

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>345235</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____  B. WING _____		(X3) DATE SURVEY COMPLETED  <b>11/19/2015</b>
NAME OF PROVIDER OR SUPPLIER  <b>TWIN LAKES COMMUNITY</b>			STREET ADDRESS, CITY, STATE, ZIP CODE <b>3701 WADE COBLE DRIVE BURLINGTON, NC 27215</b>		
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F 371 SS=E	<p>483.35(i) FOOD PROCURE, STORE/PREPARE/SERVE - SANITARY</p> <p>The facility must - (1) Procure food from sources approved or considered satisfactory by Federal, State or local authorities; and (2) Store, prepare, distribute and serve food under sanitary conditions</p> <p>This REQUIREMENT is not met as evidenced by: Based on observations and staff interviews the facility failed to dispose of expired food items, failed to label and date opened food items, failed to date products without an expiration date, failed to sanitize kitchenware when the dish machine final rinse did not reach 180 degrees Fahrenheit, and failed to maintain temperature of tossed salad at or below 41 degrees Fahrenheit during operation of the tray line.</p> <p>Findings Included:</p> <p>1. An observation of the walk in freezer on 11/16/15 at 9:45 am with the Dietary Manager was conducted. There was noted to be a large case of assorted frozen meats without dates or labels to identify what the items were. An observation of the walk in refrigerator on 11/16/15 at 9:50 am with the Dietary manager was conducted. Two bags of shredded lettuce expired on 11/6/15, eight pints of buttermilk expired on 10/27/15, nine bags of various breads expired during the month of October 2015, two 5 pound containers of egg salad expired on 11/1/15, one 5</p>	F 371	<ul style="list-style-type: none"> <li>All food that was found to be expired or improperly labeled in refrigerator, freezer and dry storage was disposed of on 11/16/15. * The dish machine that failed to meet the required 180 degree temperature was repaired on 11/16/15 and dishes were sent back through dish machine to insure that they had met the 180 degree final rinse requirement. * The tossed salad on the Pepper Tree Café salad bar that had failed to be maintained at a temperature at or below 41 degrees was disposed of and replaced by a fresh tossed salad that was below 41 degrees and then maintained.</li> <li>All items found to be expired or improperly labeled on 11/16/15 were disposed of on 11/16/15 according to facility policy and industry standards. The refrigerator, freezer and dry storage were thoroughly checked to ensure no other food items were expired or improperly labeled. Any items found were disposed</li> </ul>	12/15/15	

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

TITLE

(X6) DATE

Electronically Signed

12/15/2015

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>pound container of cottage cheese expired on 10/29/15, two 2.5 pound tubs of sliced mushrooms were opened but not dated when opened, and three packages of sliced cheese were opened but not dated when opened.</p> <p>An observation of the dry storage room on 11/16/15 at 10:15 pm with the Dietary manager was conducted. The following items were noted to not have an expiration date or any date indicating when it was received by the facility. Three cans of pitted prunes, three cans of pinto beans, five bags of red sauce, 12 bags of potato flakes, nine cans of pimentos and seven cans of water chestnuts.</p> <p>An interview with the Dietary Manager (DM) on 11/16/15 at 10:29 am revealed the expired items and the undated opened items in the freezer and walk in refrigerator should have been discarded. The DM revealed her expectation of her staff including the dietary aid and the chef, was to check for expired products and dented cans and pull from the stock room. The expectation was to put the month and year on all products when they arrived at the facility. The DM further added the staff was to put the product on the shelf in the " first in, first out " method when stocking and to be sure to date any product once it is opened.</p> <p>An interview was conducted with the Dietary Aid #1 on 11/18/15 at 12:15 pm. The Dietary Aid revealed that his responsibilities were to ensure all the products have an expiration date or a date received written on the can or package. He further added that he is to stock all the products on the shelf in a " first in first out " manner and to remove all the expired items. He indicated he stocked and checked the walk-in freezer, walk-in</p>	F 371	<p>of as required. * The Dishwasher final rinse cycle temperature control was repaired on 11/16/15 by Whaley Foodservice Repair. Adjustments were made to the final rinse cycle thermostat to meet the 180 degree requirement. The affected dishes were sent back through dishwasher and the final rinse was greater than 180 degrees. * The salad that was found to be at 43 degrees was disposed of immediately on 11/18/15 after discovery and fresh salad was placed on Salad Bar where the temperature was continually monitored to insure it stayed at or below 41 degrees. All other hot and cold items temperatures were checked to insure that the proper temperatures were being maintained.</p> <ul style="list-style-type: none"> <li>The AM chef/supervisor will check every morning to ensure that all items are labeled, properly dated, and will discard items that expire that day or found to be improperly labeled. The Assistant Food Service Director (AFSD) and or Food Service Director (FSD) will monitor weekly to insure that this is being done. The PM chef/supervisor will check for proper labeling and dating prior to leaving nightly. An AM opening check list &amp; PM Closing checklist will be done every day to ensure that the labeling and dating as well as sanitation issues are monitored, dated and signed by the chef/supervisor and or AFSD, or FSD. Copies will be kept on file for one year. In-services on proper labeling and food dating were completed for all appropriate dietary staff on 12/8/15. Ongoing in-services will be conducted</li> </ul>		

