

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

PRINTED: 07/22/2021  
FORM APPROVED  
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>345142</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____  B. WING _____		(X3) DATE SURVEY COMPLETED  <b>C</b> <b>06/24/2021</b>
NAME OF PROVIDER OR SUPPLIER  <b>UNIVERSITY PLACE NURSING AND REHABILITATION CENTER</b>			STREET ADDRESS, CITY, STATE, ZIP CODE <b>9200 GLENWATER DRIVE</b> <b>CHARLOTTE, NC 28262</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	
E 000	Initial Comments	E 000			
F 000	An unannounced Recertification survey was conducted on 06/21/21 through 06/24/21. The facility was found in compliance with the requirement CFR 483.73, Emergency Preparedness. Event ID #30S611.	F 000			
F 812 SS=E	INITIAL COMMENTS  A recertification and complaint investigation survey was conducted from 06/21/21 through 06/24/21. There were 59 complaint allegations investigated and one was substantiated resulting in a deficiency. Event ID# 30S611.  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	F 812	University Place Nursing and	7/19/21	

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

TITLE

(X6) DATE

Electronically Signed

07/15/2021

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 812	<p>Continued From page 1</p> <p>facility failed to remove expired items in the refrigerator in 1 of 4 nourishment rooms and failed to label and date opened food items stored for use in 3 of 4 nourishment rooms.</p> <p>Findings included:</p> <ol style="list-style-type: none"> <li>1. An observation of the nourishment room on the rehabilitation unit on 06/21/21 at 10:40 AM conducted with the wound nurse revealed: <ol style="list-style-type: none"> <li>a. 15 expired 8 ounce, cartons of milk; three milk cartons had an expiration date of 04/23/21, five milk cartons had an expiration date of 05/24/21, and seven milk cartons had expiration dates that ranged from 06/05/21 through 06/19/21.</li> <li>b. An undated and unlabeled opened plastic bag of lettuce.</li> <li>c. An undated and unlabeled opened bag of shredded cheddar cheese that had expired on 06/17/21.</li> <li>d. An undated and unlabeled Styrofoam container of sliced tomatoes.</li> <li>e. An undated and unlabeled opened bag of potato chips.</li> <li>f. An undated opened bottle of soda.</li> </ol> </li> <li>2. An observation of the nourishment room located on the Memory unit on 06/21/21 at 11:00 AM with the Memory Care Coordinator revealed: <ol style="list-style-type: none"> <li>a. An undated and unlabeled opened box of cheesecake.</li> <li>b. An undated and unlabeled opened container of Cool whip.</li> <li>c. An undated and unlabeled opened plastic bottle of a dark brown liquid.</li> <li>d. Three containers of undated and unlabeled open food items.</li> </ol> <p>The Memory Care Coordinator stated she was</p> </li> </ol>	F 812	<p>Rehabilitation Center acknowledges receipt of the Statement of Deficiencies and proposes this Plan of Correction as required by Federal and State regulations and statutes applicable to long term care providers. This plan does not constitute an admission of liability on the part of the facility, and such liability is hereby specifically denied. The submission of this plan does not constitute an agreement by the facility that the surveyor's findings or conclusions are accurate, that the findings constitute a deficiency, or the scope or severity regarding any of the deficiencies cited are correctly applied. Completion date is 07/19/2021.</p> <p>F812 Corrective action has been accomplished for the alleged deficient practice regarding food procurement, store/prepare/serve-sanitary. On 06/24/2021 the Director of Nursing and Assistant Director of Nursing completed a full audit of 100% of nourishment rooms throughout the building and discarded all expired items. On 06/24/2021 the Administrator conducted 1:1 in-service with Dietary Manager to include all food safety requirements for food procurement and food storage, preparation, distribution, and serving. An in-service was started on 06/24/2021 with Dietary department and Nursing Department regarding responsible roles for food safety requirements. Education included checking ALL food items, including drinks for expiration date and proper labeling of date received of opened and un-opened</p>		

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F 812	<p>Continued From page 2</p> <p>not sure if the items belonged to residents or staff.</p> <p>3. An observation of the nourishment room located on the Arboretum unit on 06/21/21 at 10:30 AM with Nurse #1 revealed:</p> <ul style="list-style-type: none"> <li>a. An undated and unlabeled opened container of watermelon.</li> <li>b. An undated and unlabeled opened container of tea.</li> <li>c. Three undated and unlabeled plastic bags of food items.</li> </ul> <p>Nurse #1 stated the tea and watermelon belonged to a resident.</p> <p>An interview conducted with the Memory Care Nurse Manager on 06/22/21 at 11:50 AM revealed the nourishment rooms were cleaned by housekeeping and the dietary staff discards expired food items when they restock the nourishments. She stated many families bring food items for the residents. The Nurse Manager further stated the staff are aware that they need to label and date any food items brought into the facility by family members, but there had been many new agency staff filling in since the pandemic began.</p> <p>An interview with the Housekeeping Supervisor on 06/21/21 at 03:55 PM revealed someone from housekeeping was assigned to the nourishment room and would clean the inside and outside of the refrigerators. She further stated the dietary department will remove any food that is not labeled or dated.</p> <p>An interview with the Dietary Manager on 06/23/21 at 03:16 PM revealed the dietary department removes expired food and beverages</p>	F 812	<p>items and responsibility of removal of food items including drinks without a date or expired.</p> <p>Measures put into place to ensure that the alleged deficient practice does not recur include: In-service education was conducted by Director of Nursing, Assistant Director of Nursing, and or designee beginning on 06/24/2021 for all dietary and nursing staff covering responsible roles for food safety requirements including checking ALL food and drink items for expiration date and proper labeling of date received of opened and un-opened items and responsibility of removal of food and drink items without a date or expired. Education will be completed by 07/19/2021. Audits of 100% nourishment rooms have been completed 5 x□s weekly since 06/24/2021 by Dietary Manager, Director of Nursing, Assistant Director of Nursing, or designee. No issues have been noted. All newly hired dietary and nursing employees will be in-serviced on food safety requirements for food procurement and food storage, preparation, distribution and serving in orientation.</p> <p>Audits for nourishment rooms to check for labeling, date, expiration and removal of expired food items will continue 5 x□s weekly until 07/24/2021, then audits for nourishment rooms will continue 3 x□s weekly for 4 weeks, then weekly for 4 weeks. The audits will be documented on the food procurement, store/prepare/serve-sanitary audit tool.</p>		

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F 812	Continued From page 3 from the nourishment room refrigerators.  An interview was conducted with the Administrator on 06/23/21 at 04:20 PM. The Administrator stated it was her expectation that opened food items be dated and labeled. She further stated any staff that observe an expired item in the refrigerator is responsible for discarding the expired item.	F 812	The Dietary Manager, Director of Nursing or Assistant Director of Nursing will present the findings and recommendations at monthly QI committee meeting. QAPI/QI committee will evaluate for continued compliance for 2 months.	