

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		
(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 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	The ED and FSD will ensure that the cooks utilize the Therapeutic Diet menu for residents that have a Therapeutic Diet order from their Physician. The FSD and/or designee will monitor the Therapeutic diet binder daily for accuracy.	10-23-24

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

Christian Smith

TITLE

Executive Director

(X6) DATE

11-15-24

STATE FORM

6899

TP2111

If continuation sheet 1 of 9

Reviewed and acknowledged *Shenita Wilson* 11/15/2024

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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		

Division of Health Service Regulation

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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		

Division of Health Service Regulation

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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: -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>	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> <p>-He had not been given a therapeutic diet menu follow when preparing therapeutic meals.</p> <p>-He had a one-page sheet that he used as guidance for the texture for the mechanical soft foods.</p> <p>Interview with the Dietary Manager (DM) on 10/22/24 at 10:25am revealed:</p> <p>-The facility used a contract company for the weekly menus.</p> <p>-The staff used a weekly menu to prepare the meals for the residents including the therapeutic diets.</p> <p>-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.</p> <p>-Finger foods were anything the residents could easily pick up with their hands.</p> <p>-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> <p>Interview with the Administrator on 10/23/24 at 10:43am revealed:</p> <p>-He oversaw the DM and the kitchen.</p> <p>-He was responsible for ensuring the residents were served the correct therapeutic diets.</p> <p>-He conducted monthly checks of the menu.</p> <p>-There should have been a therapeutic diet menu in the kitchen for the Chef to use when he prepared each therapeutic diet meal.</p>	D 296		