Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL001028	A. BUILDING: _____ B. WING _____	01/12/2018

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
BROOKDALE BURLINGTON	3619 SOUTH MEBANE STREET BURLINGTON, NC 27215

FEB 19 2018

(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
D 000	Initial Comments The Adult Care Licensure Section conducted an annual survey on January 10-12, 2018.	D 000		
D 282	10A NCAC 13F .0904(a)(1) Nutrition and Food Service 10A NCAC 13F .0904 Nutrition and Food Service (a) Food Procurement and Safety in Adult Care Homes: (1) The kitchen, dining and food storage areas shall be clean, orderly and protected from contamination. This Rule is not met as evidenced by: Based on observations, interviews and record reviews the facility failed to assure the kitchen door, refrigerator, freezer, stove/oven, grill back splash, fryer, air conditioner, blinds, ice machine and sink areas were clean, orderly and protected from contamination. The findings are: Observation of the kitchen on 1/10/18 at 10:44 a.m. revealed: - The refrigerator had multiple finger prints and smears above and below the door handles. - There were liquid dried drip marks below the door handles and across both doors. - The door handles were covered with smears, food lumps and particles and were sticky to touch. - The freezer had doors covered with finger prints and dried liquid drip marks. - The ice maker had multiple white and grayish liquid drip marks down each of the sides of the machine. - The black edging across the top area of the metal cabinet and the bottom edge of the top	D 282		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE: Catherine Armstrong

TITLE: Area Director

(X6) DATE: 2/15/18

Reviewed & Accepted Edwards 2/20/18

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D 282	Continued From page 1 engine area of the ice maker were covered with a white and brownish corrosion like substance. - The hand wash sink next to the ice machine had multiple liquid drip marks down the metal splash area behind the sink. - The small hand wash sink had a 1/4 in wide black growth under the lip of the rim at the top of of the sink bowl. Observation of the area next to the refrigerator at the kitchen back door on 1/10/18 at 10:46 a.m. revealed: - There was a bucket with a dirty mop in it. - The air conditioner (AC) unit next to the door was covered with a thick web like layer of dark gray dust along the vent slats at the lower portion of the the AC unit and on the upper air direction vent slats. - The folding accordion like wings of the air conditioner extending from each side attached to the window frame were covered with the same dark gray dust and dirt particles. - The window sill under the AC unit had multiple dirt particles and gray dust and paint was chipped away from the sill. - On the window sill was an old telephone smeared with black/brown dirt in all if the connections of the phone top and bottom, in and around each of the buttons and an old angled piece of metal was laying on top of the phone. - An instruction manual was next to and under the phone had black dirt particles and smears. - Window blind slats where the AC unit was located had light gray dust covering the bottom four to five slats on the blind. - The bottom three blind slats had a fine roundish and brownish rust colored dusty growth on them. Observation of the stove/oven and fryer area on 1/1/0/18 at 10:50 a.m. revealed:	D 282		

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D 282	Continued From page 2 - The stove burners were grease covered and had food particles in the wells below the burners. - The burner knobs had burned on and spilled on food and liquids dried onto the burner knobs and escutcheons around each knob. - A tray below the burner knobs was covered with burned on food and particles. - A metal strip and tray below the burner knob area had large chunks of dried food and smaller particles and grease and liquid splatters on the metal strip area. - The back splash in the stove/grill area was covered with thick cooked on food particles and burned on large areas of dark grease splatters and drips. - The oven doors both had grease and food smears and drips on them. - A metal ledge below the bottom of the oven doors had cooked on food and grease drips. - The handles had a dark gray accumulation of food and grease build-up and on the edges of the oven doors. - An amber colored food/grease drip extended down from the burner knob area and accumulated below the oven doors down to the metal ledge area with the vent slats. - One of the metal vent pieces below the doors was crooked and not sitting flush within the oven door compartment. - The food fryer machine had grease drips down the sides and front. - There were grease drips and splatters on the side of the stove/oven left side near the fryer. Observation of the kitchen entrance door on 1/10/18 at 10:55 a.m. revealed: - Both sides of the kitchen entrance door from the dining room to the kitchen were covered on both sides with brown smears, black smears and marks and scuffs.	D 282		

