

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>HAL034026</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  <b>02/28/2024</b>
NAME OF PROVIDER OR SUPPLIER  <b>BRIGHTON GARDENS OF WINSTON SALEM</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>2601 REYNOLDA ROAD WINSTON SALEM, NC 27106</b>		
(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
D 000	Initial Comments  The Adult Care Licensure Section conducted an annual survey on 02/27/24 and 02/28/24.	D 000		
D 299	10A NCAC 13F .0904(d)(3) Nutrition And Food Service  10A NCAC 13F .0904 Nutrition And Food Service (d) Food Requirements in Adult Care Homes: (3) Daily menus for regular diets shall be based on the U.S. Department of Agriculture Dietary guidelines for Americans 2020-2025, which are hereby incorporated by reference including subsequent amendments and editions. These guidelines can be found at <a href="https://dietaryguidelines.gov/sites/default/files/2021-03/Dietary_Guidelines_for_Americans-2020-2025.pdf">https://dietaryguidelines.gov/sites/default/files/2021-03/Dietary_Guidelines_for_Americans-2020-2025.pdf</a> for no cost.  This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to ensure 8 ounces of milk was served three times daily to residents in the Special Care Unit (SCU).  The findings are:  Review of the facility's week-at-a-glance menu for regular diets revealed milk was listed on the menu for breakfast and dinner but not for lunch or snack times.  Observation of the lunch meal service in the SCU on 02/27/24 between 12:20pm and 12:45pm revealed: -There were 17 residents present in the dining	D 299		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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D 299	<p>Continued From page 1</p> <p>room.</p> <ul style="list-style-type: none"> <li>-Residents each had two glasses at their place setting.</li> <li>-Staff went to each resident offering milk and other beverages.</li> <li>-Four residents were poured a glass of milk.</li> </ul> <p>Observation of the breakfast meal service in the SCU on 02/28/24 between 8:35am and 9:10am revealed:</p> <ul style="list-style-type: none"> <li>-There were 18 residents present in the dining room.</li> <li>-Residents each had two glasses at their place setting in addition to the option of coffee.</li> <li>-Staff went to each resident offering milk and other beverages.</li> <li>-Twelve residents were poured a glass of milk.</li> </ul> <p>Observation of the kitchenette in the SCU on 02/28/24 at 9:05am revealed there was one gallon of whole milk available to serve.</p> <p>Observation of the main kitchen on 02/28/24 at 10:12am revealed there were 6 unopened gallons of milk in addition to the opened gallon of milk in the SCU.</p> <p>Interview with a Lead Care Manager (LCM) on 02/28/24 at 9:50am revealed:</p> <ul style="list-style-type: none"> <li>-She was a supervisor in the SCU.</li> <li>-At mealtimes, the staff did tableside dining where they offered milk and other beverages to each resident.</li> <li>-If a resident declined milk, they did not pour a glass of milk for that resident.</li> <li>-She did not know that each resident was supposed to be poured a glass of milk three times daily.</li> <li>-She had not been told to pour a glass of milk for each resident at each meal, only to offer milk to</li> </ul>	D 299		

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D 299	<p>Continued From page 2</p> <p>each resident at each meal.</p> <p>Interview with a personal care aide (PCA) on 02/28/24 at 10:00am revealed:</p> <ul style="list-style-type: none"> <li>-During meal service, each resident had their choice of juice, water, milk, or something else.</li> <li>-It was optional for the residents to accept milk or not.</li> <li>-She did not pour a glass of milk for each resident at each meal.</li> <li>-She did not know that each resident was supposed to be poured a glass of milk three times daily.</li> </ul> <p>Interview with the Special Care Unit Coordinator (SCUC) on 02/28/24 at 10:05am revealed:</p> <ul style="list-style-type: none"> <li>-The staff were expected to offer milk to each resident at every meal.</li> <li>-She thought not all residents received a glass of milk with every meal because the staff got used to which residents did not like to drink milk and they did not pour milk for those residents.</li> <li>-None of the residents had an order to not receive milk at meal times.</li> <li>-They offered milk during the 3:00pm snack, but they did not keep track of how many glasses of milk each resident received each day.</li> </ul> <p>Interview with a second LCM on 02/28/24 at 1:28pm revealed:</p> <ul style="list-style-type: none"> <li>-Milk was offered at every meal but if a resident said they did not want milk, the staff did not pour them a glass of milk.</li> <li>-Milk was offered during snack times but if a resident declined milk, they gave them a different beverage.</li> <li>-They did not keep track of how many glasses of milk each resident received daily.</li> </ul> <p>Interview with the Dietary Service Coordinator on</p>	D 299			

