F 364  SS=E
483.35(d)(1)-(2) NUTRITIVE VALUE/APPEAR, PALATABLE/PREFER TEMP

Each resident receives and the facility provides food prepared by methods that conserve nutritive value, flavor, and appearance, and food that is palatable, attractive, and at the proper temperature.

This REQUIREMENT is not met as evidenced by:

Based on observation, individual and staff interviews, the facility failed to provide meals that had good taste and to serve hot foods hot for 3 of 3 sample residents (Residents # 1, #2, and #3).

Findings includes:

During the initial tour on 8/4/2011 8am 3 of 8 residents throughout the facility revealed that all meals, breakfast, lunch and dinner were served cold.

Resident #3 an alert and oriented resident revealed on 8/4/2011 at 10am that all her meals are always cold. Resident revealed that if staff heats her food up its still cold. So she just eats it anyway.

Resident #2 an alert and oriented resident revealed on 8/4/2011 that her meals are cold. Resident #2 stated "Meals had no taste and need some seasonings". Resident #2 indicated that if she had "to grade the food at this facility that it would be on F for failed".

Resident #1 an alert and oriented resident revealed on 8/4/2011 that she was the president...
F 364 Continued

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of resident council and food has been an issue
for months but the residents stopped complaining
to the facility because of the issues with staff in
the kitchen. Resident #1 revealed that her
breakfast was so cold this morning her eggs
tasted like they came out of the refrigerator and
her food was still cold after she asked staff to
heat it. Resident #1 stated the alternate is usually
a sandwich and soup, but you can eat a cold
sandwich with no problems

Review of the resident council minutes dated May
2011 until present had no issues of food being
cold and/or not having any flavor. However the
facility had some issues with food being cold in
November 2010.

Resident trays were observed leaving the kitchen
on 8/4/2011 at 12:10pm in open-ended carts. The
plates were covered with an insulated lid and
bottom.

A Test Tray was requested on 8/4/2011 at
12:45pm. The test tray was placed on the last
feeder cart for the hall. The cart left the kitchen at
12:52pm. After the last resident on the hall
received their tray at 1pm, the Dietary Manager,
Registered Dietitian Staff from the corporate
office, Administrator and surveyor went into the
main dining room at 1:05pm to taste the test tray.
The plate had garlic pork loin, au gratin potatoes,
and collard greens. All food items were tasted:
each tasted agreed that garlic pork loin, au gratin
potatoes, and collard green were luke warm. The
Registered Dietitian and surveyor indicated that
the collard greens have no seasoning. The
Administrator and Surveyor agreed that the
coffee was also luke warm.

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- a) Dietary Manager or designate
will do test trays at all 3 meals
each day X 2 weeks.
Administrator will review tempera-
tures to determine if need
to continue each meal and
each day. If temperatures
are not consistently improved in
2 weeks, the daily monitoring of
each meal will continue. Afterwards
test trays will be done randomly
1 meal per day for 1 month x 3
Months.

- b) Beginning August 22, 2011, the
Dietary Manager will interview
at least 2 residents per week
about the quality of the food.

- c) Both ovens and convection oven
have been repaired. The
Maintenance Supervisor will
monitor the kitchen equipment
on a weekly basis x 1 month then
1 x per month afterwards. Any
Equipment issues will be reported
to the Administrator and
Health Services Group Immediately.

- d) All results of test trays, resident
interviews and maintenance
monitoring will be presented
to the Quality Assurance
Committee for review and moni-
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F 364 Continued From page 2

Interview with Resident # 3, an alert and oriented resident revealed on 8/4/2011 at 1:30pm that her lunch was cold. She stated that she only ate the pork loin, collard greens had no flavor and she did not want the potatoes.

Interview with Resident # 2, an alert and oriented resident revealed on 8/4/2011 at 1:45pm her lunch had no seasoning and was cold.

Interview with Resident # 1 an alert and oriented resident revealed on 8/4/2011 at 1:55pm that her lunch was cold as usual. Resident # 1 stated "Hopefully one day it will get better, we just eat what we can."

Interview with the Dietary Manager revealed on 8/4/2011 at 2:10pm revealed that she had only been at this facility for three weeks. DM revealed that she had no knowledge of residents complained about the food. She agreed that pork loin and potatoes tasted luke warm.

Interview with the Administrator on 8/4/2011 at 3pm she agreed that the coffee was lukewarm. She indicated that the facility has some issues about six weeks ago and she believes that was some of the concerns with the residents’ food issues. She also indicated that with this new dietary manager, she hopes that issues will get better.

F 456

483.70(c)(2) ESSENTIAL EQUIPMENT, SAFE OPERATING CONDITION

The facility must maintain all essential mechanical, electrical, and patient care equipment in safe operating condition.
This REQUIREMENT is not met as evidenced by:
Based on observation, record review and staff interviews, the facility failed to maintain 2 of 3 ovens in the kitchen in a safe operating condition.

Findings include:
During the tour on 8/4/2011 at 9:30am in the kitchen the convection oven was observed with the left side hanging off of it. The cook indicated that maintenance had been called to fix the side of the convection oven. The 2 standard ovens and stove top were observed. The cook revealed that the stove top works but the ovens had not worked in 6 months or longer. The cook also revealed that the Dietary Manager and Administrator knew about the ovens.

Interview with the Dietary Manager (DM) on 8/4/2011 at 9:00am revealed that she was still learning about this kitchen. The DM indicated that she had only been here three weeks or less and the ovens had not worked during that time. The DM also revealed that the Administrator was aware.

Resident #3 an alert and oriented resident stated in an interview on 8/4/2011 at 10am that all her meals were always cold. The resident also revealed that when staff served her food, it was still cold, but she would eat it anyway.

Resident #2 an alert and oriented resident stated on 8/4/2011 in an interview that her meals were cold. The resident stated "meals had no taste."
KINGSWOOD NURSING CENTER

<table>
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<tr>
<th>(X4) ID PREFIX TAG</th>
<th>SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LESS IDENTIFYING INFORMATION)</th>
<th>(X4) ID PREFIX TAG</th>
<th>PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)</th>
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<tr>
<td>F 456</td>
<td>Continued From page 4 and needed some seasonings &quot; &quot;. The resident indicated that if she had &quot; a grade the food at this facility that it would be an F for failed &quot;.</td>
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Resident #1 an alert and oriented resident revealed in an interview on 8/4/2011 that she was the president of resident council and food had been an issue for months. However, the residents stopped complaining to the facility because of issues with staff in the kitchen. The resident also revealed that her breakfast was so cold this morning that her eggs tasted like they came out of the refrigerator and her food was still cold after she asked staff to reheat it.

During observation of the tray line on 8/4/2011 at 11:30am temperature of the meals to be served was taken. The Pork Loin had to be reheated three different times to read 140 degrees. The Pork Loin was placed in the convection oven due to the standard ovens not working.

An interview on 8/4/2011 at 2:40pm with the Maintenance Manager (MM) revealed that he had a repair log book that had no documentation of the oven in the kitchen not working. He stated that he had been there 3 months and he had tried to fix the oven but he could not. The MM indicated that the Administrator knew that the standard ovens were not working.

An interview with the Administrator on 8/4/2011 at 3pm revealed that she had been at this facility since March 2011 and the ovens had not worked. She also revealed that she knew about 6 weeks ago that the residents had some food issues due to some problems with the ice machine and the convection oven not working. But that problem
<table>
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<td>had been fixed. The administrator revealed that both standard ovens had been out since she had been here.</td>
<td>9/15/11</td>
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