

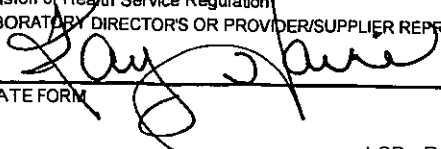
Division of Health Service Regulation

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	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	<p>This Plan of Correction is submitted to address deficiencies cited under Tag #D296</p> <p>This is to state that we do not concur with this recommendation as stated for deficient practice. Upon finding stated deficiencies.</p> <p>On February 8, 2024 (2) new types of processor blades were ordered and were put into use on February 27, 2024 to ensure proper consistency of puree foods.</p> <p>On February 9, 2024 menus were revised and updated by Food Service Director (FSD) under consultation with Certified Dietary Manager (CDM) at sister facility and Registered Dietician (RD) to include extensions for mechanical soft and puree therapeutic diets and their textures.</p> <p>On February 12, 2024, Food Service Director (FSD) and Director of Nurses (DON) audited and reviewed current residents' therapeutic diets to ensure accuracy. All therapeutic diets were found to be complete and accurate.</p> <p>On February 16, 2024 all dietary and nursing staff were inserviced and re-educated by Speech Language Pathologist (SLP), Certified Dietary Manager (CDM) and Director of Nurses (DON). Topics discussed were dietary cards; definition of therapeutic diets; textures of modified diets; importance of therapeutic diets and their textures; and proper preparation of therapeutic diets and their textures. Rationale and preparation of thickened liquids were also reviewed. Training included proper preparation of therapeutic diets and their textures.</p>	02/16/24

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE



TITLE

Administrator

(X6) DATE

03/05/2024

Division of Health Service Regulation

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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	<p>All therapeutic diets and their textures will be prepared accurately, timely and according to food service regulations and state regulations. The FSD and DON will conduct random reviews of therapeutic diets and their textures on a weekly basis for a period of 4 weeks, then every other week for a period of 4 weeks and monthly for a period of 1 month. The FSD and DON will compile documentation and report findings to the Administrator for a period of three months. The Administrator will assess and modify the action plan as needed to ensure continued compliance.</p>	

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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	<p>This Plan of Correction is submitted to address deficiencies cited under Tag #D310</p> <p>This is to state that we do not concur with this recommendation as stated for deficient practice. Upon finding stated deficiencies.</p> <p>On February 8, 2024 (2) new types of processor blades were ordered and were put into use on February 27, 2024 to ensure proper consistency of puree foods.</p> <p>On February 9, 2024 menus were revised and updated by Food Service Director (FSD) under consultation with Certified Dietary Manager (CDM) at sister facility and Registered Dietician (RD) to include extensions for mechanical soft and puree therapeutic diets and their textures.</p> <p>On February 12, 2024, Food Service Director (FSD) and Director of Nurses (DON) audited and reviewed current residents' therapeutic diets to ensure accuracy. All therapeutic diets were found to be complete and accurate.</p> <p>On February 16, 2024 all dietary and nursing staff were inserviced and re-educated by Speech Therapist Pathologist (SLP), Certified Dietary Manager (CDM) and Director of Nurses (DON).</p>	02/16/24

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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	<p>Topics discussed were dietary cards; definition of therapeutic diets; textures of modified diets; importance of therapeutic diets and their textures; and proper preparation of therapeutic diets and their textures. Rationale and preparation of thickened liquids were also reviewed. Training included proper preparation of therapeutic diets and their textures.</p> <p>All therapeutic diets and their textures will be prepared accurately, timely and according to food service regulations and state regulations. The FSD and DON will conduct random reviews of therapeutic diets and their textures on a weekly basis for a period of 4 weeks, then every other week for a period of 4 weeks and monthly for a period of 1 month. The FSD and DON will compile documentation and report findings to the Administrator for a period of three months. The Administrator will assess and modify the action plan as needed to ensure continued compliance.</p>	

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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		