

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

PRINTED: 03/15/2018  
FORM APPROVED  
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>34G102</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____  B. WING _____		(X3) DATE SURVEY COMPLETED  <b>03/13/2018</b>
NAME OF PROVIDER OR SUPPLIER  <b>LIFE, INC CHERRY LANE</b>			STREET ADDRESS, CITY, STATE, ZIP CODE <b>1104 CHERRY LANE NEW BERN, NC 28560</b>		
(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	
W 189	<p><b>STAFF TRAINING PROGRAM</b> CFR(s): 483.430(e)(1)</p> <p>The facility must provide each employee with initial and continuing training that enables the employee to perform his or her duties effectively, efficiently, and competently.</p> <p>This STANDARD is not met as evidenced by: Based on observations, interviews and record review, the facility failed to ensure staff were sufficiently trained to prepare client #4's appropriate diet consistency. This affected 1 of 4 audit clients. The finding is:</p> <p>Staff were not sufficeintly trained to prepare client #4's appropriate diet consistency.</p> <p>During lunch observations in the home on 3/12/18 at 11:54am, client #4 was assisted to process food items in a Ninja chopper device and add Thick-it powder to her drinks. Staff assisted the client to process a tuna sandwich, Fig Newton cookies, pretzels and lettuce. Broth was added to the food items in the chopper. Once processed, the tuna sandwich and cookies were moist and smooth and resembled pudding or baby food. The pretzels and lettuce were very liquefied and bits of pretzels and lettuce were visible in the mixtures. At the meal, client #4 began to consume the lettuce using a spoon then picked up the bowl and attempted to drink from the bowl. A staff stopped her, obtained a glass, poured the lettuce mixture into the glass. Client #4 then drank it.</p> <p>During dinner observations in the home on 3/12/18 at 5:30pm, client #4 was assisted to process food items in a Ninja chopper device and</p>	W 189	<p>W 189 Managers will re-train employees on all clients diet consistencies. This will be observed at least 4 times monthly by managers and documented on LIFE, Inc. QA/QI forms.</p> <p><i>DHSR-Mental Health</i> <i>MAR 22 2018</i> <i>Lic. &amp; Cert. Section</i></p>	5-11-2018	

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

TITLE

(X6) DATE

*Barbara W Park* *Dir of JCF* *3-21-18*

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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W 189	<p>Continued From page 1</p> <p>add Thick-it powder to her drinks. Staff assisted the client to process turkey sausage, scrambled eggs, hash brown potatoes and biscuits. The staff added milk or broth to the food items in the chopper. Once processed, the hash browns and eggs were thick and chunky while the turkey had a moist ground texture. Client #4 consumed the food items as prepared.</p> <p>Staff interviews (2) on 3/12/18 revealed client #4 consumes a pureed diet and all of her food has to be processed in the chopper before consumption. When asked what the client's food should look like when pureed, the staff stated, "Soft." Additional interview on 3/13/18 revealed client #4's food should resemble pudding.</p> <p>Review on 3/13/18 of client #4's IPP dated 10/17/17 revealed, "My diet order consists of Regular single portions, pureed consistency with nectar thickened liquids...The dietitian recommends continuing current diet order." Additional review of a list of client's diets (dated 2/26/18) posted on the refrigerator in the kitchen of the home noted client #4's diet should be pureed with nectar thick liquids. Further review of the IPP identified a nursing service goal (NSG #001) for Dysphagia. The service goal noted, "With current diet consistency of pureed and nectar thickened liquids, close monitoring during meals [Client #4] will have minimal to no problems with aspiration during the year."</p> <p>Interview on 3/13/18 with the habilitation coordinator and facility nurse confirmed client #4 consumes a pureed diet consistency with nectar thickened liquids. The nurse indicated staff have been trained to ensure the food has adequate moisture and resembles "baby food".</p>	W 189			

