

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

PRINTED: 12/10/2020
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345243	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 11/05/2020
NAME OF PROVIDER OR SUPPLIER ACCORDIUS HEALTH AT CHARLOTTE			STREET ADDRESS, CITY, STATE, ZIP CODE 5939 REDDMAN ROAD CHARLOTTE, NC 28212	
(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) COMPLETION DATE
E 000	Initial Comments	E 000		
F 000	An unannounced COVID-19 Focused Survey was conducted on 11/4/2020 through 11/5/2020. The facility was found to be in compliance with Emergency Preparedness at 42 CFR §483.73 related to E-0024 (b)(6). Event ID# S0ZB11.	F 000		
F 804 SS=D	INITIAL COMMENTS An unannounced COVID-19 Focused Infection Control and Complaint Survey were conducted on 11/4/2020 through 11/5/2020. The facility was found to be in compliance with 42 CFR §483.80 infection control regulations and has implemented the CMS and Centers for Disease Control and Prevention (CDC) recommended practices to prepare for COVID-19. There were a total of 27 allegations investigated; 26 allegations were not substantiated, 1 allegation was substantiated and cited. Event ID# S0ZB11. Nutritive Value/Appear, Palatable/Prefer Temp CFR(s): 483.60(d)(1)(2) §483.60(d) Food and drink Each resident receives and the facility provides- §483.60(d)(1) Food prepared by methods that conserve nutritive value, flavor, and appearance; §483.60(d)(2) Food and drink that is palatable, attractive, and at a safe and appetizing temperature. This REQUIREMENT is not met as evidenced by: Based on observations, resident interviews, staff interviews, review of medical records, and written grievances, the facility failed to serve food that was palatable and at an appetizing temperature to 2 of 4 residents reviewed for food palatability	F 804	Preparation and/or execution of this plan does not constitute admission or agreement by the provider that a deficiency exists. This response is also not to be construed as an admission of	12/3/20

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

TITLE

(X6) DATE

Electronically Signed

11/30/2020

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 804	<p>Continued From page 1 (Residents #3 and #11).</p> <p>The findings included:</p> <p>1a. Resident #3 was admitted to the facility 5/18/20. Diagnoses included in part, iron deficiency anemia and gastrointestinal reflux disease. A quarterly Minimum Data Set (MDS), dated 10/15/20, assessed Resident #3 with adequate hearing and vision, clear speech, able to be understood and able to understand others, intact cognition and independent with eating. Review of his medical record revealed a physician's order for a mechanical soft, chopped meats diet.</p> <p>A written grievance by Resident #3, undated, recorded his room number and recorded that he had received grits that were cool for two days and could not eat them.</p> <p>Resident #3 was interviewed on 11/04/20 at 9:30 AM. He stated during the interview that he often received foods that were cold at meals especially at dinner and on the weekends. He further stated that he had voiced his concerns to the dietary department, but things had not improved. He also stated that for breakfast on 11/04/20 he received dry cereal with milk, which he did not eat, and that the hot foods he was served at his dinner meal were cold during the previous weekend.</p> <p>1b. Resident #11 was re-admitted to the facility 5/12/20. Diagnoses included, in part, hyperlipidemia and diabetes mellitus type 2. A quarterly MDS, dated 08/18/20, assessed Resident #11 with adequate hearing and vision, clear speech, able to be understood and able to understand others, intact cognition and</p>	F 804	<p>fault by the facility, its employees, agents, or other individuals who draft or may be discussed in this response and plan of correction. This plan of correction is submitted as the facility's credible allegation of compliance.</p> <p>Address how corrective action will be accomplished for those residents found to have been affected by the deficient practice:</p> <ul style="list-style-type: none"> - Dietary staff in-serviced on correct hot and cold holding temperatures. The Resident Council was convened to discuss any on-going issues with food temperatures and corrective action the facility would take to ensure food remains palatable and at an appetizing temperature. - Resident #3 was provided with warm meals and interviewed to update and chart his food preferences. Resident #3 to be interviewed on food temperature and palatability ever shift for 7 days then daily for 7 days then weekly for 4 weeks. - Resident #11 was provided with warm meals and interviewed to update and chart his food preferences. Resident #11 to be interviewed on food temperature and palatability ever shift for 7 days then daily for 7 days then weekly for 4 weeks. - Dietary Manager or designee will address any concerns expressed by Resident #3 and #11 at that time. 		

