

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

PRINTED: 04/21/2025
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345163		(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED R-C 04/16/2025	
NAME OF PROVIDER OR SUPPLIER GLENBRIDGE HEALTH AND REHABILITATION				STREET ADDRESS, CITY, STATE, ZIP CODE 211 MILTON BROWN HEIRS ROAD BOONE, NC 28607			
(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
F 000	INITIAL COMMENTS An onsite revisit and complaint survey was conducted on 04/01/25 through 04/02/25. Additional information was obtained offsite on 04/03/25, 04/04/25, and 04/16/25. Therefore, the exit date was changed to 04/16/25. Tags F550, F551, F584, F641, F644, F656, F658, F677, F686, F695, F761, F804 and F842 were corrected as of 04/16/25. Repeat tags were cited. New tags were also cited as a result of the complaint investigation survey that was conducted at the same time as the revisit. The facility is still out of compliance. Event #CJM512.			F 000			
F 801 SS=C	<p>Qualified Dietary Staff CFR(s): 483.60(a)(1)(2)</p> <p>§483.60(a) Staffing The facility must employ sufficient staff with the appropriate competencies and skills sets to carry out the functions of the food and nutrition service, taking into consideration resident assessments, individual plans of care and the number, acuity and diagnoses of the facility's resident population in accordance with the facility assessment required at §483.71.</p> <p>This includes: §483.60(a)(1) A qualified dietitian or other clinically qualified nutrition professional either full-time, part-time, or on a consultant basis. A qualified dietitian or other clinically qualified nutrition professional is one who-</p> <p>(i) Holds a bachelor's or higher degree granted by a regionally accredited college or university in the United States (or an equivalent foreign degree) with completion of the academic requirements of a program in nutrition or dietetics accredited by an appropriate national accreditation organization</p>			F 801			

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

TITLE

(X6) DATE

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 801	<p>Continued From page 1</p> <p>recognized for this purpose.</p> <p>(ii) Has completed at least 900 hours of supervised dietetics practice under the supervision of a registered dietitian or nutrition professional.</p> <p>(iii) Is licensed or certified as a dietitian or nutrition professional by the State in which the services are performed. In a State that does not provide for licensure or certification, the individual will be deemed to have met this requirement if he or she is recognized as a "registered dietitian" by the Commission on Dietetic Registration or its successor organization, or meets the requirements of paragraphs (a)(1)(i) and (ii) of this section.</p> <p>(iv) For dietitians hired or contracted with prior to November 28, 2016, meets these requirements no later than 5 years after November 28, 2016 or as required by state law.</p> <p>§483.60(a)(2) If a qualified dietitian or other clinically qualified nutrition professional is not employed full-time, the facility must designate a person to serve as the director of food and nutrition services.</p> <p>(i) The director of food and nutrition services must at a minimum meet one of the following qualifications-</p> <p>(A) A certified dietary manager; or</p> <p>(B) A certified food service manager; or</p> <p>(C) Has similar national certification for food service management and safety from a national certifying body; or</p> <p>D) Has an associate's or higher degree in food service management or in hospitality, if the course study includes food service or restaurant management, from an accredited institution of higher learning; or</p>	F 801			

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F 801	<p>Continued From page 2</p> <p>(E) Has 2 or more years of experience in the position of director of food and nutrition services in a nursing facility setting and has completed a course of study in food safety and management, by no later than October 1, 2023, that includes topics integral to managing dietary operations including, but not limited to, foodborne illness, sanitation procedures, and food purchasing/receiving; and</p> <p>(ii) In States that have established standards for food service managers or dietary managers, meets State requirements for food service managers or dietary managers, and</p> <p>(iii) Receives frequently scheduled consultations from a qualified dietitian or other clinically qualified nutrition professional.</p> <p>This REQUIREMENT is not met as evidenced by:</p> <p>Based on staff interviews, the facility failed to employ a director of food and nutrition services that met the minimum qualifications, and it affected 108 of 111 residents.</p> <p>Findings included:</p> <p>On 04/01/2025 at 11:00 AM, the Assistant Dietary Supervisor was interviewed and revealed that he did not have any of the following: certification as a dietary manager or food manager, national certification for food service management and safety, an associate's or higher degree in food service management or in hospitality, 2 or more years of experience in the position of Director of Food and Nutrition Services in a nursing facility setting. The Assistant Dietary Supervisor stated that he did have a dietitian that he could consult and call if needed. He revealed that he had been at this facility in this kitchen for a little over six months and that he left for a while and then came</p>	F 801			