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W 249	<p><b>PROGRAM IMPLEMENTATION</b> CFR(s): 483.440(d)(1)</p> <p>As soon as the interdisciplinary team has formulated a client's individual program plan, each client must receive a continuous active treatment program consisting of needed interventions and services in sufficient number and frequency to support the achievement of the objectives identified in the individual program plan.</p> <p>This STANDARD is not met as evidenced by: Based on observations, interviews and record review, the facility failed to ensure client #4 received a continuous active treatment plan consisting of needed interventions and services as identified in the individual program plan (IPP) in the area of diet consistency. This affected 1 of 4 audit clients. The finding is:</p> <p>Client #4 did not consume her appropriate diet consistency.</p> <p>During lunch observations in the home on 3/12/18 at 11:54am, client #4 was assisted to process food items in a Ninja chopper device and add Thick-it powder to her drinks. Staff assisted the client to process a tuna sandwich, Fig Newton cookies, pretzels and lettuce. Broth was added to the food items in the chopper. Once processed, the tuna sandwich and cookies were moist and smooth and resembled pudding or baby food. The pretzels and lettuce were very liquefied and bits of pretzels and lettuce were visible in the mixtures. At the meal, client #4 began to consume the lettuce using a spoon then picked up the bowl and attempted to drink from the bowl.</p>	W 249	<p>W 249 Managers will re-train employees on all clients diet consistencies. This will be observed at least 4 times monthly by managers and documented on LIFE, Inc. QA/QI forms.</p>	5-11-2018	

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W 249	<p>Continued From page 3</p> <p>A staff stopped her, obtained a glass, poured the lettuce mixture into the glass. Client #4 then drank it.</p> <p>During dinner observations in the home on 3/12/18 at 5:30pm, client #4 was assisted to process food items in a Ninja chopper device and add Thick-it powder to her drinks. Staff assisted the client to process turkey sausage, scrambled eggs, hash brown potatoes and biscuits. The staff added milk or broth to the food items in the chopper. Once processed, the hash browns and eggs were thick and chunky while the turkey had a moist ground texture. Client #4 consumed the food items as prepared.</p> <p>Staff interviews (2) on 3/12/18 revealed client #4 consumes a pureed diet and all of her food has to be processed in the chopper before consumption. When asked what the client's food should look like when pureed, the staff stated, "Soft." Additional interview on 3/13/18 revealed client #4's food should resemble pudding.</p> <p>Review on 3/13/18 of client #4's IPP dated 10/17/17 revealed, "My diet order consists of Regular single portions, pureed consistency with nectar thickened liquids...The dietitian recommends continuing current diet order." Additional review of a list of client's diets (dated 2/26/18) posted on the refrigerator in the kitchen of the home noted client #4's diet should be pureed with nectar thick liquids. Further review of the IPP identified a nursing service goal (NSG #001) for Dysphagia. The service goal noted, "With current diet consistency of pureed and nectar thickened liquids, close monitoring during meals [Client #4] will have minimal to no problems with aspiration during the year."</p>	W 249			



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W 249	Continued From page 4  Interview on 3/13/18 with the habilitation coordinator and facility nurse confirmed client #4 consumes a pureed diet consistency with nectar thickened liquids. The nurse indicated staff have been trained to ensure the food has adequate moisture and resembles "baby food".	W 249			



March 21, 2018

Ms. Wilma Worsley-Diggs, M.Ed., QDDP  
Facility Survey Consultant I  
Division of Health Service Regulation  
Mental Health Licensure and Certification  
2718 Mail Service Center  
Raleigh, North Carolina 27699-2718

Re: Plan of Correction  
LIFE, Inc. / Cherry Lane Group Home

Dear Ms. Worsley-Diggs,

Enclosed please find our written plan of correction for the recent survey at our Cherry Lane Group Home.

If there are questions or if additional information is needed, please feel free to contact me.

Thank you for your continuing assistance to us in the operation of our facilities.

Sincerely,

A handwritten signature in cursive script that reads "Barbara W. Parker".

Barbara W. Parker  
Director of ICF/IID Services

Anw  
Enclosure