

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL041052	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 10/23/2024
NAME OF PROVIDER OR SUPPLIER MORNINGVIEW AT IRVING PARK		STREET ADDRESS, CITY, STATE, ZIP CODE 3200 N ELM STREET GREENSBORO, NC 27408		
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D 000	Initial Comments The Adult Care Licensure Section conducted an Annual Survey on 10/22/2024 to 10/23/2024.	D 000		
D 296	10A NCAC 13F .0904(c)(7) Nutrition And Food Service 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. This Rule is not met as evidenced by: Based on observations, interviews, and record reviews, the facility failed to ensure there was a matching therapeutic diet menu for 3 of 3 sampled residents (#2, #3, #5) who had physician's orders for a no concentrated sweets diet (NCS) (#2), a finger food diet (#3) and a mechanical soft diet (MS) (#4). The findings are: Observation of the kitchen on 10/22/24 at 10:20am revealed: -There was a bulletin board with residents' diet orders pin to it. -There was a daily menu and a week at a glance menu. -There was no therapeutic diet menu available for staff to use as guidance while preparing the therapeutic diets.	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>Review of the regular diet menu for the lunch meal on 10/22/24 revealed a choice of chicken and rice soup or carrot salad, pizza or a Philly chicken sandwich, French fries and beet salad, carnival cookies for dessert.</p> <p>1. Review of Resident #2's FL2 dated 01/17/24 revealed diagnoses of hypothyroidism and hyperlipidemia.</p> <p>Review of Resident #2's physician's orders revealed an order dated 10/14/24 for a no concentrated sweets (NCS) diet.</p> <p>Review of the facility's therapeutic diet list posted in the kitchen on 10/22/24 revealed Resident #2 was to be served a NCS diet.</p> <p>Observation of the lunch meal service on 10/22/24 from 11:34am to 12:15pm revealed: -Resident #2 was served a chicken Philly sandwich with French fries and a diet ginger ale. -Resident #2 ate 100 percent of her meal.</p> <p>It could not be determined if Resident #4 was served the appropriate NCS diet because there was no therapeutic diet menu available for staff guidance.</p> <p>Refer to the interview with the Chef on 10/23/24 at 10:28am.</p> <p>Refer to the interview with the Dietary Manager (DM) on 10/22/24 at 10:25am.</p> <p>Refer to the interview with the Administrator on 10/23/24 at 10:43am.</p> <p>2. Review of Resident #3's FL-2 dated 01/17/24 revealed:</p>	D 296		

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D 296	<p>Continued From page 2</p> <p>-Diagnoses included dementia, edema and constipation.</p> <p>-There was an order for a finger foods diet.</p> <p>Review of the facility's therapeutic diet list posted in the kitchen on 10/22/24 revealed Resident #2 was to be served a finger food diet.</p> <p>Observation of the lunch meal service on 10/22/24 from 11:30am to 11:50am revealed:</p> <p>-Resident #3 was served two slices of cheese pizza, French fries, beet salad, a cookie, water and iced tea.</p> <p>-Resident #3 ate some of her food independently and staff provided feeding assistance and encouraged her to feed herself.</p> <p>-Resident #3 ate 100 percent of her pizza and French fries and less than 25 percent of her beet salad.</p> <p>It could not be determined if Resident #3 was served the appropriate finger food diet because there was no therapeutic diet menu available for staff guidance.</p> <p>Refer to the interview with the Chef on 10/23/24 at 10:28am.</p> <p>Refer to the interview with the Dietary Manager (DM) on 10/22/24 at 10:25am.</p> <p>Refer to the interview with the Administrator on 10/23/24 at 10:43am.</p> <p>3. Review of Resident #4's FL-2 dated 01/17/24 revealed:</p> <p>-Diagnoses included diabetes type 2, hypertension, and hypothyroidism.</p> <p>-There was an order for a mechanical soft diet.</p>	D 296		

