

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL014004	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 02/07/2024
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NAME OF PROVIDER OR SUPPLIER THE SHAIRE CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 1450 SHAIRE CENTER DRIVE LENOIR, NC 28645
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D 000	Initial Comments The Adult Care Licensure Section conducted an annual survey on February 6-7, 2024.	D 000		
D 296	<p>10A NCAC 13F .0904(c)(7) Nutrition And Food Service</p> <p>10A NCAC 13F .0904 Nutrition And Food Service (c) Menus in Adult Care Homes: (7) The facility shall have a matching therapeutic diet menu for any resident's physician-ordered therapeutic diet for guidance of food service staff.</p> <p>This Rule is not met as evidenced by: Based on observation, interviews and record reviews the facility failed to have a matching therapeutic diet menu for the guidance of food service staff for 2 of 2 sampled residents (#1 and #6) who had a physician ordered pureed diet.</p> <p>The findings are:</p> <p>1. Review of Resident #1's current FL2 dated 01/22/24 revealed: -Diagnoses included dementia. -An order for a pureed diet.</p> <p>Review of the therapeutic diet list posted in the kitchen revealed Resident #1 received a pureed diet.</p> <p>Observation of the kitchen on 02/06/24 at 9:45am revealed there was no therapeutic diet menu available for a pureed diet.</p>	D 296		

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

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D 296	<p>Continued From page 1</p> <p>Refer to interview with the Food Service Director (FSD) on 02/06/24 at 9:45am and 1:34pm.</p> <p>Refer to interview with the facility contracted RD on 02/06/24 at 2:03pm.</p> <p>Refer to telephone interview with the DM at the sister facility on 02/07/24 at 10:50am.</p> <p>Refer to interview with the Administrator on 02/07/24 at 2:10pm.</p> <p>2. Review of Resident #6's current FL2 dated 01/22/24 revealed: -Diagnoses included dementia. -An order for a regular consistency diet.</p> <p>Review of Resident #6's subsequent physician orders dated 02/05/24 revealed a change to a pureed diet.</p> <p>Review of the therapeutic diet list posted in the kitchen revealed Resident #6 received a pureed diet.</p> <p>Observation of the kitchen on 02/06/24 at 9:45am revealed there was no therapeutic diet menu available for a pureed diet.</p> <p>Refer to interview with the Food Service Director (FSD) on 02/06/24 at 9:45am and 1:34pm.</p> <p>Refer to interview with the facility contracted RD on 02/06/24 at 2:03pm.</p> <p>Refer to telephone interview with the DM at the sister facility on 02/07/24 at 10:50am.</p> <p>Refer to interview with the Administrator on</p>	D 296		

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D 296	<p>Continued From page 2</p> <p>02/07/24 at 2:10pm.</p> <p>Interview with the Food Service Director (FSD) on 02/06/24 at 9:45am and 1:34pm revealed:</p> <ul style="list-style-type: none"> -The Dietary Manager (DM) at the sister facility next door designed the menus several years ago and contracted with the Registered Dietitian (RD) who reviewed and approved the menus. -The facility did not use a menu to prepare pureed therapeutic diets. -The facility pureed all the foods that were listed on the mechanical soft menu. -The FSD and the kitchen supervisors trained all new employees on how to puree foods. -The cooks "just know" what foods pureed well and which foods did not puree well. <p>Interview with the facility contracted RD on 02/06/24 at 2:03pm revealed:</p> <ul style="list-style-type: none"> -She provided consultation to the facility upon request. -She approved the menus for the facility several years ago, including a pureed menu. -She was not aware the facility was using the mechanical soft menu as guidance for the pureed menu. <p>Telephone interview with the DM at the sister facility on 02/07/24 at 10:50am revealed:</p> <ul style="list-style-type: none"> -She and the FSD designed the current menus in 2019 and the consulting RD approved them. -They had a regular menu, a mechanical soft menu and a pureed menu available. -The mechanical soft menu was used as guidance for serving a pureed diet. -They used the mechanical soft menu rather than the puree menu because "we just know what pureed well and what did not puree well". <p>Interview with the Administrator on 02/07/24 at</p>	D 296		

