

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

PRINTED: 09/08/2022
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345491	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 08/10/2022
NAME OF PROVIDER OR SUPPLIER CROATAN RIDGE NURSING AND REHABILITATION CENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 210 FOXHALL ROAD NEWPORT, NC 28570		
(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 and complaint investigation survey was conducted on 8/07/22 through 8/10/22. The facility was found in compliance with the requirement CFR 483.73, Emergency Preparedness. Event ID #E5FZ11	F 000			
F 812 SS=E	INITIAL COMMENTS A recertification and complaint investigation survey was conducted from 08/07/22 through 08/10/22. Event ID# E5FZ11. The following intakes were investigated: NC00190934, NC00190935 and NC00187682. 10 of 10 complaint allegations were unsubstantiated. 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.	F 812		9/5/22	

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

TITLE

(X6) DATE

Electronically Signed

09/02/2022

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>This REQUIREMENT is not met as evidenced by: Based on observation and staff interviews, the facility failed to ensure perishable items stored for use in the walk-in refrigerator, walk-in freezer and reach-in refrigerator were labeled and dated.</p> <p>The Findings Included: A tour was conducted on 08/07/22 at 11:03 a.m. with Cook #1 of the kitchen's walk-in refrigerator, walk-in freezer and reach-in refrigerator. The following items were found not labeled or dated:</p> <p>* Walk-in Refrigerator: Tortilla shells Stainless steel container of beets 2 packages of salami wrapped in plastic wrap 2 packages of ham wrapped in plastic wrap 2 packages of cheese slices wrapped in plastic wrap Lettuce wrapped in plastic wrap Stainless steel container of sliced onions Stainless steel container of peaches covered in foil which had been torn open Stainless steel container of pineapple tidbits covered with plastic wrap Hushpuppies in plastic zippered bag 2 bags of hamburger buns Stainless steel container of cooked sausage patties covered with plastic wrap</p> <p>*Walk-in Freezer: Onions in a plastic zippered bag Tater tots in original brown bag which was opened to air Waffle cut French fries in original brown bag which was opened to air</p> <p>*Reach-in Refrigerator: 3 bowls of peaches</p>	F 812	<p>F812 Food Procurement, Store/Prepare/Serve- Sanitary</p> <p>Croatan Ridge Nursing and Rehabilitation Center acknowledges receipt of the Statement of Deficiencies and proposes this Plan of Correction to the extent that the summary of findings is factually correct and in order to maintain compliance with applicable rules and provisions of quality of care of residents. The Plan of Correction is submitted as a written allegation of compliance.</p> <p>Croatan Ridge Nursing and Rehabilitation Center response to this Statement of Deficiencies does not denote agreement with the Statement of Deficiencies nor does it constitute an admission that any deficiency is accurate. Further, Croatan Ridge Nursing and Rehabilitation Center reserves the right to refute any of the deficiencies on this Statement of Deficiencies through Informal Dispute Resolution, formal appeal procedure and/or any other administrative or legal proceeding.</p> <p>On 8/7/22, the Dietary Manager discarded all items in the Walk-in Refrigerator that were not dated when opened or had a "up by date" when indicated to include Tortilla shells, a stainless steel container of beets, 2 packages of salami wrapped in plastic wrap, 2 packages of ham wrapped in plastic wrap, 2 packages of cheese slices wrapped in plastic wrap, lettuce wrapped</p>		