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D 296	<p>Continued From page 3</p> <p>Review of the facility's therapeutic diet list posted in the kitchen on 10/22/24 revealed Resident #4 was to be served mechanical soft (MS) diet.</p> <p>Observation of the lunch meal service on 10/22/24 from 11:50am to 12:00pm revealed: -Resident #4 was served chicken and rice soup, a Philly chicken sandwich without the bread, French fries, beet salad, carnival cookies, water and iced tea. -Resident #3 ate 100 percent of his meal.</p> <p>It could not be determined if Resident #4 was served the appropriate MS diet because there was no therapeutic diet menu available for staff guidance.</p> <p>Refer to the interview with the Chef on 10/23/24 at 10:28am.</p> <p>Refer to the interview with the Dietary Manager (DM) on 10/22/24 at 10:25am.</p> <p>Refer to the interview with the Administrator on 10/23/24 at 10:43am.</p> <p>Interview with the facility's Chef on 10/23/24 at 10:28am revealed: -He followed the week at a glance menu when he prepared meals for the residents. -He knew there were residents who were ordered therapeutic diets including MS, NCS and finger foods. -He tried to feed everyone the same food from the week at a glance menu. -He had not been given a therapeutic diet menu follow when preparing therapeutic meals. -He had a one-page sheet that he used as guidance for the texture for the mechanical soft foods.</p>	D 296		

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D 296	<p>Continued From page 4</p> <p>Interview with the Dietary Manager (DM) on 10/22/24 at 10:25am revealed:</p> <ul style="list-style-type: none"> -The facility used a contract company for the weekly menus. -The staff used a weekly menu to prepare the meals for the residents including the therapeutic diets. -The staff knew to grind up the meats for the residents who were ordered a MS diet and there were no residents with a NCS diet. -Finger foods were anything the residents could easily pick up with their hands. -He had not seen a therapeutic diet menu from the company that supplied the week at a glance menu, but he could probably get one. <p>Interview with the Administrator on 10/23/24 at 10:43am revealed:</p> <ul style="list-style-type: none"> -He oversaw the DM and the kitchen. -He was responsible for ensuring the residents were served the correct therapeutic diets. -He conducted monthly checks of the menu. -There should have been a therapeutic diet menu in the kitchen for the Chef to use when he prepared each therapeutic diet meal. <p>Based on observations, interviews, and record reviews, the facility failed to ensure there was a matching therapeutic diet menu for 3 of 3 sampled residents (#2, #3, #5) who had physician's orders for a no concentrated sweets diet (NCS) (#2), a finger food diet (#3) and a mechanical soft diet (MS) (#4).</p> <p>The findings are:</p> <p>Observation of the kitchen on 10/22/24 at 10:20am revealed:</p> <ul style="list-style-type: none"> -There was a bulletin board with residents' diet orders pin to it. 	D 296		

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D 296	<p>Continued From page 5</p> <p>-There was a daily menu and a week at a glance menu.</p> <p>-There was no therapeutic diet menu available for staff to use as guidance while preparing the therapeutic diets.</p> <p>Review of the regular diet menu for the lunch meal on 10/22/24 revealed a choice of chicken and rice soup or carrot salad, pizza or a Philly chicken sandwich, French fries and beet salad, carnival cookies for dessert.</p> <p>1. Review of Resident #2's FL2 dated 01/17/24 revealed diagnoses of hypothyroidism and hyperlipidemia.</p> <p>Review of Resident #2's physician's orders revealed an order dated 10/14/24 for a no concentrated sweets (NCS) diet.</p> <p>Review of the facility's therapeutic diet list posted in the kitchen on 10/22/24 revealed Resident #2 was to be served a NCS diet.</p> <p>Observation of the lunch meal service on 10/22/24 from 11:34am to 12:15pm revealed:</p> <p>-Resident #2 was served a chicken Philly sandwich with French fries and a diet ginger ale.</p> <p>-Resident #2 ate 100 percent of her meal.</p> <p>It could not be determined if Resident #4 was served the appropriate NCS diet because there was no therapeutic diet menu available for staff guidance.</p> <p>Refer to the interview with the Chef on 10/23/24 at 10:28am.</p> <p>Refer to the interview with the Dietary Manager (DM) on 10/22/24 at 10:25am.</p>	D 296		