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D 296	Continued From page 3 2:10pm revealed: -Several years ago the consulting RD, the DM and the FSD designed menus that the residents liked, including a pureed menu. -She thought the pureed menus were being used for guidance.	D 296		
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 ensure 2 of 2 sampled residents (#1 and #6) were served a physician ordered pureed diet.</p> <p>The findings are:</p> <p>1. Review of Resident #1's current FL2 dated 01/22/24 revealed: -Diagnoses included dementia. -An order for a pureed diet.</p> <p>Review of the therapeutic diet list posted in the kitchen revealed Resident #1 received a pureed diet.</p> <p>Observation of the kitchen on 02/06/24 at 9:45am revealed there was no therapeutic diet menu available for a pureed diet.</p> <p>Observation of the lunch meal service on 02/06/24 at 12:53pm revealed the meal consisted</p>	D 310		

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D 310	<p>Continued From page 4</p> <p>of ham, sweet potatoes, mixed greens, a biscuit and pineapple fluff for dessert.</p> <p>Observation of Resident #1 during the lunch meal service on 02/06/24 at 12:53pm revealed: -Resident #1 received a plate of pureed food. -He occasionally manipulated a very small piece of food to the front of his mouth and used a spoon to remove it and place it on the edge of his plate.</p> <p>Interview with a medication aide (MA) on 02/06/24 at 1:00 revealed Resident #1 was changed to a pureed diet more than a year ago because he started pocketing food in his cheek instead of chewing it.</p> <p>Observation of the lunch meal service on 02/07/24 at 12:30pm revealed the meal consisted of chicken Alfredo, garlic bread and a vegetable mix containing broccoli, cauliflower and carrots.</p> <p>Observation of Resident #1 during the lunch meal service on 02/07/24 at 12:30pm revealed: -Resident #1 received a plate of pureed food. -He occasionally manipulated a small piece of food to the front of his mouth and used a spoon to remove it and place it on the edge of his plate.</p> <p>Refer to interview with the Food Service Director (FSD) on 02/06/24 at 9:45am and 1:34pm.</p> <p>Refer to observation of a plate containing pureed food on 02/06/24 at 1:30pm.</p> <p>Refer to interview with the facility contracted Registered Dietitian (RD) on 02/06/24 at 2:03pm.</p> <p>Refer to observation in the kitchen on 02/07/24 at 12:45pm.</p>	D 310		

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D 310	<p>Continued From page 5</p> <p>Refer to interview with the 2 dietary staff who attempted to puree the vegetable on 02/07/24 at 12:45pm.</p> <p>Refer to interview with the Administrator on 02/07/24 at 2:10pm</p> <p>2. Review of Resident #6's current FL2 dated 01/22/24 revealed: -Diagnoses included dementia. -An order for a regular consistency diet.</p> <p>Review of Resident #6's physician orders dated 02/05/24 revealed a change to a pureed diet.</p> <p>Review of the therapeutic diet list posted in the kitchen revealed Resident #6 received a pureed diet.</p> <p>Observation of the kitchen on 02/06/24 at 9:45am revealed there was no therapeutic diet menu available for a pureed diet.</p> <p>Observation of the lunch meal service on 02/06/24 at 12:53pm revealed the meal consisted of ham, sweet potatoes, mixed greens, a biscuit and pineapple fluff for dessert.</p> <p>Observation of Resident #6 during the lunch meal service on 02/06/24 at 12:53pm revealed Resident #6 received a plate of pureed food.</p> <p>Observation of the lunch meal service on 02/07/24 at 12:30pm revealed the meal consisted of chicken Alfredo, garlic bread and a vegetable mix containing broccoli, cauliflower and carrots.</p> <p>Observation of Resident #6 during the lunch meal service on 02/07/24 at 12:30pm revealed</p>	D 310		

