


Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL085011	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 02/08/2024
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NAME OF PROVIDER OR SUPPLIER MOUNTAIN VALLEY LIVING CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 1135 TAYLOR ROAD WESTFIELD, NC 27053
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D 000	Initial Comments The Adult Care Licensure Section conducted an annual survey from 02/07/24 to 02/08/24.	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 observations, record reviews, and interviews, the facility failed to have matching therapeutic diet menus for food service guidance for 2 of 4 sampled residents (#2 and #4) who had an order for a consistent carbohydrate and chopped meats diet (#2) and who had an order for a regular diet with chopped meats (#4).</p> <p>The findings are: Observation of the kitchen on 02/07/24 at 10:00am revealed: -There were week-at-a-glance menus on a clipboard hanging on the wall, but no therapeutic diet menus. -There was an undated therapeutic diet list posted in he kitchen with a list of 10 residents with diet orders for a chopped meats diet.</p> <p>1. Review of Resident #2's current FL2 dated</p>	D 296	<p>Administrator/Dietary Manager will complete weekly checks of the facility menu to ensure the menu is posted and items from the menu are in the facility according to diet orders.</p> <p>RCC will provide Dietary Manager and Administrator with a diet list weekly of all residents to ensure diets are being followed according to diet order. Any diet orders that change throughout the week the RCC will notify the Dietary Manager and Administrator.</p>	<p>2/9/24</p> <p>2/12/24</p>

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE 	TITLE Regional Director (X6) DATE 2/23/24
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Reviewed and acknowledged 2/26/24. SG

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D 296	<p>Continued From page 1</p> <p>11/22/23 revealed diagnoses included diabetes mellitus type 2, dementia, and hypokalemia.</p> <p>Review of Resident #2's diet order dated 11/20/23 revealed an order for a consistent carbohydrate diet with chopped meats.</p> <p>Review of the facility's undated therapeutic diet list posted in the kitchen revealed Resident #2 was to be served a chopped meats diet.</p> <p>Review of the facility's menus revealed there was no therapeutic diet menu for a consistent carbohydrate or chopped meats diet available.</p> <p>Review of the facility's week-at-a-glance menu for the lunch meal service on Wednesday, 02/07/24, for regular diets revealed chicken teriyaki, fried rice, stir fry vegetable blend, wheat dinner roll, margarine, New York style cheesecake, 2% milk and coffee were to be served.</p> <p>Observation of the lunch meal service on 02/07/24 between 12:00pm and 12:28pm revealed: -Resident #2 was served a cut up piece of breaded chicken breast, cooked broccoli, rice, dinner roll, coffee, unsweetened iced tea, and two peanut butter cookies. -Resident #2 consumed 75% of her meal including one of the peanut butter cookies.</p> <p>Based on observation of the lunch meal service on 02/07/24, it could not be determined if Resident #2 was served the correct therapeutic diet due to no consistent carbohydrate or chopped meats diet menu available for staff guidance.</p> <p>Interview with Resident #2 on 02/07/24 at 3:40pm</p>	D 296		

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D 296	<p>Continued From page 2</p> <p>revealed:</p> <ul style="list-style-type: none"> -The kitchen always cut up her meat for her. -She did not have trouble eating meat the way it was served to her. -She was served the same meal as everyone else at the facility. -She did not know if she was supposed to receive a consistent carbohydrate or special diet or not. <p>Attempted telephone interview with Resident #2's primary care provider (PCP) on 02/07/24 at 2:30pm was unsuccessful.</p> <p>Refer to interview with a kitchen staff on 02/07/24 at 10:10am.</p> <p>Refer to telephone interview with the Dietary Manager (DM) on 02/07/24 at 2:17pm.</p> <p>Refer to interview with a personal care aide (PCA) on 02/07/24 at 3:42pm.</p> <p>Refer to Interview with the Resident Care Coordinator (RCC) on 02/07/24 at 3:50pm.</p> <p>Refer to interview with a medication aide (MA) on 02/07/24 at 3:55pm.</p> <p>Refer to interview with a second kitchen staff on 02/08/24 at 9:40am.</p> <p>Refer to interview with the Administrator on 02/08/24 at 10:05am.</p> <p>2. Review of Resident #4's current FL2 dated 05/29/23 revealed diagnoses included prediabetes, hyperlipidemia, intellectual disability, and hypertensive chronic kidney disease.</p> <p>Review of Resident #4's diet order dated 11/20/23</p>	D 296		

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D 296	<p>Continued From page 3</p> <p>revealed an order for a regular diet with chopped meats.</p> <p>Review of the facility's undated therapeutic diet list posted in the kitchen revealed Resident #4 was to be served a chopped meats diet.</p> <p>Review of the facility's menus revealed there was no therapeutic diet menu for a chopped meats diet available.</p> <p>Review of the facility's week-at-a-glance menu for the lunch meal service on Wednesday, 02/07/24, for regular diets revealed chicken teriyaki, fried rice, stir fry vegetable blend, wheat dinner roll, margarine, New York style cheesecake, 2% milk and coffee were to be served.</p> <p>Observation of the lunch meal service on 02/07/24 between 12:00pm and 12:34pm revealed:</p> <ul style="list-style-type: none"> -Resident #4 was served a cut up piece of breaded chicken breast, cooked broccoli, rice, dinner roll, coffee, unsweetened iced tea, and two peanut butter cookies. -Resident #4 consumed 100% of her tea, rice, dinner roll, and peanut butter cookies, and did not eat the chicken or broccoli. <p>Based on observation of the lunch meal service on 02/07/24, it could not be determined if Resident #4 was served the correct therapeutic diet due to no chopped meats diet menu available for staff guidance.</p> <p>Interview with Resident #4 on 02/07/24 at 3:45pm revealed:</p> <ul style="list-style-type: none"> -She did not like chicken or she would have eaten the chicken served at lunch. -The kitchen cut her meat up for her and she was 	D 296		