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D 296	<p>Continued From page 6</p> <p>Refer to the interview with the Administrator on 10/23/24 at 10:43am.</p> <p>2. Review of Resident #3's FL-2 dated 01/17/24 revealed: -Diagnoses included dementia, edema and constipation. -There was an order for a finger foods diet.</p> <p>Review of the facility's therapeutic diet list posted in the kitchen on 10/22/24 revealed Resident #2 was to be served a finger food diet.</p> <p>Observation of the lunch meal service on 10/22/24 from 11:30am to 11:50am revealed: -Resident #3 was served two slices of cheese pizza, French fries, beet salad, a cookie, water and iced tea. -Resident #3 ate some of her food independently and staff provided feeding assistance and encouraged her to feed herself. -Resident #3 ate 100 percent of her pizza and French fries and less than 25 percent of her beet salad.</p> <p>It could not be determined if Resident #3 was served the appropriate finger food diet because there was no therapeutic diet menu available for staff guidance.</p> <p>Refer to the interview with the Chef on 10/23/24 at 10:28am.</p> <p>Refer to the interview with the Dietary Manager (DM) on 10/22/24 at 10:25am.</p> <p>Refer to the interview with the Administrator on 10/23/24 at 10:43am.</p>	D 296		

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D 296	<p>Continued From page 7</p> <p>3. Review of Resident #4's FL-2 dated 01/17/24 revealed: -Diagnoses included diabetes type 2, hypertension, and hypothyroidism. -There was an order for a mechanical soft diet.</p> <p>Review of the facility's therapeutic diet list posted in the kitchen on 10/22/24 revealed Resident #4 was to be served mechanical soft (MS) diet.</p> <p>Observation of the lunch meal service on 10/22/24 from 11:50am to 12:00pm revealed: -Resident #4 was served chicken and rice soup, a Philly chicken sandwich without the bread, French fries, beet salad, carnival cookies, water and iced tea. -Resident #3 ate 100 percent of his meal.</p> <p>It could not be determined if Resident #4 was served the appropriate MS diet because there was no therapeutic diet menu available for staff guidance.</p> <p>Refer to the interview with the Chef on 10/23/24 at 10:28am.</p> <p>Refer to the interview with the Dietary Manager (DM) on 10/22/24 at 10:25am.</p> <p>Refer to the interview with the Administrator on 10/23/24 at 10:43am.</p> <p>Interview with the facility's Chef on 10/23/24 at 10:28am revealed: -He followed the week at a glance menu when he prepared meals for the residents. -He knew there were residents who were ordered therapeutic diets including MS, NCS and finger foods. -He tried to feed everyone the same food from</p>	D 296		

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D 296	<p>Continued From page 8</p> <p>the week at a glance menu.</p> <ul style="list-style-type: none"> -He had not been given a therapeutic diet menu follow when preparing therapeutic meals. -He had a one-page sheet that he used as guidance for the texture for the mechanical soft foods. <p>Interview with the Dietary Manager (DM) on 10/22/24 at 10:25am revealed:</p> <ul style="list-style-type: none"> -The facility used a contract company for the weekly menus. -The staff used a weekly menu to prepare the meals for the residents including the therapeutic diets. -The staff knew to grind up the meats for the residents who were ordered a MS diet and there were no residents with a NCS diet. -Finger foods were anything the residents could easily pick up with their hands. -He had not seen a therapeutic diet menu from the company that supplied the week at a glance menu, but he could probably get one. <p>Interview with the Administrator on 10/23/24 at 10:43am revealed:</p> <ul style="list-style-type: none"> -He oversaw the DM and the kitchen. -He was responsible for ensuring the residents were served the correct therapeutic diets. -He conducted monthly checks of the menu. -There should have been a therapeutic diet menu in the kitchen for the Chef to use when he prepared each therapeutic diet meal. 	D 296		