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F 371	<p>Continued From page 2</p> <p>refrigerator and dry storage area every Tuesday and Thursday. The Dietary Aid reported he was aware that when a product was opened, the product should be dated the day it was opened.</p> <p>An interview with the DM on 11/18/15 at 1:30 pm revealed that her expectation was that each person working in the kitchen is responsible for checking for expired products and products without an expiration date before using. She expects her staff to remove expired items and to follow the facility ' s procedures when stocking new products.</p> <p>2. An observation of the dishwasher process was completed on 11/18/15 at 10:38 am. It was observed the dishes were being rinsed on the final rinse mode at a temperature of 175 degrees Fahrenheit.</p> <p>An interview with the Dishwasher Aid #1 on 11/18/15 at 10:45 am revealed she was reading the incorrect rinse button. She reported she thought the final rinse was supposed to be between 170 and 175 degrees Fahrenheit.</p> <p>An interview with the DM on 11/18/15 on 10:38 am revealed the temperature for the final rinse should be 180 degrees Fahrenheit or greater. The DM confirmed the final rinse temperatures were rinsing at a temperature of 175 degrees. The DM revealed that her expectation was that each person working in the dishwashing area was to have a full understanding that the dishwasher final rinse temperature is to be no less than 180 degrees Fahrenheit.</p> <p>A record review of the temperature logs for the</p>	F 371	<p>quarterly for correct labeling and dating of all foods and logs will be maintained for one year. * Dishwasher temperatures will be monitored while the dish machine is in operation. A dish machine record log will be kept and charted 3 times daily at each meal cycle. Follow up will be done by the chef or AFSD or FSD daily and documented on the AM &amp; PM Kitchen opening and closing checklists. In-services were completed on 11/18/15 on proper dish machine operation and temperature monitoring. Ongoing in-services will be conducted quarterly for proper dish machine operation and temperature monitoring. Logs for these in-services will be maintained for 1 year. * All temperatures will be taken on hot and cold food menu items at each meal as the food is brought out to serve and hourly thereafter until end of meal service. These temperatures will be recorded on the menu and maintained for 6 months. At each meal where the salad bar is being utilized the salad bars hot and cold items temperatures will be taken as the food items are brought out for service and hourly thereafter until end of meal service and recorded on the Salad Bar temperature log. These temperatures logs will be maintained for 6 months. An in-service was conducted on the proper salad bar policy and temperatures on 11/20/15. Ongoing in-services will be conducted quarterly on proper salad bar preparation, temperatures. and food item disposal procedures. This in-service record will be maintained for one year.</p>	

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F 371	<p>Continued From page 3</p> <p>month of October 2015 revealed the temperature log for the final rinse were documented between 172 - 178 degree Fahrenheit. The November temperature log was incomplete indicating only 3 days were checked. The final rinse documented was 180 degrees Fahrenheit</p> <p>3. An observation of the lunch tray line on 11/18/15 at 12:40 pm with the DM revealed the temperature with a calibrated thermometer for the tossed salad in the salad bar was 43.3.</p> <p>An interview with the DM on 11/18/15 at 12:45 pm revealed that the temperature should be equal to 41 degrees Fahrenheit or less for items that are to be served cold.</p> <p>An interview with the DM on 11/18/15 at 1:30 pm revealed that her expectation was that each person working in the kitchen is responsible for maintaining the proper food temperatures of all hot and cold food items when serving.</p>	F 371	<ul style="list-style-type: none"> <li>The Chef/supervisor or the Assistant Food Service Director (AFSD), and or Food Service Director (FSD) will monitor daily to insure that all foods are being disposed of properly before they expire and that all food are properly labeled. * A dish machine record log will be kept and charted 3 times daily at each meal cycle. Follow up will be done by the chef or AFSD or FSD daily and documented on the AM &amp; PM Kitchen opening and closing checklist. * The salad bar items temperatures in the Pepper Tree cafe will be recorded on the Salad Bar temperature log and followed up by chef, AFSD and or FSD daily to insure compliance with temperature requirements. * The FSD or AFSD will report the results of the corrective actions on the expired food and improper food labeling, dish machine temperatures and hot and cold food temperatures quarterly to the Quality Assurance Committee Meeting for at least two quarters. At the end of two quarters, the facility will evaluate its performance and determine if continued monitoring is indicated.</li> <li>Improperly labeled and expired items were disposed of on 11/16/15 and first in-service of quarterly in-services was completed on 12/8/15 * The dish machine thermostat was adjusted on 11/16/15 enabling the final rinse to reach a minimum of 180 degrees and the first in-service of the quarterly in-services was completed on 11/18/15. * The Salad bar policy and temperatures in-service was completed on 11/20/15. Monthly food</li> </ul>		

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

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F 371	Continued From page 4	F 371	temperature in-services will be held. Salad bar temperature logs were began on 12/9/15.		