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D 296	<p>Continued From page 4</p> <p>able to eat it how they prepared it.</p> <p>Attempted telephone interview with Resident #4's primary care provider (PCP) on 02/07/24 at 2:30pm was unsuccessful.</p> <p>Refer to interview with a kitchen staff on 02/07/24 at 10:10am.</p> <p>Refer to telephone interview with the Dietary Manager (DM) on 02/07/24 at 2:17pm.</p> <p>Refer to interview with a personal care aide (PCA) on 02/07/24 at 3:42pm.</p> <p>Refer to Interview with the Resident Care Coordinator (RCC) on 02/07/24 at 3:50pm.</p> <p>Refer to interview with a medication aide (MA) on 02/07/24 at 3:55pm.</p> <p>Refer to interview with a second kitchen staff on 02/08/24 at 9:40am.</p> <p>Refer to interview with the Administrator on 02/08/24 at 10:05am.</p> <p>_____</p> <p>Interview with a kitchen staff on 02/07/24 at 10:10am revealed:</p> <ul style="list-style-type: none"> -She was responsible for preparing, cooking and helping to serve the meals to residents. -The only diets served at the facility were regular, or regular with chopped meats. -She did not chop any foods other than meats for the residents with chopped diets because the rest of the foods were always served soft. -The only menu she had for guidance to prepare meals was the week-at-a-glance menu. -There were no therapeutic diet menus to guide her while preparing meals for residents with 	D 296		

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D 296	<p>Continued From page 5</p> <p>therapeutic diet orders.</p> <ul style="list-style-type: none"> -She was not aware of any residents being ordered a consistent carbohydrate diet. -All residents were served the same foods at mealtimes. <p>Telephone interview with the DM on 02/07/24 at 2:17pm revealed:</p> <ul style="list-style-type: none"> -The only diet orders the facility currently had were regular and chopped meats. -He was not aware of any residents having a consistent carbohydrate diet orders. -The RCC would be responsible for notifying kitchen staff if a resident's diet order changed. -There was a therapeutic diet list posted in the kitchen which listed which residents had an order for chopped meats. -The kitchen did not have any therapeutic diet menus. -He was aware that the kitchen was supposed to have therapeutic diet menus to match each therapeutic diet offered by the facility. -He had not asked the Administrator for therapeutic diet menus because at the time, the only therapeutic diet ordered was chopped meats and he knew how to prepare those meals. -If a resident was ordered a consistent carbohydrate or other therapeutic diet, he would need a corresponding therapeutic diet menu to guide him in meal preparation. -The Administrator was responsible for obtaining diet orders and menus. <p>Interview with a PCA on 02/07/24 at 3:42pm revealed:</p> <ul style="list-style-type: none"> -She helped to pass plates to the residents at meal times. -There was a list posted in the kitchen as to which residents were to receive a plate containing chopped meats. 	D 296		

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D 296	<p>Continued From page 6</p> <p>-There were no other special diet types served at the facility besides regular and chopped meats.</p> <p>Interview with the RCC on 02/07/24 at 3:50pm revealed:</p> <p>-She or the medication aides (MA) were responsible for taking new diet orders from the fax machine and giving a copy of the order to the kitchen.</p> <p>-She was not aware of any residents being ordered a therapeutic diet other than chopped meats.</p> <p>-She had recently began employment at the facility and had not had the chance to audit diet orders yet.</p> <p>Interview with a MA on 02/07/24 at 3:55pm revealed:</p> <p>-The kitchen had a list post of which residents were to receive chopped meats.</p> <p>-She was not familiar with any residents having diet orders other than chopped meats or regular.</p> <p>-She usually worked second shift and new diet orders did not typically come to the facility during her shift.</p> <p>-She had not seen any diet orders for therapeutic diets for any of the residents.</p> <p>Interview with a second kitchen staff on 02/08/24 at 9:40am revealed:</p> <p>-She had worked in the kitchen for about two and a half months but had many years of dietary and kitchen experience.</p> <p>-There was always a binder on the table in the back of the kitchen, but she could not remember if therapeutic diet menus had been in the binder.</p> <p>-She thought she had seen therapeutic diet menus before, but it was for other diet types such as low concentrated sweets rather than consistent carbohydrate.</p>	D 296		

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D 296	<p>Continued From page 7</p> <ul style="list-style-type: none"> -She mostly used the week-at-a-glance menu to prepare meals. -The diets currently served at the facility were regular, diabetic, and chopped. -The Administrator was responsible for giving new or updated diet orders to the kitchen. -She was not aware that any of the residents were ordered a consistent carbohydrate diet. <p>Interview with the Administrator on 02/08/24 at 10:05am revealed:</p> <ul style="list-style-type: none"> -She was not aware the kitchen needed therapeutic diet menus in addition to the week-at-a-glance menu. -The previous evening on 02/07/24, she found the therapeutic diet menus on her computer and printed them for the kitchen. -The kitchen staff or DM had not asked her for therapeutic diet menus. -The kitchen staff prepared meals based on the week-at-a-glance menu that was posted on a clipboard in the kitchen. -She thought the kitchen staff were aware of the residents who were ordered therapeutic diets and serving them appropriately. 	D 296		