

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

PRINTED: 12/22/2023
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345163	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED R-C 12/13/2023
NAME OF PROVIDER OR SUPPLIER GLENBRIDGE HEALTH AND REHABILITATION			STREET ADDRESS, CITY, STATE, ZIP CODE 211 MILTON BROWN HEIRS ROAD BOONE, NC 28607		
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F 000	INITIAL COMMENTS	F 000			
{F 804} SS=D	<p>An onsite revisit was conducted on 12/12/23 with additional information obtained 12/13/23 therefore the exit date is 12/13/23. Tags F 561, F 695, F 761 and F 801 were corrected as of 12/13/23. Repeat tags were cited as a result of the complaint investigation survey that was conducted at the time of the revisit. The facility is still out of compliance. Event ID# CECQ12.</p> <p>Nutritive Value/Appear, Palatable/Prefer Temp CFR(s): 483.60(d)(1)(2)</p> <p>§483.60(d) Food and drink Each resident receives and the facility provides-</p> <p>§483.60(d)(1) Food prepared by methods that conserve nutritive value, flavor, and appearance;</p> <p>§483.60(d)(2) Food and drink that is palatable, attractive, and at a safe and appetizing temperature. This REQUIREMENT is not met as evidenced by: Based on observations, record review, test trays, staff and resident interviews, the facility failed to provide meals that were palatable and appetizing in temperature and appearance for 2 meals served to 1 of 3 residents (Resident #1). The practice had the potential to affect other residents receiving meals from the kitchen.</p> <p>The findings included:</p> <p>Resident #1 was admitted to the facility 01/02/23.</p> <p>The quarterly Minimum Data Set assessment dated 12/04/23 indicated Resident #1 had moderately intact cognition.</p>	{F 804}			

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

TITLE

(X6) DATE

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 804}	Continued From page 1 a. An observation and interview were conducted with Resident #1 on 12/12/23 at 11:00 AM. The Resident explained that the food was not good but some days it was better than others. The meat, especially chicken, was overcooked and tough and the pasta was not good. She stated the broccoli was always so overcooked and mushy that she informed the kitchen not to bring her broccoli anymore with her meals. The lunch meal served on 12/12/23 was roasted chicken thigh, mashed sweet potatoes, lima beans and pears. The meal cart was brought to the hall approximately 11:45 AM on 12/12/23. The test tray was removed from the cart last at 12:00 PM. When the lid was removed from the plate at 12:01 PM there was no steam visible coming from the food. The Dietary Manager (DM) tasted the food and agreed the food was not hot and the chicken was dry. The DM stated the mashed sweet potatoes tasted watery and the lima beans were okay. An interview was conducted with the Dietary Manager on 12/12/23 at 12:03 PM who offered the reason the food was cold could be related to the fact that they had two types of plates to serve the food on. One was a hard plastic which did not hold the heat long and the other was ceramic which held the heat longer than the plastic plates. The test tray had a plastic plate. The DM stated regardless, the food should be hot. An interview was conducted with Resident #1 on 12/12/23 at 12:25 PM as she was eating her lunch meal of roasted chicken thigh, mashed	{F 804}			

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{F 804}	<p>Continued From page 2</p> <p>sweet potatoes and lima beans. She had consumed ¼ of the chicken, all the lima beans and about ¼ of the mashed potatoes. Resident #1 explained that the chicken was so tough that she could not cut it with a knife, so she had to pick it up with her fingers to bite it. She stated the chicken was on the dry side. She remarked that she did not get butter for her mashed sweet potatoes and the lima beans were good when she added her vinaigrette dressing to them. The Resident expressed the food was not cold as usual but barely room temperature at best.</p> <p>b. An observation of the evening meal tray line was conducted on 12/12/23 at 4:20 PM. A test tray was requested.</p> <p>The menu consisted of baked ziti, cauliflower and a dinner roll.</p> <p>The test tray was plated on a ceramic plate at 5:33 PM on 12/12/23.</p> <p>The meal cart arrived on the unit at 5:35 PM on 12/12/23 and Resident #1 received her supper tray at 5:47 PM.</p> <p>A test tray was conducted with the Dietary Director at 6:02 PM on 12/12/23. The Dietary Director lifted the plate cover from the meal and there was no steam to indicate the food temperature was warm. The Director observed the baked ziti was "greasy" and cold and the cauliflower was overcooked and mushy and was cold as well. The bottom of the bread roll was doughy. The Dietary Director stated she would not eat that.</p> <p>An interview conducted with the Dietary Director</p>	{F 804}			

