

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

PRINTED: 06/27/2011
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345441	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED R-C 06/15/2011
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NAME OF PROVIDER OR SUPPLIER ALEXANDRIA PLACE	STREET ADDRESS, CITY, STATE, ZIP CODE 1770 OAK HOLLOW ROAD GASTONIA, NC 28054
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(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
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(F 363) 483.35(c) MENUS MEET RES NEEDS/PREP IN ADVANCE/FOLLOWED

Menus must meet the nutritional needs of residents in accordance with the recommended dietary allowances of the Food and Nutrition Board of the National Research Council, National Academy of Sciences; be prepared in advance; and be followed.

This REQUIREMENT is not met as evidenced by:

Based on observations, review of menus and staff interviews the facility failed to implement planned menus for residents on a mechanical soft diet, failed to serve portions consistent with the planned menu to residents on a puree and regular diet and failed to serve tarter sauce consistent with the preplanned menus for all residents.

The findings are:

1a On 6/14/11 the Food Service Director (FSD) provided a copy of the preplanned menu being utilized for lunch meal service. The preplanned menu provided on 6/14/11 did not include a plan for a mechanical soft diet. The preplanned menu for the lunch meal included:

Regular diet-Fried fish, 1/2 cup later tots, 1/2 cup mixed vegetables, cornbread, tarter sauce and jello

Alternate menu-Lasagna and coleslaw.

Review of facility meal tray cards revealed 23 of 54 residents were on a mechanically altered diet.

On 6/14/11 at 11:00 AM food observed on the

(F 363) ALEXANDRIA PLACE'S RESPONSE TO THIS REPORT OF SURVEY DOES NOT DENOTE AGREEMENT WITH THE STATEMENT OF DEFICIENCIES; NOR DOES IT CONSTITUTE AN ADMISSION THAT ANY STATED DEFICIENCY IS ACCURATE. WE ARE FILING THE POC BECAUSE IT IS REQUIRED BY LAW.

* F363:
ADDRESS HOW CORRECTIVE ACTION (S) WILL BE ACCOMPLISHED FOR THOSE RESIDENTS FOUND TO HAVE BEEN AFFECTED BY THE DEFICIENT PRACTICE:

ALEXANDRIA PLACE DOES HAVE MENUS THAT MEET THE NUTRITIONAL NEEDS OF RESIDENTS IN ACCORDANCE WITH THE RECOMMENDED DIETARY ALLOWANCES OF THE FOOD AND NUTRITION BOARD OF THE NATIONAL RESEARCH COUNCIL, NATIONAL ACADEMY OF SCIENCES; AND ARE PREPARED IN ADVANCED AND ARE FOLLOWED.

NO RESIDENT HAD ANY ADVERSE AFFECTS OR HARM.

MENU EXTENSIONS WERE COMPLETED FOR MECHANICAL SOFT DIETS. ON 7/01/11 BY A CONSULTING CERTIFIED DIETARY MANAGER. DIETARY STAFF WERE INSERVICED REGARDING FOLLOWING MENUS AS WRITTEN AND NOT TO DEVIATE. ON 7/01/11 THE MENUS WERE EXPLAINED AND REVIEWED WITH THE DIETARY STAFF BY A CONSULTING CERTIFIED DIETARY MANAGER. ON 7/01/11 THE DIETARY STAFF WERE INSERVICED, BY A CONSULTING CERTIFIED DIETARY MANAGER REGARDING THE

7-5-11

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

TITLE

(X6) DATE

Kimberly L. Faulk

Administrative

7-08-11

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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JUL 11 2011
BY: *ARW*

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steam table (prior to start of lunch meal service) included: Fried fish, tater tots, mixed vegetables, mashed potatoes and coleslaw. Mechanically altered fish was not part of the items available for service on the steam table..

The cook was observed through the entire lunch tray line from 11:00 AM-12:32 PM. For residents on a mechanical soft diet the cook picked up the fried fish by her gloved hand, drew her fingers inward causing the fish to break into inconsistent large chunks. The chunks of fish were then deposited on the individual resident's plate. Residents on a mechanical soft diet were served mashed potatoes (instead of tater tots), coleslaw (instead of mixed vegetables) and a roll (instead of cornbread). At approximately 11:47 AM the cook ran out of coleslaw and the remainder of residents on a mechanical soft diet were served tomato soup (instead of mixed vegetables/coleslaw).

