

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345148	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED 11/09/2016
NAME OF PROVIDER OR SUPPLIER FRIENDS HOMES AT GUILFORD			STREET ADDRESS, CITY, STATE, ZIP CODE 925 NEW GARDEN ROAD GREENSBORO, NC 27410		
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F 371 SS=E	<p>483.35(i) FOOD PROCURE, STORE/PREPARE/SERVE - SANITARY</p> <p>The facility must -</p> <p>(1) Procure food from sources approved or considered satisfactory by Federal, State or local authorities; and</p> <p>(2) Store, prepare, distribute and serve food under sanitary conditions</p> <p>This REQUIREMENT is not met as evidenced by:</p> <p>Based on observations and staff interviews the facility failed to ensure: expired foods were discarded in the walk-in refrigerator, opened food items were sealed, labeled and dated in the dry storage room, cookware were not stacked together wet and food preparation equipment was clean. This had the potential to affect 48 of the 48 residents who reside in the facility.</p> <p>Findings Included:</p> <p>An observation of the kitchen on 11/07/16 at 9:30 am revealed:</p> <ol style="list-style-type: none"> 1. A 32 ounce container of yogurt with an expiration date of 11/1/16 and a 32 ounce container of sour cream with an expiration date of 11/5/16 were available for use in the walk-in-cooler. 2. 4 open packages of pasta were not labeled or dated in the dry storage room. 3. A case of chopped pecans and cocoa powder were not labeled or dated and were not sealed to prevent exposure to the air in the dry storage 	F 371	<p>This Plan of Correction is the provider's credible allegation of compliance.</p> <p>Preparation and/or execution of this plan of correction does not constitute admission or agreement by the provider of the truth of the facts alleged or conclusions set forth in the statement of deficiencies. The plan of correction is prepared and/or executed solely because it is required by the provisions of federal and state law.</p> <p>To correct the issue of expired foods or best used by date: All perishable food under refrigeration will be discarded by the expiration or best used by date. The following procedures will be followed:</p> <ol style="list-style-type: none"> 1. The AM supervisor will complete a daily audit (See Attached) which includes discarding any foods that have reached the expiration or best used by date. The 	11/28/16	

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

TITLE

(X6) DATE

Electronically Signed

11/24/2016

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 room.</p> <p>An observation of the kitchen on 11/09/16 at 10:00 am revealed:</p> <ol style="list-style-type: none"> 3 of 6 sheet pans with food particles on them were stored on shelf and ready for use. 15 of 15 steam table pans were stacked together wet and stored on shelf and preparation table ready for use. 3 of 3 ingredient bins had build-up of food particles around bases and labels. The flame grill had a heavy build-up of blackened food particles and grease on the grill grates and around the base. The under shelf of the cooks preparation table had sheet pans with spices stored on them and the sheet pans had food particles and food spills on them. <p>An interview with the Dietary Manager and the Assistant Dietary Manager on 11/09/16 at 4:17 pm revealed that their expectation was that expired food products should not have been in the walk-in-cooler and available for the staff to use. They stated that their expectation was that food products are sealed, labeled and dated in all storage areas. The Assistant Dietary Manager stated that steam table pans should not have been stacked together wet and that the ingredient bins and under shelf with the spices should have been clean. He also stated that the flame grill should have been cleaned after use and that the cook had forgotten to clean it.</p> <p>An interview with the facility Administrator on 11/09/16 at 4:31 pm revealed that it was his</p>	F 371	<p>first In First Out rule will be followed. (Starting 11/23/16 and on-going)</p> <ol style="list-style-type: none"> The Kitchen Manager or Chef will randomly spot check a minimum of three times per week as a backup measure and sign off on the audit for the day. (Starting 11/23/16 and on-going) The Food Preparation Staff will be in-serviced on proper storage practices. (Completed 11/23/16 and 11/28/16) <p>Any concerns will be reported to the Quarterly Quality Assurance Committee to ensure that corrective actions are achieved and sustained. The Administrator/Director of Dietary is responsible for overall compliance. (Starting 11/23/16 and on-going)</p> <p>To correct the issue of labeling, dating and sealing dry goods: All dry goods will be wrapped tightly after opening or placed in a sealed container. The following procedures will be followed:</p> <ol style="list-style-type: none"> The AM Supervisor will complete a daily audit (See Attached) which will include ensuring all foods that have been opened are tightly sealed and labeled. (Starting 11/23/16 and on-going) The Kitchen Manager or Chef will randomly spot check a minimum of three times per week as backup measure and sign off on the audit for that day. (Starting 11/23/16 and on-going) 		