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D 282	Continued From page 3 - The top left corner of the door near the door frame had a broken crack from the edge of the door towards the center for about 4 - 5 inches. - The door frames on both sides of the door were covered in black brown marks and smears and pieces of wood were missing out of the frames. A second observation of the kitchen door on 1/12/18 at 9:30 a.m. revealed: - The door and door frame had been completely cleaned. - All other areas, refrigerators, freezers, stove/oven and back splash, burner areas, the fryer, sink, ice machine and the air conditioner and blinds, were the same. Interview with a Personal Care Aide (PCA) going in and out of the kitchen serving plates at a lunch meal on 1/11/18 at 12:45 p.m. revealed: - The kitchen had looked the same for months and the she had not noticed the back door area in the kitchen. - She did not know when the kitchen was to be cleaned. - She had seen the kitchen being mopped and wiped down on occasion since she had been working there. Interview on 1/10/18 at 6:07 p.m. with a Dietary Aide revealed: - The dishes, the sinks and the floors, and stove were cleaned after meals and daily. - Supplies were available for mopping, wiping counters and refrigerators and washing dishes occurred on a daily basis. - No information related to a deep cleaning schedule to be followed was provided. Interview on 1/12/18 at 11:15 a.m. with the Dietary Services Manager (DSM) revealed:	D 282		

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D 282	Continued From page 4 - Kitchen staff were to clean daily and there were weekly tasks for deep cleaning. - They had been observed cleaning in the kitchen after meals. - There was a cleaning schedule within the kitchen that each kitchen staff member were to assigned to the tasks and were to sign off on the computer on the Daily and weekly schedule of cleaning when tasks were completed. - The DSM thought the cleaning tasks were being completed but a system for monitoring the cleaning was not provided. - Staff had plenty of cleaning supplies and all the kitchen staff knew where the supplies were located. - She would provide an example of the cleaning schedule for kitchen staff to follow that was on the computer. - Staff were listed on the cleaning form for the weekly tasks and the end of the shift tasks would be signed off when completed. Review of the Daily & Weekly Cleaning Schedule (Memory Care Kitchen) revealed: - At the end of each shift in the a.m. and p.m. on Sunday, Monday, Tuesday Wednesday Thursday and Saturday following areas were to be cleaned : the grill/grease pan; wipe down steam table; clean the food processor; toaster; can opener; label and date items in the reach in; wipe and sanitize carts; wipe down the tea machine and table; outside of the ice machine/scoop wipe hand sinks (refill hand soap and towels); all dishes clear; clean sinks; all counters are wiped and clear; check garbage cans/wipe out. - A.M. Daily sweep floors. - P.M. daily sweep & mop ALL FLOORS; mop bucket empty and clean. - Weekly Cleaning included in the A.M. with a	D 282		

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D 282	Continued From page 5 kitchen staff member's name and date by each task included - Clean the stove eyes/change foil (Sun.); Scrub Freezer reach-In (Gaskets) (Sun); Detail Kitchen walls (Mon) Clean Oven & Racks (Tues.); Deep clean the grill(Wed.); Wipe ceiling vents (Thurs.); Clean floor drains (Thurs.); Scrub reach-in Coolers (Gaskets) (Sat); Detail steam table. (Sat). - Weekly cleaning in the P.M. had a staff member's name and date by each task included- Detail Walk-in /freezer (Sun); Clean under tables (Sun); Wipe dish shelves (Mon); Organize dry storage (Tues); Switch utensil buckets (Wed); Dip coffee cups/pots (Wed); Detail dish machine and area (Fri); Organize chemical cabinet (Sat); Fryer bi-weekly. - Names were assigned to each task. - Interview on 1/12/18 at 11:15 a.m. with the Executive Director revealed: the kitchen/dining rooms should be clean she would tour the areas today to assess the concerns. Interview on 1/12/18 at 11:20 a.m. with the Regional Nurse revealed: - It was important for the food preparation and dining areas to be clean. - One of the their company's current initiatives was to strive for a clean and non contaminated environment for the food preparation areas and a clean dining area.	D 282		
D 299	10A NCAC 13F .0904(d)(3)(A) Nutrition And Food Service 10A NCAC 13F .0904 Nutrition And Food Service (d) Food Requirements in Adult Care Homes: (3) Daily menus for regular diets shall include the	D 299		