On 6/15/11 at 9:30 AM the cook who served the lunch meal stated her practice was to review the planned menu and make necessary modifications for residents on a mechanical soft diet based on the "List of Mechanical Soft Diet" foods posted above the tray line area as well as avoiding any items with a hull, skin or shell. The "List of Mechanical Soft Diet" observed above the tray line identified the following food items with no additional guidance: bananas, watermelon, peaches, apricots, apples, oatmeal, grits, cream of rice, cream of wheat, white rice, noodles, pasta, mashed/baked potatoes, sweet potatoes, beets, ground/chopped meat, meatloaf, turkey, beef (tender), boneless fish, chicken liver, ice cream, custard, pudding, sherbert. The cook

{F 363} DIFFERENCES BETWEEN REGULAR AND MECHANICAL SOFT DIETS. THE COOKS WERE INSTRUCTED TO PRE-CHOP ITEMS AND NOT TO MANUALLY ALTER FOOD ITEMS WHILE ON THE SERVING LINE TO ENSURE A MORE CONSISTENT PRODUCT. COOKS WERE INSTRUCTED TO USE PROPER SERVING UTENSILS INSTEAD OF THEIR HANDS TO SERVE FOOD ITEMS.

THE "LIST OF MECHANICAL SOFT DIET" FOODS POSTED ABOVE THE TRAY LINE WAS REMOVED AND EXPLAINED TO THE STAFF TO DISREGARD WHAT THEY HAD BEEN FOLLOWING.

MENUS WERE REVISED TO INCLUDE PRE-DETERMINED PORTIONS FOR PUREED AND REGULAR DIETS. ON 6/22/11 AND 6/29/11 DIETARY STAFF WERE INSERVICED, BY A CONSULTING CERTIFIED DIETARY MANAGER, REGARDING USE OF PROPER UTENSILS, SCOOPS AND LADELS AS WELL AS PORTION SIZES TO SERVE. ON 6/29/11 THE DIETARY STAFF COMPLETED RETURN DEMONSTRATIONS REGARDING PROPER PORTION SIZES TO BE SERVED.

ON 7/01/11 THE DIETARY STAFF WERE INSERVICED, BY A CONSULTING CERTIFIED DIETARY MANAGER AND HAD THE MENUS REVIEWED WITH THEM AND HOW THEY ARE TO BE FOLLOWED AND NOT DEVIATED FROM, INCLUDING CONDIMENTS.

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stated the list of mechanical soft foods was provided by the speech therapist and used until new menus/spread sheets were provided by the consultant dietician. The cook stated she served the coleslaw instead of mixed vegetables because she thought it was finely ground and did not have a hull, skin or shell. The cook stated it had always been her practice to break fish into chunks using her gloved hands. The cook reported after the lunch meal service the dietary manager informed her she needed to chop the fish prior to the start of the tray line to ensure a more consistent product.

1b. On 6/14/11 the Food Service Director (FSD) provided a copy of the preplanned menu being utilized for supper meal service. The preplanned menu provided on 6/14/11 did not include a plan for a mechanical soft diet. The preplanned menu for the supper meal included:

Regular diet-Onion steak, rice, fried squash, roll and orange fluff.
The alternates for the supper meal were a fried chicken patty, sweet potatoes and green beans.

On 6/14/11 from 4:00 PM-5:45 PM observations were made of the supper meal being set up and served. At 4:05 PM the dietary aide that made the orange fluff described the ingredients as canned mandarin oranges and whipped topping. The dietary aide stated she blenderized the mandarin oranges to a pureed consistency for residents on a mechanical soft and puree diet. The dietary aide stated when preparing dessert items for residents on a mechanical soft diet it was her practice to review the menu and determine what modifications to make.