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D 299	Continued From page 3  02/28/24 at 1:50pm revealed: -In the SCU, the tables were to be pre-set with a glass of milk for each resident. -Each staff person was trained upon hire that residents in the SCU were to be poured a glass of milk at every meal. -She did not know that not all residents were poured a glass of milk at every meal.  Interview with the Administrator on 02/28/24 at 2:00pm revealed: -He did not know that not all residents in the SCU were being served milk three times daily. -His expectation was that staff would serve each resident a glass of milk at every meal.	D 299		
D 306	10A NCAC 13F .0904(d)(4) Nutrition and Food Service  10A NCAC 13F .0904 Nutrition and Food Service (d) Food Requirements in Adult Care Homes: (4) Water shall be served to each resident at each meal, in addition to other beverages.  This STANDARD is not met as evidenced by: Based on observations and interviews, the facility failed to ensure water was served in addition to other beverages to each resident in the Special Care Unit (SCU).  The findings are:  Review of the facility's week-at-a-glance menu for regular diets revealed water was not listed on the	D 306		

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D 306	<p>Continued From page 4</p> <p>menu.</p> <p>Observation of the lunch meal service in the SCU on 02/27/24 between 12:20pm and 12:45pm revealed:</p> <ul style="list-style-type: none"> <li>-There were 17 residents present in the dining room.</li> <li>-The residents had two glasses each at their place setting.</li> <li>-Staff went to each resident offering water and other beverages.</li> <li>-Seven residents were poured a glass of water.</li> </ul> <p>Observation of the breakfast meal service in the SCU on 02/28/24 between 8:35am and 9:10am revealed:</p> <ul style="list-style-type: none"> <li>-There were 18 residents present in the dining room.</li> <li>-The residents had two glasses each at their place setting in addition to the option of coffee.</li> <li>-Staff went to each resident offering water and other beverages.</li> <li>-Ten residents were poured a glass of water.</li> </ul> <p>Observation of the kitchenette in the SCU on 02/28/24 at 9:05am revealed there was a pitcher of water available to serve along with other beverages.</p> <p>Observation of the main kitchen on 02/28/24 at 10:12am revealed there was a box containing six 46-ounce cartons of nectar-thickened water.</p> <p>Interview with a Lead Care Manager (LCM) on 02/28/24 at 9:50am revealed:</p> <ul style="list-style-type: none"> <li>-She was a supervisor in the SCU.</li> <li>-At mealtimes, the staff did tableside dining where they offered water and other beverages to each resident.</li> <li>-If a resident declined water, they did not pour a</li> </ul>	D 306		

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D 306	<p>Continued From page 5</p> <p>glass of water for that resident.</p> <p>-She was not aware each resident was supposed to be poured a glass of water at every meal.</p> <p>-She had not been told to pour a glass of water for each resident at each meal, only to offer water to each resident at each meal.</p> <p>Interview with a personal care aide (PCA) on 02/28/24 at 10:00am revealed:</p> <p>-During meal service, each resident had their choice of juice, water, milk, or something else.</p> <p>-It was optional for the residents to accept water or not.</p> <p>-She did not pour a glass of water for each resident at each meal.</p> <p>-She did not know each resident was supposed to be poured a glass of water at every meal.</p> <p>Interview with the Special Care Unit Coordinator (SCUC) on 02/28/24 at 10:05am revealed:</p> <p>-The staff were expected to offer water to each resident at every meal.</p> <p>-She did not know that not all of the residents were served water at each meal.</p> <p>Interview with a second LCM on 02/28/24 at 1:28pm revealed:</p> <p>-Water was offered at every meal but if a resident said they did not want water, the staff did not pour them a glass of water.</p> <p>-She did not know each resident was supposed to be poured a glass of water at every meal.</p> <p>Interview with the Dietary Service Coordinator on 02/28/24 at 1:50pm revealed:</p> <p>-In the SCU, the tables were to be pre-set with a glass of water for each resident.</p> <p>-Each staff person was trained upon hire that residents in the SCU were to be poured a glass of water at every meal.</p>	D 306		

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D 306	<p>Continued From page 6</p> <p>-She did observe meals in the SCU but had not noticed that not everyone received water. -She did not know that not all residents were poured a glass of water at every meal.</p> <p>Interview with the Administrator on 02/28/24 at 2:00pm revealed: -He did not know that not all residents in the SCU were being served water at each meal. -His expectation was that staff would serve each resident a glass of water at every meal.</p>	D 306		