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F 804	<p>Continued From page 2</p> <p>independent with eating. Review of his medical record revealed a physician's order for a regular diet with no added salt, sugar free beverages/condiments and a 1.5 liter per day fluid restriction.</p> <p>Resident #11 was interviewed on 11/04/20 at 8:53 AM. He stated during the interview that the scrambled eggs, toast and coffee that he was served at breakfast on 11/04/20 was "cold, luke-warm at best." He also expressed that he felt the reason his foods were delivered to him cold was because "That's a hard thing you know, they bring the meal cart, park it at the end of the hall and then staff walk up/down the hall passing out trays with the cart still at the end of the hall." Resident #11 stated he had expressed this concern to staff but that nothing had been done to correct his concern.</p> <p>1c. A continuous observation of the breakfast tray line began on 11/04/20 at 7:55 AM and ended at 8:25 AM. During this observation two wells of the steam table were observed with stainless-steel pans that did not completely fill the wells. Both water and steam were visible behind the stainless-steel pans in each well. Additionally, the lowerator (plate warmer) was observed in use and set to medium temperatures. One cylinder was set to 185 degrees Fahrenheit (F) and the second cylinder was set to 165 degrees F.</p> <p>A test tray was requested on 11/04/20 at 8:20 AM. Temperature monitoring of the following foods occurred by dietary staff #1 (DS #1) on 11/04/20 at 8:21 AM with the following temperatures obtained: ·Grits, 160 degrees F ·Eggs, 140 degrees F</p>	F 804	<p>Address how the facility will identify other residents having the potential to be affected by the same deficient practice:</p> <ul style="list-style-type: none"> - The facility has determined that all residents who consume food by mouth have the potential to be affected. - All alert and oriented residents, who have the potential to be affected, will be interviewed to determine if their food temperature is a palatable temperature. Any concerns will be immediately addressed by the Dietary Manager or designee. <p>Address what measures will be put in place or systemic changes made to ensure that the deficient practice will not recur:</p> <ul style="list-style-type: none"> - Dietary staff has been in-serviced on facility's policies and practice guidelines for maintaining food at appetizing temperatures. In-service training included observations of each employee performing temperature checks on the line. A validation checklist was completed for each dietary employee determine if the employee was performing the procedures correctly. Findings were reviewed with each employee and corrective action provided as needed. - Temperature logs will be completed at every meal and any deviation from the appropriate hot and cold holding temperatures will be reported to the Dietary Manager or designee to be documented and addressed at that time. The Dietary Manager will report negative findings to the QAA Committee and 		

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F 804	<p>Continued From page 3</p> <ul style="list-style-type: none"> ·Sausage links, 155 degrees F <p>The test tray was plated at 8:25 AM, placed on an open delivery cart, and dietary staff announced via their intercom system that the cart was being delivered. The delivery cart arrived on the 300 hall at 8:28 AM. Staff arrived to pass out the breakfast trays at 8:31 AM and the last breakfast tray was delivered to a resident at 8:44 AM. Eleven residents received a breakfast tray on the 300 hall. The Certified Dietary Manger (CDM) conducted temperature monitoring of the test tray at 8:44 AM and the test tray was sampled at 8:46 AM, 21 minutes after it was plated. The CDM took food temperatures of the test tray and both the CDM and surveyor tasted the foods with the following results:</p> <ul style="list-style-type: none"> ·Sausage links, 93.7 degrees F. The butter remained congealed when added and there was no visible steam. The CDM stated, "It's getting cold, but has a good flavor." Surveyor agreed. ·Scrambled eggs, 94.5 degrees F. The butter remained congealed when added and there was no visible steam. The CDM stated, "It's cold, but has a good flavor." Surveyor agreed. ·Grits, 124 degrees F. The grits were congealed, the butter melted and there was visible steam. The CDM stated, "It's warm, but could be hotter." Surveyor agreed. ·Toast, no temperature was taken. The butter remained congealed when added and there was no visible steam. The CDM stated, "It's good, but I prefer my toast warmer." Surveyor agreed. <p>During an interview on 11/04/20 at 8:59 AM, the CDM stated that two residents, including Resident #3, had provided written concerns regarding cold foods and a dislike for the taste of the food. The CDM provided copies of the written</p>	F 804	<p>Resident Council.</p> <ul style="list-style-type: none"> - A member of the QAA Committee will receive at test tray each meal for one week then once a day for 3 weeks then once a week 4 weeks. Observations will be reported to the Dietary Manager, the QAA Committee and discussed with the Resident Council. <p>Indicate how the facility plans to monitor its performance to make sure the solutions are sustained:</p> <ul style="list-style-type: none"> - The Dietary Manager or designee will complete random validation reports of dietary staff performing procedures to ensure food remains at an appetizing temperature. - Temperature logs and test tray results will be reported to the QAA Committee until such time consistent substantial compliance has been achieved as determined by the committee. - All findings will be discussed with the Resident Council. - This plan of correction will be monitored at the monthly Quality Assurance meeting until such time consistent substantial compliance has been met. 		

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F 804	<p>Continued From page 4</p> <p>grievances for review. The CDM stated she spoke to both residents and in-serviced dietary staff to monitor food temperatures before placing foods on the tray line for service and to taste the food during meal preparation. The CDM further stated that she had not required dietary staff to document this monitoring, but that she did ask dietary staff, at times, if they were continuing to monitor the food for taste and temperature. She also expressed that the lowerator should be set to its highest setting, which may require staff to use oven mittens to handle the hot plates, but that she did not notice the lowerator settings before the breakfast meal service began. The CDM also stated that to improve food temperatures, all steam table wells should be filled with pans or covered to keep the heat from escaping, hot foods could be hotter before leaving the kitchen and staff should be ready to pass out the meal trays as soon as the delivery cart arrived on the hall. The CDM also stated that the department had some insulated delivery carts, but not enough for all halls. She further stated that open delivery carts were used for the halls closest to the kitchen until the facility submitted a request to the corporate office for authorization to purchase more closed delivery carts.</p> <p>An interview occurred on 11/04/20 at 1:45 PM with the Administrator. He stated that he was aware that some residents expressed concerns with cold foods. He further stated this was reviewed during the facility's Quality Assurance (QA) Committee meetings in the last month. He further stated that the dietary department had developed a plan that included audits, tasting the food and monitoring food temperatures. The Administrator also stated he was not aware of any residents with current concerns with food</p>	F 804			

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F 804	Continued From page 5 quality, so the QA plan was not currently being revised. He also stated that he left the monitoring of this concern to the CDM and discussion occurred during QA meetings.	F 804		