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F 371	Continued From page 2 expectation that expired products would not be in the walk-in-cooler and that all equipment is clean. He stated that he expected the steam table pans would be clean and allowed to air dry and that all food products should be stored appropriately with labels and dates.	F 371	<p>3. The Food Preparation Staff will be in-serviced on proper storage practices. (Completed 11/23/16 and 11/28/16)</p> <p>Any concerns will be reported to the Quarterly Quality Assurance Committee to ensure that corrective actions are achieved and sustained. The Administrator/Director of Dietary is responsible for overall compliance. (Starting 11/23/16 and on-going)</p> <p>To correct the issue of wetness and cleanliness of cookware including pots and pans: All pots and pans used in food preparation will be stored clean and dry. The following procedures will be followed:</p> <p>1. The AM Supervisor will spot check pots and pans daily to ensure that they are clean and dry. He/She will check at least 15 pans - if any are found to be dirty or wet, the whole stack will be checked. All pots and pans that are not up to standard will be rewashed. (Starting 11/23/16 and on-going)</p> <p>2. The Kitchen Manager or Chef will randomly spot check as a backup measure a minimum of three times per week and sign off on the audit for the day. (See Attached) (Starting 11/23/16 and on-going)</p>		

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F 371	Continued From page 3	F 371	<p>3. Dishwashing and Utility Staff will be in-serviced on proper dishwashing practices. This in-service will be given to full-time and part-time staff. (Completed 11/23/16 and 11/28/16)</p> <p>Any concerns will be reported to the Quarterly Quality Assurance Committee to ensure that corrective actions are achieved and sustained. The Administrator/Director of Dietary is responsible for overall compliance. (Starting 11/23/16 and on-going)</p> <p>To correct the issue of cleanliness of shelves and food storage bins: All food prep table shelves and food storage bins will be clean and free of spills. The following procedures will be followed:</p> <ol style="list-style-type: none"> 1. All shelves under food prep tables and the outside of the food storage bins will be cleaned daily as per the cleaning schedule assignment. (Starting 11/23/16 and on-going) 2. The AM Supervisor will check shelves and bins during the daily audits to ensure that they are clean and report to the Kitchen Manager or Chef if they need attention. (Starting 11/23/16 and on-going) 3. The Kitchen Manager or Chef will randomly spot check as a backup 		

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F 371	Continued From page 4	F 371	<p>measure a minimum of three times per week and sign off on the audit for the day. (See Attached) (Starting 11/23/16 and on-going)</p> <p>4. Cleaning schedules will be reviewed with staff.(Completed 11/23/16 and 11/28/16)</p> <p>Any concerns will be reported to the Quarterly Quality Assurance Committee to ensure that corrective actions are achieved and sustained. The Administrator/Director of Dietary is responsible for overall compliance. (Starting 11/23/16 and on-going)</p> <p>To correct the issue of the cleanliness of the grill: The grill will be free of blackened food particles and grease build-up. The following procedures will be followed:</p> <ol style="list-style-type: none"> 1. Cooks will clean grates after each use with a wire brush and wipe down the exterior cabinet. (Starting 11/23/16 and on-going) 2. The AM Supervisor will check grill and cooking equipment as part of the daily audit (See Attached) and report to the Kitchen Manager or Chef who will assign cleaning duty if needed to ensure they are clean. (Starting 11/23/16 and on-going) 		

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F 371	Continued From page 5	F 371	<p>3. Cooks will be in-serviced on the proper cleaning procedure for the grill. (Completed 11/23/16 and 11/28/16)</p> <p>Any concerns will be reported to the Quarterly Quality Assurance Committee to ensure that corrective actions are achieved and sustained. The Administrator/Director of Dietary is responsible for overall compliance. (Starting 11/23/16 and on-going)</p>		