{F 363}

ADDRESS HOW CORRECTIVE ACTION WILL BE ACCOMPLISHED FOR THOSE RESIDENTS HAVING POTENTIAL TO BE AFFECTED BY THE SAME DEFICIENT PRACTICE:

MENU EXTENSIONS WERE COMPLETED FOR ALL DIET TYPES AND CONSISTENCIES OFFERED AT THE FACILITY. ON 7/01/11, DIETARY STAFF WERE INSERVICED, BY A CONSULTING CERTIFIED DIETARY MANAGER REGARDING FOLLOWING MENUS AS WRITTEN AND NOT TO DEVIATE. ON 7/01/11 THE MENUS WERE EXPLAINED AND REVIEWED WITH THE DIETARY STAFF, BY A CONSULTING CERTIFIED DIETARY MANAGER.

MENUS WERE REVISED TO INCLUDE PRE-DETERMINED PORTIONS FOR ALL OFFERED DIETS. ON 6/22/11 AND 6/29/11 DIETARY STAFF WERE INSERVICED, BY A CONSULTING CERTIFIED DIETARY MANAGER REGARDING USE OF PROPER UTENSILS, SCOOPS AND LADELS AS WELL AS PORTION SIZES TO SERVE. ON 6/29/11 THE DIETARY STAFF COMPLETED RETURN DEMONSTRATIONS REGARDING PROPER PORTION SIZES TO BE SERVED TO A CONSULTING CERTIFIED DIETARY MANAGER. SERVING SIZES FOR ITEMS SUCH AS TATER TOTS, FRENCH FRIES, FRIED OKRA AND FRIED SQUASH HAVE BEEN PRE-DETERMINED WITH NUMBER EQUIVALENCES WHICH HAS BEEN POSTED FOR THE COOKS AND DIETARY AIDES TO REFERENCE.

ON 7/01/11 THE DIETARY STAFF WERE INSERVICED, BY A CONSULTING CERTIFIED DIETARY MANAGER AND

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Residents on a mechanical soft diet were served ground meat, rice, green beans (instead of squash) and pureed orange fluff.

On 6/15/11 at 10:00 AM the FSD stated she was waiting for amended menus from the consultant dietitian which were to include mechanical soft modifications. In the meantime, the FSD stated dietary staff would make modifications as needed based on the menu using the list provided by the speech therapist. The FSD stated the mechanical soft list was not inclusive of all food items which could be served but was posted for guidance.

On 6/15/11 at 11:00 AM the speech therapist stated the FSD asked her about a year ago to provide some guidance on what to serve residents on a mechanical soft diet. The speech therapist stated she compiled the list based on internet research as well as personal resource books and provided it as a reference.

In a phone conversation on 6/15/11 at 11:25 AM the facility consultant dietitian reported she had provided new spread sheets to the FSD and assumed they were being used. The consultant dietitian stated the new spread sheets included modifications for a mechanical soft diet.

On 6/15/11 at 11:40 AM the FSD reported she had not looked in the folder given to her by the consultant dietitian (on her visit the week prior) and didn't realize the new spread sheets had been provided. The amended menus were reviewed and included planned modifications for a mechanical soft diet. The amended menu for 6/14/11 was reviewed and indicated residents on

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HAD THE MENUS REVIEWED WITH THEM AND HOW THEY ARE TO BE FOLLOWED AND NOT DEVIATED FROM, INCLUDING CONDIMENTS. THIS REMOVED THE DISCRETION FROM THE COOKS AND DIETARY AIDES AS THEY ARE TO STRICTLY FOLLOW THE PRE-PLANNED MENUS.

ON JULY 5, 2011 A REGISTERED DIETICIAN FROM AN INDEPENDENT COMPANY PROVIDED THE DIETARY STAFF AND FACILITY CONSULTING REGISTERED DIETICIAN WITH DIRECTED INSERVICE TRAINING ON ALL ITEMS PERTAINING TO THE CITATION TO INCLUDE IMPLEMENTING THE PLANNED MENUS, FOLLOWING ALL EXTENSIONS FOR EACH DIET TYPE/CONSISTENCY, PROPER PORTIONS, USE OF PROPER SERVING UTENSILS AND NOT DEVIATING FROM THE PRE-PLANNED MENU.