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D 299	Continued From page 6 following: (A) Homogenized whole milk, low fat milk, skim milk or buttermilk: One cup (8 ounces) of pasteurized milk at least twice a day. Reconstituted dry milk or diluted evaporated milk may be used in cooking only and not for drinking purposes due to risk of bacterial contamination during mixing and the lower nutritional value of the product if too much water is used. This Rule is not met as evidenced by: Based on observations, interviews, and record reviews, the facility failed to assure 8 ounces of milk was served to residents in the facility, twice daily. The findings are: Observation of the facility on 01/10/18 at 5:42 p.m. revealed the facility had 2 dining rooms, a large dining room for residents who needed no assistance at meals and a small dining room that was used for residents who required assistance with their meals. Observation on 11/10/18 at 10:45 a.m. revealed the refrigerator had aprroximately 12 - 15 gallons of whole and 2% milk stacked up in the refrigerator. Observation of the large dining room on 01/10/18 at 5:40 p.m. during dinner revealed: - There were 28 residents in the large dining room. - All of the 29 residents were served water, tea and/or coffee. - None of the large dining room residents had been served milk. Observation of the small dining room on 01/10/18	D 299		

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D 299	Continued From page 7 at 5:44 p.m. revealed: -There were 12 residents present in the small dining room. -12 of 12 residents were served water and tea. -0 of 12 residents were served milk. Observation of the small dining room on 01/11/18 at 12:44 p.m. revealed: -12 of 12 residents were served water and tea. -0 of 12 residents were served milk. Observation of the large dining room on 01/11/18 at 12:40 p.m. during lunch revealed: - There were 28 residents in the large dining room. - One resident was eating in his bed room. - All of the 29 residents were served water tea and/or coffee. - None of the large dining room residents had been served milk. Interview on 1/11/18 at 1:10 p.m. with the Dietary Services Manager revealed: - All drinks were resident choices. - Staff were to serve water, tea, coffee at all meals and juice at breakfast. - Milk would be chosen by the residents to be served by designating on their meal order forms. - Residents would have to request milk. - She did not know residents who could not choose as well as those who could possibly choose in the Special Care Unit were not receiving milk at two meals on 1/10/18 and 1/11/18. - When questioned about how would the staff know who to serve it to, she said it would be by choice on their daily menu order form. - Residents would be asked if they wanted milk if unable to choose their menu.	D 299		

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D 299	Continued From page 8 Review of the Week At A Glance Memory Care menu for 1/10/18 - 1/12/18 revealed: - Breakfast - Milk was listed to be served; the Light Meal and Main Meal - Low Fat Milk was listed to be served. - The quantity of the milk to be served was not listed. Interview on 1/11/18 at 1:40 p.m. with a kitchen aide revealed: - The kitchen aide said water and tea were served to residents at meals. - The kitchen aide would only know if residents wanted or needed milk by them asking for it. - When first hired, the kitchen aide had been told not to serve milk to the residents in the Special Care Unit because it would be too much for them when there were so many drinks served at the table. - No information was provided related to a list or menu to go by for serving milk to residents. Interview with a Medication Aide (MA) on 01/11/18 at 2:11 pm. revealed: -Residents were served juice, water and coffee at breakfast. -There were 3 residents that asked for milk at breakfast. -Milk was available if they asked for it. -Residents were served tea and water at lunch. -She was not present at the dinner meal and did not know what was served. Interview with a Personal Care Assistant (PCA) on 01/11/18 at 2:13 p.m. revealed: -She assisted residents with breakfast and lunch. -Residents were served water and juice at breakfast. -Residents were served tea, water and coffee at lunch.	D 299		

