

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>345090</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>09/11/2015</b>
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NAME OF PROVIDER OR SUPPLIER  <b>WESTCHESTER MANOR AT PROVIDENCE PLACE</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>1795 WESTCHESTER DRIVE HIGH POINT, NC 27262</b>
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F 371 SS=D	<p>483.35(i) FOOD PROCURE, STORE/PREPARE/SERVE - SANITARY</p> <p>The facility must -</p> <p>(1) Procure food from sources approved or considered satisfactory by Federal, State or local authorities; and</p> <p>(2) Store, prepare, distribute and serve food under sanitary conditions</p> <p>This REQUIREMENT is not met as evidenced by:</p> <p>Based on observation and staff interview, the facility failed to maintain sanitary conditions in 2 of 2 nourishment room refrigerators, and by storing scoops inside 1 of 2 ice chests meant for residents.</p> <p>The findings included:</p> <p>1a. Observations of Nourishment Room #1 on 9/8/15 at 9:50 AM revealed the interior of the refrigerator was visibly soiled with what appeared to be dried food and debris along the inside of the door and walls, as well as along the bottom shelf, inside the drawers, and underneath the drawers. Interview with the Dietary Manager on 9/8/15 at 9:51 AM revealed the dietary staff were responsible for stocking and cleaning the refrigerators in the nourishment rooms daily, as well as deep cleaning the refrigerators weekly. In an additional interview with the Dietary Manager on 9/11/15 at 9:30 AM, he re-stated it is his expectation that the refrigerators in the nourishment rooms would be cleaned daily as needed and deep-cleaned weekly. He further stated that the cleaning schedules for the</p>	F 371	<p>Preparation and/or execution of this Plan of Correction does not constitute an admission or agreement by the provider of the truth of the facts alleged or conclusions set forth on the Statement of Deficiencies. This Plan of Correction is prepared and/or executed solely because required by the provisions of Health and Safety Code Section 1280 and 42 C.F.R. 405.1907_____</p> <p>F371</p> <p>1. Corrective action will be accomplished for those residents found to have been affected by the deficient practice:</p> <p>No individual resident was found to have been affected by the deficient practice. Nourishment room #1 and nourishment room #2 refrigerators were deep-cleaned on September 11, 2015. Daily cleaning and weekly deep-cleaning check lists</p>	9/30/15
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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Electronically Signed

09/24/2015

Any deficiency statement ending with an asterisk (\*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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F 371	<p>Continued From page 1</p> <p>nourishment rooms were not currently posted, but would be posted and staff would be made aware of this expectation.</p> <p>1b. On 9/18/15 at 9:51 AM an ice scoop was observed stored inside an ice cooler in Nourishment Room #1.</p> <p>Interview with the Dietary Manager on 9/8/15 at 9:51 AM revealed that nursing staff, not dietary staff, were responsible for the cleaning and maintenance of the ice coolers.</p> <p>During an interview on 9/10/15 at 11:20 AM, Nurse #1 from the 100 hall stated that 3rd shift nursing aides were responsible for cleaning the ice coolers each night. She further stated she thought a schedule for this was posted in the nourishment room, but was not certain.</p> <p>Observations made on 9/10/15 at 11:22 AM in Nourishment Room #1 revealed no posted schedule for cleaning/sanitizing ice chests. At this time the ice scoop was again observed inside the cooler in the ice.</p> <p>During an interview conducted on 9/10/15 at 11:23 AM, the Director of Nursing (DON) stated she thought dietary staff was responsible for cleaning the coolers, but that she was not certain and would find out. She further stated that ice scoops should not be stored inside the cooler with the ice, and this would be immediately removed and stored properly. During a subsequent interview on 9/10/15 at 11:30 AM, the DON stated she had determined no schedule could be identified for cleaning and sanitizing the ice coolers, and that she would work with dietary and housekeeping to create a schedule and create an expectation for staff to follow.</p> <p>2a. Observations of Nourishment Room #2 on 9/8/15 at 9:55 AM revealed the interior of the refrigerator was visibly soiled with what appeared</p>	F 371	<p>were posted on September 11, 2015 in nourishment room #1 and nourishment room #2. Ice scoop holders were installed on the outside of ice coolers for nourishment room #1 and nourishment room #2 on September 11, 2015. Ice scoops were stored in the scoop holders.</p> <p>2. Corrective action will be accomplished for those residents having potential to be affected by the same deficient practice:</p> <p>A review of the cleanliness of nourishment room #1 and nourishment room #2 refrigerators was completed by the Dietary manager on September 11, 2015. All items located in nourishment room #1 refrigerator and nourishment room #2 refrigerator were immediately removed. All shelves and drawers were taken out of refrigerators and deep cleaned. The interior of nourishment room #1 refrigerator and nourishment room #2 refrigerator were deep cleaned to remove any debris or spillage. Ice chest in nourishment room #1 was cleaned/sanitized by the dietary department on September 11, 2015. Ice scoop was cleaned/sanitized by dietary department on September 11, 2015 and then stored in ice scoop holder located on outside of ice chest. A schedule for routinely cleaning/sanitizing of ice chest was established by Director of Nursing Operations and Dietary manager. Ice chest cleaning/sanitizing schedule and sign-off sheet posted in nourishment room #1 and nourishment room #2 on September 11, 2015.</p>		

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F 371	Continued From page 2 to be dried food and debris along the inside of the door and walls, as well as along the bottom shelf, inside the drawers, and underneath the drawers. Interview with the Dietary Manager on 9/8/15 at 9:51 AM revealed the dietary staff is responsible for stocking and cleaning the refrigerators in the nourishment rooms daily, as well as deep cleaning the refrigerators weekly. In an additional interview with the Dietary Manager on 9/11/15 at 9:30 AM, he re-stated it is his expectation that the refrigerators in the nourishment rooms would be cleaned daily as needed and deep-cleaned weekly. He further stated that the cleaning schedules for the nourishment rooms were not currently posted, but would be posted and staff would be made aware of this expectation.	F 371	3. Measures will be put into place or systemic changes made to ensure that the deficient practice will not occur:  Dietary staff were educated by the Dietary manager on September 11, 2015 ; September 14, 2015 in regards to procedures for daily cleaning of the nourishment room #1 and nourishment room #2 refrigerators. Dietary staff were also educated on the procedure for weekly deep-cleaning of the nourishment room #1 and nourishment room #2 refrigerators. Dietary staff were educated as to the completion of the daily cleaning and weekly deep-cleaning check lists. Nursing staff including nurses and aides were educated by Director of Healthcare Operations on September 17, 2015 ; September 30, 2015 in regards to proper storage and cleaning/sanitizing of ice scoops as well as established schedule for cleaning/sanitizing of ice chests.  4. Indicate how the facility will monitor its performance:  Dietary manager will monitor daily and weekly cleaning of nourishment room #1 and nourishment room #2 refrigerators for 6 months to ensure that refrigerators are maintained in a sanitary manner. Daily refrigerator cleaning and weekly deep-cleaning check lists will be maintained by the Dietary manager. Periodic audits will be conducted by the Dietary District Manager on a monthly basis. Director of Healthcare Operations		

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
CENTERS FOR MEDICARE & MEDICAID SERVICES

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F 371	Continued From page 3	F 371	<p>and designees will monitor ice chests for proper storage of ice scoop and cleanliness for 6 months. Ice chest cleaning sign-off sheets will be maintained by the Director of Healthcare Operations.</p> <p>Results will be presented to the Quality Assurance team for recommendations and follow up for 12 months.</p>		