 07/06/22 at 12:30pm and on 07/07/22 at 9:18am revealed: -Residents on a mechanical soft diet could not have corn. -Appropriate side items for lunch on 07/06/22 would have been rice, tomato and spinach mixture or green beans. -PCAs should be aware of the diet order board and look at it to know what to serve residents on therapeutic diets. -He thought PCAs received diet education in their clinical training but he also provided food service orientation that outlined appropriate foods for different therapeutic diet orders. -The PCA that served corn to Resident #5 recently received food service orientation and should have known that corn was not allowed on a mechanical soft diet. -The SCU did not have a copy of the therapeutic diet menus and he was unsure if the PCAs would have been able to interpret them.</p> <p>Interview with the Special Care Coordinator (SCC) 07/07/22 at 11:14am and 12:05pm revealed: -The PCAs were responsible for plating and serving meals in the SCU. -Diet orders for all residents were on the PCAs' assignment sheets as well as on a list placed in the SCU kitchen cupboard. -She tried to observe meals but did not always do</p>	{D 310}		

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{D 310}	<p>Continued From page 9</p> <p>so.</p> <p>-When she observed a meal, she mainly checked residents received the texture of meat they were ordered and that all residents received a meal.</p> <p>Interview with the Administrator on 07/07/22 at 11:11am revealed:</p> <p>-She though the SCC was visually auditing every meal served in the SCU.</p> <p>-She did not think there were therapeutic diet menus in the SCU.</p> <p>Attempted telephone interview with Resident #3's Primary Care Provider (PCP) on 07/07/22 at 8:11am was unsuccessful.</p> <p>Refer to interview with the Administrator on 07/07/22 at 11:11am.</p> <p>Based on observations, interviews, and record reviews it was determined Resident #5 was not interviewable.</p> <p>Interview with the Administrator on 07/07/22 at 11:11am revealed:</p> <p>-The personal care aides (PCA) were expected to look at the diet board or diet book in the kitchen as the food was being plated and ensure the resident received the correct meal.</p> <p>-She expected the food service orientation training to give the PCAs a basic understanding of what was allowed on each diet.</p> <p>-She, the Dining Director and the Health and Wellness Director had been visually auditing meals in the dining rooms three to four times each week.</p> <p>-They looked at each plate to make sure residents had the correct food and beverages.</p> <p>-She looked at the therapeutic diet menus before each meal so she was aware of what was</p>	{D 310}		

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{D 310}	<p>Continued From page 10</p> <p>allowed on each diet.</p> <p>-If a resident was served something that was incorrect then she would take it back to the kitchen.</p> <p>-The process was started on 06/20/22, and she had not noticed any mistakes.</p> <p>-Staff did not record their visual meal audits.</p> <p>_____</p> <p>The facility failed to ensure therapeutic diets were served as ordered to 2 of 6 sampled residents with one resident (Resident #6) who had an order for nectar thick liquids and was served unthickened water, unthickened coffee and unthickened orange juice which caused increased coughing and labored breathing and placed the resident at risk for aspiration. This failure was detrimental to the health, safety and welfare of the residents which constitutes a Type B Violation.</p> <p>_____</p> <p>The facility provided a plan of protection in accordance with G.S. 131D-34 on 07/07/22 for this violation.</p> <p>CORRECTION DATE FOR THE TYPE B VIOLATION SHALL NOT EXCEED JULY 15, 2022.</p>	{D 310}		
{D912}	<p>G.S. 131D-21(2) Declaration of Residents' Rights</p> <p>G.S. 131D-21 Declaration of Residents' Rights Every resident shall have the following rights: 2. To receive care and services which are adequate, appropriate, and in compliance with relevant federal and state laws and rules and regulations.</p> <p>This Rule is not met as evidenced by:</p>	{D912}		

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{D912}	<p>Continued From page 11</p> <p>Based on observations, interviews and record review, the facility failed to ensure residents received care and services which are adequate, appropriate and in compliance with relevant federal and state laws and rules and regulations related to nutrition and food service.</p> <p>The findings are:</p> <p>Based on observations, interviews and record reviews, the facility failed to ensure therapeutic diets were served as ordered for 2 of 6 sampled residents related to a nectar thick liquid diet order (Resident #6) and a mechanical soft with ground meat diet order (Resident #5). [Refer to tag 310, 10A NCAC 13F .0904(e)(4) Nutrition and Food Service (TYPE B VIOLATION)].</p>	{D912}		