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D 299	Continued From page 9 Interview with a PCA on 01/11/18 at 2:15 p.m. revealed: -Residents were served orange juice, cranberry juice and water at breakfast. -Residents were served tea and water at lunch. -She did not know what they were served at dinner. Interview with a PCA on 01/11/18 at 2:19 p.m. revealed: -She assisted residents with their breakfast and lunch. -Residents were served juice, water and coffee at breakfast. -Residents were served tea and water at lunch. Interview with a resident on 1/11/18 at 4:04 p.m. revealed: -He had tea and water with his meals. -He did not recall having milk, "since I have been here." -He was not sure how long he had been there "not that long." Interview with a second resident on 1/11/18 at 4:09 p.m. revealed: -She had coffee with her breakfast. -She had water and a drink with her lunch. -She had asked for milk at snack sometimes and got it. -She did not know if anyone had milk at meals. -She did not like milk with her meals. Interview with the Activities Director on 1/11/18 at 4:18 p.m. revealed: -She assisted the residents with lunch and dinner. -She was responsible for finding out what residents liked and disliked at admission. -At lunch, residents were offered water, tea and	D 299		

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D 299	Continued From page 10 coffee. -At dinner, residents were offered coffee, water and milk. -She knew who liked milk and who did not and offered milk to those residents who liked milk. -Resident's did not request milk very often. Observation of the small dining room on 01/12/18 at 8:43 a.m. revealed: - 12 of 13 residents were served milk. - 5 of the residents drank 100% of their milk. - A PCA refilled 3 of the 5 glasses with additional milk. Observation of the small dining room on 01/12/18 at 12:49 p.m. revealed: - 11 of 12 residents were served milk. - 5 of the residents drank 75-100% of their milk. Observation of the large dining room on 01/12/18 at 8:40 a.m. during the Breakfast Meal revealed: - There were 28 residents in the large dining room. - Fifteen residents were served milk. - Ten residents drank all or 60 % of their milk. - Four resident drank 25% - 30% of their milk. - One resident did not drink any of the milk served. Observation of the large dining room on 01/12/18 at 12:52 p.m. during the Lunch Meal revealed: - There were 28 residents in the large dining room. - All of the 10 residents were served milk. - Eight residents drank 75% of their milk. - Two residents drank 25% of their milk. Interview on 1/12/18 at 11:15 a.m. with the Executive Director revealed: - Milk was to be served at least twice daily to	D 299		

The following is a summary of the Plan of Correction for Brookdale Burlington MC. This Plan of Correction is in regards to the Corrective Action Report dated January 12, 2018. This Plan of Correction is not to be construed as an admission of or agreement with the findings and conclusions in the Statement of Deficiencies, or any related sanction or fine. Rather, it is submitted as confirmation of our ongoing efforts to comply with statutory and regulatory requirements. In this document, we have outlined specific actions in response to identified issues. We have not provided a detailed response to each allegation or finding, nor have we identified mitigating factors.

10A NCAC 13F .0904 Nutrition and Food Service
(d) Food requirements in Adult Care Homes:
(3) Daily menus for regular diets shall include the following:
(A) Homogenized whole milk, low fat milk, skim milk, buttermilk: One cup (8 ounces) of pasteurized milk at least twice a day.
Milk will be served twice daily.

- The Dining Services Manager has been retrained on this requirement.
- The Executive Director/Health and Wellness Director/ Resident Care Coordinator/Designee will observe meals daily, when in community, for two weeks, to monitor compliance.
- Thereafter, meals will be reviewed randomly, at least on a weekly basis when in the community by the Executive Director/Health and Wellness Director/ Resident Care Coordinator/Designee for compliance.
- Correction date will be 2-28-18

10A NCAC 13F .0904 Nutrition and Food Service
(A) Food Procurement and Safety in Adult Care Homes:
(1) The kitchen, dining and food storage areas shall be clean, orderly and protected from contamination.

The kitchen, dining and food storage areas will be cleaned on a regular basis. A weekly cleaning schedule will be created to address this deficiency. The Dining Service Coordinator/Designee will be responsible to implement, as well as reviewing, completion of appropriate cleaning schedule and follow through. On a weekly basis the Executive Director/Designee will review the cleaning schedule, to include inspection of areas, for any concerns/issues, for the next 4 weeks. Thereafter, the Executive Director/Designee will review the schedule, to include inspection of areas on a random basis but at least on a monthly basis.

There will be a retraining for kitchen associates to review the cleaning schedule, as well as the expectations for each item listed on the cleaning list. This training will be completed and available for review no later than 2-28-18. Correction date will be 2-28-18.