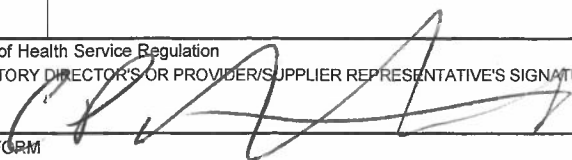


Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: NH0660	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 10/16/2025
NAME OF PROVIDER OR SUPPLIER WINDSOR RUN, LLC		STREET ADDRESS, CITY, STATE, ZIP CODE 1807 WINDSOR RUN LANE MATTHEWS, NC 28105		
(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) COMPLETE DATE
L 000	INITIAL COMMENTS An unannounced onsite licensure survey was conducted on 10/14/25 through 10/16/25. Event ID# RZIU11.	L 000	<ol style="list-style-type: none"> The General Manager (GM) or designee removed and discarded all identified food items that weren't labeled with the opened/prepared date and/or weren't covered in both the cooler and freezer. The GM or designee educated server #1 to label food items with opened/prepared date and cover food items. The GM or designee will complete an audit of all building coolers and freezers for food that is uncovered and/or not dated. Any compliance concerns will be addressed immediately, and the food will be discarded. In addition, the GM or designee audited all three meals to ensure that food items placed in the freezer and coolers are appropriately covered and dated. Any areas of noncompliance will be addressed. The GM or designee will educate all continuing care dining service employees on proper food labeling and covering procedures. The Nursing Home Administrator (NHA) or designee will audit 100% of the coolers and freezers weekly for four (4) weeks and then monthly for two (2) months to ensure proper food labeling and covering. Audit findings will be reported to the Quality Assurance/ Performance Improvement (QAPI) Committee monthly for three (3) months for review, additional audits and education may be determined based on audit findings. Date of completion: 12/1/2025 	12/1/2025
L 166	.2701(O) PROVISION OF NUTRITION & DIETETIC SVCS 10A-13D.2701 (o) Food services shall comply with Rules Governing the Sanitation of Restaurants and Other Foodhandling Establishments (15A NCAC 18A .1300) as promulgated by the Commission for Public Health which are incorporated by reference, including subsequent amendments, assuring storage, preparation, and serving of food under sanitary conditions. Copies of these Rules can be accessed online at http://www.deh.enr.state.nc.us/rules.htm . This Rule is not met as evidenced by: Based on observations and staff interviews the facility failed to label food items with the opened/prepared date and failed to cover opened food items in 2 of 2 reach-in refrigerators and 1 of 1 reach-in freezer. This deficient practice had the potential to affect food served to residents. The findings included: During the initial tour of the kitchen on 10/14/25 from 11:20 AM through 11:29 AM with Server #1 the following items were observed in the reach-in coolers and reach- freezer available for use.	L 166		

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE



TITLE

Director of Continuing Care

(X6) DATE

10/24/25

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: NH0660	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 10/16/2025	
NAME OF PROVIDER OR SUPPLIER WINDSOR RUN, LLC		STREET ADDRESS, CITY, STATE, ZIP CODE 1807 WINDSOR RUN LANE MATTHEWS, NC 28105		
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L 166	<p>Continued From page 1</p> <p>a. In the reach in cooler under the prepping counter the following items were observed.</p> <ul style="list-style-type: none"> -2 individual serving bowls of mixed fruit with no opened/prepared date and was not covered. -4 quart plastic food storage container ¼ full of green substance with no opened/prepared date. -8 quart plastic container full of lettuce with no opened/prepared date. <p>b. In the stand up reach-in cooler the following items were observed.</p> <ul style="list-style-type: none"> -5 pieces of link sausage on a plate with no opened/prepared date. -8 quart container of corn salsa with no opened/prepared date. -5 individual bowls of macaroni and cheese that were not covered and had no opened/prepared date. <p>c. In the reach-in freezer the following items were observed.</p> <ul style="list-style-type: none"> -6-8 oz individual cups of pre-scooped ice cream that were not covered and did not have a prepared date. Server #1 verified the items were not covered and removed and discarded them into the trash. <p>An interview with Server #1 was conducted throughout the tour. He verified the food items were not covered and/or did not have an opened/prepared date. He did not remove the items from the coolers.</p> <p>An interview and observation were conducted on 10/14/25 at 11:35 AM with the Dietary General Manager (GM). The initial tour was repeated with the Dietary GM. He verified the items listed above were not covered and/or did not contain labels.</p>	L 166		

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L 166	<p>Continued From page 2</p> <p>The General Manager discarded the items. He indicated all food items were to be dated and covered upon opening or preparing.</p> <p>An interview was conducted on 10/16/25 at 9:50 AM with the Dietary Assistant General Manager (AGM). He stated it was the cook's responsibility to cover and label opened/prepared food items upon opening and storing the items. He explained the cooks were responsible for this task except for the servers pre-scooping ice cream prior to meal times.</p> <p>An interview was conducted on 10/16/25 at 11:09 AM with the Dietary Cook. He stated on 10/14/25 one of the other kitchen staff members had prepped the food items and forgot to cover or label the items prior to putting them in the coolers.</p> <p>An interview was conducted on 10/16/25 at 11:22 AM with Dietary Server/Prep #3. He verified he had prepped the food items that were uncovered and/or not labeled in the coolers on 10/14/25. He stated, "it just slipped my mind". He explained that he was rushing and after he prepared the items he put them in the coolers but forgot to cover and/or label them.</p> <p>An interview was conducted on 10/16/25 at 11:20 AM with the Administrator. He stated he expected food and beverages to be properly covered and labeled after they were opened.</p>	L 166		