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F 801	<p>Continued From page 3 back.</p> <p>On 04/01/2025 at 11:56 AM, an interim Dietary Manager at a sister facility was interviewed and stated that she was a Certified Dietary Manager and a Certified Food Protection Professional. She stated that she was at the facility once weekly to help the Assistant Dietary Supervisor. She denied having any regular scheduled meetings with the facility Assistant Dietary Supervisor, but he could call her if needed. She added that she had recently resigned her position and her last day with the company would be 4/16/25.</p> <p>An Administrator interview on 04/04/2025 at 12:40 PM revealed that she was aware of the facility's need to have a certified Dietary Manager. She stated they had hired a certified Dietary Manager that was supposed to have started on 3/25/25 but was unable to start her position on that date due to a family emergency and was scheduled to start her position the week of 4/07/2025. She revealed in the meantime, an interim Dietary Manager from their sister facility had been coming to their facility at least once a week to oversee the kitchen and assist their Assistant Dietary Supervisor. The Administrator stated they also had a Registered Dietician they consulted with and could call if needed.</p> <p>A telephone interview with the Administrator on 04/16/25 at 2:12 PM revealed the certified Dietary Manager they had hired and was scheduled to begin her position the week of 04/07/2025 did not show and they rescinded the job offer. She stated they had made a job offer to another certified Dietary Manager this past week and were in the process of completing a criminal background and dietary certification check. She revealed as long</p>	F 801			

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F 801	Continued From page 4 as the criminal background and dietary certification checks cleared, they were hoping the new certified Dietary Manager would be able to start her position next week or the following week. The Administrator stated in the meantime, an interim Dietary Manager from their sister facility would continue coming to their facility at least once a week to oversee the kitchen and assist their Assistant Dietary Supervisor and their Registered Dietician would also be available for consultation if needed.	F 801			
F 812 SS=E	Food Procurement,Store/Prepare/Serve-Sanitary CFR(s): 483.60(i)(1)(2) §483.60(i) Food safety requirements. The facility must - §483.60(i)(1) - Procure food from sources approved or considered satisfactory by federal, state or local authorities. (i) This may include food items obtained directly from local producers, subject to applicable State and local laws or regulations. (ii) This provision does not prohibit or prevent facilities from using produce grown in facility gardens, subject to compliance with applicable safe growing and food-handling practices. (iii) This provision does not preclude residents from consuming foods not procured by the facility. §483.60(i)(2) - Store, prepare, distribute and serve food in accordance with professional standards for food service safety. This REQUIREMENT is not met as evidenced by: Based on observations and staff interviews, the facility failed to remove expired food and failed to date perishable food stored for use in 1-of-1	F 812			

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F 812	<p>Continued From page 5</p> <p>walk-in cooler. This practice had the potential to affect food served to residents.</p> <p>The findings included:</p> <p>During the initial tour of the kitchen on 4/01/25 from 10:45 AM to 11:00 am an observation with the Assistant Dietary Supervisor of the walk-in cooler revealed the following:</p> <p>a plastic container sealed with plastic wrap dated 3/28/2025 that was one quarter full of chicken breasts with seasoning dated 3/28/25</p> <p>a plastic container sealed with plastic wrap dated 3/27/2025 that was half full of chicken noodle soup that had started to separate</p> <p>a plastic container sealed with plastic wrap dated 3/26/2025 that was half full of creamed corn</p> <p>a metal tray of seven tuna salad sandwiches sealed with aluminum wrap with no date</p> <p>a metal tray of 10 bologna sandwiches sealed with plastic wrap dated 3/27/2025</p> <p>The Assistant Dietary Supervisor observed on 4/01/25 at 11:15 AM the food stored inside of the walk-in cooler that were expired and perishable food items not dated. He revealed the process for food storage was making sure all foods were sealed, labeled, and dated with an opened date and discard date. He verbalized all food dates should be checked by all dietary staff on a regular basis and any expired foods should be properly discarded. He indicated she would have the food items discarded.</p> <p>An interview with the interim Dietary Manager on 4/01/25 at 12:00 PM revealed all food items should be sealed, labeled, and dated when being</p>	F 812			

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F 812	<p>Continued From page 6</p> <p>stored. She stated should be checking food items on a regular basis and discard any items that are not sealed, labeled, dated, or have expired immediately.</p> <p>An interview with the Administrator on 4/04/25 at 12:40 PM revealed all dietary staff had been educated on food storage. She stated all food should be labeled, sealed, dated, and expired foods should be discarded immediately.</p>	F 812			