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{F 804}	<p>Continued From page 3</p> <p>on 12/12/23 at 6:04 PM revealed, the Director explained the supper meal was prepared too early and that was one reason why the cauliflower was so mushy, it should not cook that long. She continued to explain the baked ziti will start to get greasy when it is cold, and it was visibly greasy. The Director indicated that it was unacceptable for the residents to be served cold meals.</p> <p>On 12/12/23 at 6:18 PM during an observation and interview with Resident #1, she explained that the baked ziti was greasy, and the cauliflower was slick and slimy and cooked to death. She stated she thought it was cooked cabbage until she read the meal ticket that identified it as cauliflower, stated "it didn't look like cauliflower to me". The Resident remarked the roll was doughy on the bottom, so she only ate the top. The Resident stated the food was warmer than what she usually received but not by much.</p> <p>An interview conducted with the Dietary Manager and Dietary Director on 12/12/23 at 6:45 PM revealed the Director explained that the food was made too early because it was cooked and in the warmer when she arrived at the facility in the early afternoon hours. She stated the cauliflower was overcooked and should be cooked last and stated that was the reason it was cooked to death. The Manager stated he had counseled the cook not to make the food so early and let it sit in the warmer. The Manager repeated the reason why some meals were cold could be the fact that some plates were hard plastic, and some were ceramic.</p> <p>At 7:15 PM on 12/12/23 during an interview with the Administrator she explained that she did not eat the facility food therefore, she could not speak</p>	{F 804}			

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{F 804}	Continued From page 4 to the quality and temperature of the food but stated it looked like she would start testing the food.	{F 804}			
F 812 SS=E	<p>Food Procurement, Store/Prepare/Serve-Sanitary CFR(s): 483.60(i)(1)(2)</p> <p>§483.60(i) Food safety requirements. The facility must -</p> <p>§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.</p> <p>§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 facility failed to ensure bread was dated and not stored for use after the use by date in the dry storage area. This deficient practice had the potential to affect the food served to the residents.</p> <p>The findings included: During an observation of the dry storage area on 12/12/23 at 3:30 PM along with the Dietary</p>	F 812			

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F 812	<p>Continued From page 5</p> <p>Director the observation yielded 3 packs of 12 hotdog buns with a date of 12/10/23 and 3 packs of 12 hamburger buns that had no date printed on the packages.</p> <p>An interview was conducted with the Dietary Director at 3:40 PM on 12/12/23 who explained the hotdog buns should have been pulled from the shelves on the expiration date printed on the packages and there should have been a clarification date for the expiration date for the hamburger buns. The hamburger buns should not be used unless there was a known expiration date.</p> <p>During an interview with the Dietary Manager on 12/12/23 at 4:15 PM the Manager explained that he tried to check the expiration dates on the breads about every day and he missed the dates because he was not checking them good enough. His process when checking the dates was to pull the breads the day before the expiration date because he felt the date on the breads would not be good to use. The Manager also explained that he did not notice that the hamburger buns did not have an expiration date on them. He stated he did not remember checking the expiration dates on 12/11/23. He stated the bread delivery was twice a week and he needed to make sure the bread delivery man was checking the expiration dates on the breads as well.</p> <p>An interview was conducted with the Administrator on 12/12/23 at 7:15 PM. The Administrator explained that the dietary staff should have been checking for expiration dates on the breads especially since they were cited for it on the recertification. She stated the bread should not have been on the shelves and</p>	F 812			

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F 812	Continued From page 6 available for use past the expiration dates.	F 812			