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D 310	<p>Continued From page 6</p> <p>Resident #6 received a plate of pureed food.</p> <p>Interview with a personal care aide (PCA) on 02/07/24 at 12:30pm revealed: -Resident #6 was changed to a pureed diet on 02/05/24. -Resident #6 had COVID-19 several years ago and continued to cough, including during her meals. -The staff thought she might cough less with a pureed diet so the primary care provider changed her to a puree diet 2 days ago to see if it reduced coughing during mealtimes.</p> <p>Refer to interview with the Food Service Director (FSD) on 02/06/24 at 9:45am and 1:34pm.</p> <p>Refer to observation of a plate containing pureed food on 02/06/24 at 1:30pm.</p> <p>Refer to interview with the facility contracted Registered Dietitian (RD) on 02/06/24 at 2:03pm.</p> <p>Refer to observation in the kitchen on 02/07/24 at 12:45pm.</p> <p>Refer to interview with the 2 dietary staff who attempted to puree the vegetable on 02/07/24 at 12:45pm.</p> <p>Refer to interview with the Administrator on 02/07/24 at 2:10pm</p> <p>_____ Interview with the Food Service Director (FSD) on 02/06/24 at 9:45am and 1:34pm revealed: -The facility did not use a pureed diet menu. -The facility pureed all the foods that were listed on the mechanical soft menu. -The FSD and the kitchen supervisors trained all new employees how to puree foods.</p>	D 310		

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D 310	<p>Continued From page 7</p> <ul style="list-style-type: none"> -The cooks "just know" what foods pureed well and which foods did not puree well. -She did not realize the pureed foods were not pureeing to a smooth consistency. <p>Observation of a plate containing pureed food on 02/06/24 at 1:30pm revealed:</p> <ul style="list-style-type: none"> -The pureed ham contained very small pieces that appeared to be the dark edge of the ham that did not puree well. -The pureed greens were stringy, containing some half inch long pieces that appeared to be the stems of the greens. -The pureed pineapple was stringy. <p>Interview with the facility contracted RD on 02/06/24 at 2:03pm revealed:</p> <ul style="list-style-type: none"> -She provided consultation to the facility upon request. -She approved the menus for the facility several years ago, including a pureed menu. -She was not aware the facility was using the mechanical soft menu as guidance for the pureed menu. -A puree menu was needed because some foods did not puree well and were excluded from the pureed menu. -Greens and ham usually pureed smoothly but if they were not it could be that the staff were not letting the processor run long enough to obtain a smooth consistency or the food processor needed a new blade. -Pineapple was excluded from the puree menu because it did not puree well; another fruit would be substituted when a pineapple dish was on the regular menu. <p>Observation in the kitchen on 02/07/24 at 12:45pm revealed:</p> <ul style="list-style-type: none"> -The chicken Alfredo and the mixed vegetables 	D 310		

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D 310	<p>Continued From page 8</p> <p>appeared to be mostly pureed but did not have a smooth consistency.</p> <ul style="list-style-type: none"> -Two dietary staff placed some of the mixed vegetable that was served at lunch in the food processor and let the processor operate for about 2 minutes. -The broccoli and cauliflower pureed to a uniform smooth consistency, but the carrot did not completely puree. <p>Interview with the 2 dietary staff who attempted to puree the vegetable on 02/07/24 at 12:45pm revealed:</p> <ul style="list-style-type: none"> -It was not uncommon for the pureed food to have very small pieces that did not become smooth like the rest of the food. -They thought the pureed food was smooth enough even if it contained very small pieces. -They thought a new blade in the food processor might make the pureed food smoother. <p>Interview with the Administrator on 02/07/24 at 2:10pm revealed:</p> <ul style="list-style-type: none"> -Several years ago the consulting RD, the DM and the FSD designed menus that the residents liked, including a pureed menu. -She thought the pureed menus were being utilized by dietary staff. -She was not aware the pureed food was not processing to the proper consistency. 	D 310		