

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

PRINTED: 09/17/2021
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 34G028	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 09/09/2021
NAME OF PROVIDER OR SUPPLIER LIFE, INC WILLIAM STREET HOME			STREET ADDRESS, CITY, STATE, ZIP CODE 407 NORTH WILLIAM STREET GOLDSBORO, NC 27530	
(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 000	INITIAL COMMENTS	W 000		
{W 460}	<p>FOOD AND NUTRITION SERVICES CFR(s): 483.480(a)(1)</p> <p>Each client must receive a nourishing, well-balanced diet including modified and specially-prescribed diets.</p> <p>This STANDARD is not met as evidenced by: Based on observations, record reviews and staff interviews, the facility failed to ensure 3 of 6 audit clients (#1, #4 and #6) received specially-prescribed diets as indicated. The findings are:</p> <p>A. During lunch observations in the home on 9/9/21 at 12:15 PM, Staff A served clients #1 and #6 from one serving bowl with the same size cut up pieces of pizza. The size of the chopped pizza was between 1/2" and 3/4" pieces.</p> <p>Review on 9/9/21 of client #1's Individual Program Plan (IPP) dated 9/24/20 revealed a regular diet and food should be cut into 1/2" pieces.</p> <p>Review on 9/9/21 of client #6's IPP dated 6/4/20 revealed a finely chopped 1/4" bite-pieces diet.</p> <p>Interview on 9/9/21 with Staff A revealed that she chopped all the pizza into the same size pieces.</p>	{W 460}	<p>W 460</p> <p>The facility will ensure all clients receive a nourishing/well-balanced diet to include the prescribed modifications in regards to consistency. All diet orders will be followed according to size portions. All condiments will be within the nutritional guidelines as set forth in the dietary assessments. Staff will be in-serviced on diet orders specific to the above specifications for each consumer in their care. Strengths and needs will be reviewed. Mealtime procedures will be monitored by all group home managers as part of the QA/QI process to include no less than 3 monthly in person observations that will be documented in the FIDS app system. Additional observations in person or by camera observation may be done by managers and documented as well. Any findings that are not in accordance with the prescribed guidance should be corrected immediately by the observing personnel.</p>	10-09-2021

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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{W 460}	<p>Continued From page 1</p> <p>Interview on 9/9/21 with the Nurse revealed that staff have been trained to not mix all the food together when chopping into pieces. The nurse stated that food for 1/4" bite pieces should be in one bowl and food for 1/2" bite pieces should be in another bowl.</p> <p>B. During lunch observations in the home on 9/9/21 at 12:15 PM, Staff A served client #4 a serving of chopped, lumpy pizza in a cream sauce and chopped green beans.</p> <p>Review on 9/9/21 of client #4's undated diet orders that posted in the kitchen read: Regular pureed diet. All foods pureed like pudding.</p> <p>Interview on 9/9/21 with Staff A revealed that she chopped the pizza into small pieces and mixed it with ranch dressing, like she was trained. The green beans she boiled until they were soft and chopped into small pieces.</p> <p>Interview on 9/9/21 with the Regional Director regarding the appearance of client #4's food texture; she went to look up the diet order, then said the food was pureed. The Regional Director acknowledged that the appearance of client #4's plate, looked like the other clients plates. The Regional Director then told Staff A to remove client #4's plate and to blend the food until smooth.</p> <p>Interview on 9/9/21 with the Nurse revealed that staff have been trained how to prepare pureed food. The nurse stated that pureed food should be like pudding and the only way to puree it is in a food processor.</p>	{W 460}			



RECEIVED

SEP 22 2021

DHSR-MH Licensure Sect

September 21, 2021

Esther Moore, BSW, QIDP
Facility Compliance Consultant I
NC Division of Health Service Regulation
2718 Mail Service Center
Raleigh, NC 27699-2718

Re: Plan of Correction
LIFE, Inc. William Street Group Home

Dear Miss. Moore,

Enclosed please find our written plan of correction for the recent survey at our William Street 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 black ink, appearing to read "Susan Ayers", is written over a light blue circular stamp.

Susan Ayers
Director of ICF/IID Services

art
Enclosure

2609 Royall Avenue
Goldsboro, North Carolina 27534-8615
Phone: (919) 778-1900 Fax: (919) 778-1972



Commission on Accreditation
of Rehabilitation Facilities

Website: www.lifeincorporated.com