THE FACILITY REGISTERED DIETICIAN AND CERTIFIED DIETARY MANAGER WILL IMPROVE COMMUNICATION AS THE CERTIFIED DIETARY MANAGER WILL GIVE A COPY OF THE REGISTERED DIETICIAN'S REPORT WITH ANY RECOMMENDATIONS LISTED AND THE CERTIFIED DIETARY MANAGER WILL SIGN OFF ON THE REPORT THAT THE RECOMEENDATIONS WERE COMPLETED.

THE COOKS HAVE INCREASED THE AMOUNT OF FOOD THEY PREPARE TO ENSURE THEY DO NOT RUN OUT OF ITEMS ON THE PRE-PLANNED MENUS. THE COOK AND DIET AIDES ARE TO REVIEW THE MENU AND EXTENSIONS PRIOR TO STARTING THE SERVING LINE TO ENSURE PROPER SCOOPS, LADELS, SERVING UTENSILS ARE BEING USED AS WELL AS ALL ITEMS ON THE MENU ARE READY TO BE SERVED.

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a mechanical soft diet should have been served the following:
Lunch-ground fish, whipped potatoes, mixed vegetables (instead of coleslaw/tomato soup), cornbread (instead of roll) and jello
Supper-ground onion steak, steamed squash (instead of green beans), roll and orange fluff (regular not puree).

2. On 6/14/11 the Food Service Director (FSD) provided a copy of the preplanned menu being utilized for lunch meal service. The preplanned menu for the lunch meal included:
Regular diet-Fried fish, 1/2 cup tater tots, 1/2 cup mixed vegetables, cornbread, tarter sauce and jello.
Puree diet-Puree fish, 1/2 cup mashed potatoes, 1/2 cup puree vegetables, tarter sauce and 1/2 cup puree fruit.
Alternate menu-Lasagna and coleslaw

Review of facility tray cards revealed 17 of 54 residents were on a puree diet and 23 of 54 were on a mechanically altered diet. ...

On 6/14/11 at 11:00 AM food observed on the steam table prior to start of lunch meal service included: Fried fish, tater tots, mixed vegetables, puree fish, mashed potatoes and puree vegetables. A serving utensil was not observed in the fried fish or tater tots. A 3 ounce scoop (as identified on the underside of the handle) was observed in both the puree vegetable and mashed potatoes (the preplanned menu called for a 4 ounce/1/2 cup serving). A 1/3 cup scoop was in the container of coleslaw (versus a 1/2 cup scoop). Dessert items available for use on the tray line included jello and banana pudding.

{F 363} ADDRESS WHAT MEASURES WILL BE PUT INTO PLACE OR SYSTEMIC CHANGES MADE TO ENSURE THAT THE DEFICIENT PRACTICE WILL NOT OCCUR:

NEW MENU EXTENSIONS AND DESIGNATED PORTIONS/SCOOPS WERE COMPLETED FOR ALL DIET TYPES AND CONSISTENCIES OFFERED AT THE FACILITY IN WHICH THE DIETARY STAFF HAVE BEEN INSTRUCTED THEY ARE NOT TO DEVIATE FROM.

THE COOKS HAVE INCREASED THE AMOUNT OF FOOD THEY PREPARE TO ENSURE THEY DO NOT RUN OUT OF ITEMS ON THE PRE-PLANNED MENUS. THE COOK AND DIET AIDES ARE TO REVIEW THE MENU AND EXTENSIONS PRIOR TO STARTING THE SERVING LINE TO ENSURE PROPER SCOOPS, LADELS, SERVING UTENSILS ARE BEING USED AS WELL AS ALL ITEMS ON THE MENU ARE READY TO BE SERVED AS DIRECTED BY THE PRE-PLANNED MENU.

THE FACILITY REGISTERED DIETICIAN AND CERTIFIED DIETARY MANAGER WILL IMPROVE COMMUNICATION AS THE CERTIFIED DIETARY MANAGER WILL GIVE A COPY OF THE REGISTERED DIETICIAN'S REPORT WITH ANY RECOMMENDATIONS LISTED AND THE CERTIFIED DIETARY MANAGER WILL SIGN OFF ON THE REPORT THAT THE RECOMENDATIONS WERE COMPLETED.