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F 812	<p>Continued From page 2</p> <p>Pitcher of tomato soup 1 cup containing a brown liquid 1 cup of a clear thickened liquid</p> <p>A second tour was conducted on 08/10/22 at 8:39 a.m. with Dietary Manager of the kitchen's reach-in refrigerator. The following items were found to not be labeled or dated: one 3-compartment Styrofoam container, wrapped in plastic wrap; one single-compartment Styrofoam container; one opened bottle of Gatorade.</p> <p>During an interview with Cook #1 on 08/07/22 at 11:30 a.m., Cook #1 explained all opened foods stored in the walk-in refrigerator, walk-in freezer and reach-in refrigerator should be labeled and dated once they have been opened. Cook #1 stated she did not know why opened foods were not labeled and dated.</p> <p>During an interview with the Dietary Manager (DM) on 08/10/22 at 9:10 a.m., the DM explained the Styrofoam containers and opened Gatorade belonged to an employee and should not have been in the reach-in refrigerator. The DM explained it was "on him" for the opened perishable items found during the first tour of the kitchen, for not paying better attention to what the kitchen staff were/were not doing after having trained them. He further explained he did not go back and follow-up after training to make sure dietary staff were doing as they were supposed to have been doing.</p> <p>During an interview with the Administrator on 08/10/22 at 9:20 a.m., the Administrator stated he knew that all kitchen employees are trained properly from day one of hire and stated he did not have an explanation as to why the employees</p>	F 812	<p>in plastic wrap, a stainless steel container of sliced onions, a stainless steel container of peaches covered in foil, a stainless steel container of pineapple tidbits covered with plastic wrap, hushpuppies in plastic zippered bag, 2 bags of hamburger buns, and a stainless steel container of cooked sausage patties covered with plastic wrap.</p> <p>On 8/7/22, the Dietary Manager discarded all items in the Walk-in Freezer that were not dated when opened or had a "up by date" when indicated to include onions in a plastic zippered bag, tater tots in original brown bag which was opened to air, and waffle cut french fries in original brown bag which was opened to air</p> <p>On 8/7/22, the Dietary Manager discarded all items in the Reach-in Refrigerator that were not dated when opened or had a "up by date" when indicated to include 3 bowls of peaches, a pitcher of tomato soup, 1 cup containing a brown liquid and 1 cup of a clear thickened liquid.</p> <p>On 8/10/22, the Dietary Manager discarded all items in the reach-in refrigerator that were not dated when opened or had a "up by date" when indicated to include one 3- compartment Styrofoam container wrapped in plastic wrap; one single-compartment Styrofoam container; one opened bottle of Gatorade.</p> <p>On 8/12/22, the Administrator completed an audit of all items in the Walk in Freezer, Walk in Refrigerator and the</p>		

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F 812	Continued From page 3 were not labeling and dating opened foods. The Administrator stated it was his expectation opened foods are properly labeled and dated, and explained going forward, he and the DM will ensure opened foods are labeled and dated.	F 812	Reach in Refrigerator. This audit is to ensure all items were labeled with an "open date" or an "use by date" when opened and that staff did not store personal food items in the Walk in Freezer, Walk in Refrigerator and the Reach in Refrigerator per facility protocol. There were no additional concerns identified during the audit. On 8/10/22, the Dietary Manager initiated an in-service with the Dietary Manager and dietary staff in regards to Labeling and Storage of Food Items When Opened with emphasis on labeling all food items in the Walk in Freezer, Walk in Refrigerator or the Reach in Refrigerator with an "open date" or an "use by date" when opened and not storing employee personal food items in the Walk in Freezer, Walk in Refrigerator or the Reach in Refrigerator per protocol to ensure food service safety. In-service will be completed by 9/5/22. All newly hired Dietary Staff will be in-serviced during orientation regarding Labeling and Storage of Food Items When Opened. The Administrator will complete an audit of the Walk in Freezer, Walk in Refrigerator and the Reach in Refrigerator 3 times a week x 2 weeks, weekly x 2 weeks then monthly x 1 month utilizing the Kitchen Audit Tool. This audit is to ensure all items in the Walk in Freezer, Walk in Refrigerator or the Reach in Refrigerator are labeled with an "open date" or an "use by date" when opened and that staff are not storing personal food items in the	

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F 812	Continued From page 4	F 812	<p>Walk in Freezer, Walk in Refrigerator and the Reach in Refrigerator per facility protocol. The Dietary Manager will address all concerns identified during the audit to include discarding items not labeled per facility protocol, removing employee personal food items and re-education of staff. The Administrator will review the Kitchen Audit Tool 3 times a week x 2 weeks, weekly x 2 weeks then monthly x 1 month to ensure all concerns addressed.</p> <p>The Administrator will present the findings of the Kitchen Audit Tool to the Executive Quality Assurance (QA) committee monthly for 2 months. The Executive QA Committee will meet monthly for 2 months and review the Kitchen Audit Tool to determine trends and/or issues that may need further interventions put into place and to determine the need for further frequency of monitoring.</p>		