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Dietary staff present at the time of the observation identified the banana pudding as an item to be served to residents on a puree diet in place of the puree fruit. No explanation was provided by dietary staff why banana pudding was being served instead of puree fruit. Tarter sauce was not included with the tray line set-up.

The cook was observed through the entire lunch tray line from 11:00 AM-12:32 PM. Mashed potatoes (to residents on a puree and mechanical soft diet) were served with a level scoop from the 3 ounce ladle. Puree vegetables (to residents on a puree diet) were served with a level scoop from the 3 ounce ladle. Tater tots (for residents not on a mechanical soft or puree diet) were scooped up with the cooks hand and deposited on their individual plate. Tarter sauce was not served to any residents.

On 6/15/11 at 9:30 AM the cook who served the lunch meal stated she did not put the scoop/ladles in food items and couldn't explain why a 3 ounce ladle had been used in the puree vegetables/ mashed potatoes or the 1/3 cup scoop in the coleslaw. The cook reported she had measured the tater tots and felt a handful was equal to a 1/2 cup serving. The cook stated the tarter sauce was not available to give to residents on 6/14/11.

On 6/15/11 at 10:00 AM the FSD stated her expectation was that tongs, ladles and scoops would be used when plating food on the tray line to ensure items were served in planned portions. The FSD stated food items should be served consistent with the planned menu and could not explain why banana pudding was served at lunch

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INDICATE HOW THE FACILITY PLANS TO MONITOR ITS PERFORMANCE TO MAKE SURE THAT SOLUTIONS ARE SUSTAINED. THE FACILITY MUST DEVELOP A PLAN FOR ENSURING THAT CORRECTION IS ACHIEVED AND SUSTAINED. THE PLAN MUST BE IMPLEMENTED AND THE CORRECTIVE ACTION EVALUATED FOR ITS EFFECTIVENESS. THE POC IS INTEGRATED INTO THE QUALITY ASSURANCE SYSTEM OF THE FACILITY.

THE REGISTERED DIETICIAN WILL OBSERVE ONE TRAY LINE SERVICE PER VISIT TO ENSURE THE PRE-PLANNED MENUS ARE STRICTLY BEING FOLLOWED AND TO ENSURE THE DIETARY STAFF ARE USING THE PROPER SCOOPS, LADELS AND OTHER DESIGNATED SERVING UTENSILS AS WELL AS PREPARING ALTERED FOOD CONSISTENCIES APPROPRIATELY AND IN ADVANCE. THE REGISTERED DIETICIAN WILL DOCUMENT HER OBSERVATIONS ON A DIETARY SERVING LINE Q.A. FORM AND WILL TURN IT INTO THE ADMINISTRATOR FOLLOWING HER VISIT.

THE CERTIFIED DIETARY MANAGER WILL COMPLETE A DIETARY SERVING LINE Q.A. FORM FOLLOWING HER OBSERVATIONS OF 5 TRAY LINE SERVICES TO ENSURE ALL ITEMS IN THIS CITATION REMAIN CORRECTED. ANYTHING NEEDING TO BE ADDRESSED WILL BE CORRECTED IMMEDIATELY AND PROPER ACTION WILL BE TAKEN TO ENSURE THEY ARE NOT REPEATED. THE Q.A. FORMS WILL BE TURNED INTO THE Q.A. COMMITTEE ON A MONTHLY BASIS FOR REVIEW AND DETERMINATION IF FURTHER OR AMENDED ACTION IS REQUIRED. BASED ON THE Q.A. FINDINGS, THE FREQUENCY OF REQUIRED TRAY LINE OBSERVATIONS MAY BE CHANGED PER Q.A. COMMITTEE RECOMMENDATIONS.

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{F 363} Continued From page 6
on 6/14/11 instead of puree fruit. The FSD stated the tarter sauce did not come in until 6/15/11 which was why it had not been given to residents at lunch on 6/14/11.

{F 363} THE Q.A. COMMITTEE WILL BE CHARGED WITH THE RESPONSIBILITY TO ENSURE THAT CORRECTION IS ACHIEVED AND SUSTAINED.