STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL041031	A. BUILDING: _____ B. WING _____	02/27/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
BROOKDALE NORTHWEST GREENSBORO	5809 OLD OAK RIDGE ROAD GREENSBORO, NC 27410

(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 from 02/25/25 to 02/27/25.	D 000		
D 310	10A NCAC 13F .0904(e)(4) Nutrition and Food Service 10A NCAC 13F .0904 Nutrition and Food Service (e) Therapeutic Diets in Adult Care Homes: (4) All therapeutic diets, including nutritional supplements and thickened liquids, shall be served as ordered by the resident's physician. This Rule is not met as evidenced by: Based on observations, interviews and record review, the facility failed to serve therapeutic diets as ordered for 1 of 5 sampled residents (#4) who had an order for a texture modified diet. The findings are: Review of Resident #4's current FL2 dated 02/12/25 revealed diagnoses included chronic atrial fibrillation, essential primary hypertension and dysphasia. Review of Resident #4's diet order dated 02/11/25 revealed she had an order for a mechanical soft (MS) diet. Review of the facility's therapeutic diet list dated 02/25/25 revealed Resident #4 was to be served a texture modified diet. Review of the facility's therapeutic diet extensions for a texture modified diet for the lunch meal on 02/25/25 revealed Resident #4 was to be served chopped barbeque chicken and chopped broccoli less than one-half inch thick, mashed potatoes,	D 310		

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D 310	Continued From page 1 milk and choice of beverage, and chef's choice of dessert. Observation of Resident #4's lunch meal service on 02/25/25 between 12:00pm and 1:00pm revealed: -Resident #4 was served a whole chicken leg with barbeque sauce, three broccoli florets, mashed potatoes, a roll and one square of cake. -Resident #4 was unable to eat the meal that was served in observation. Interview with Resident #4 on 02/25/25 at 1:00pm revealed: -She knew she was to be served a texture modified diet. -She did not eat the food because she was unable to cut it due to arthritis in her hands. -She had poor oral health and needed her food cut into bite sized pieces. Interview with the Dietary Manager (DM) on 02/25/25 at 1:10pm revealed: -He was aware Resident #4 had an order for a texture modified diet. -He was unaware Resident #4 was served a regular diet. -He would prepare a replacement meal to send to her room. -The therapeutic diets list and menu were posted in the kitchen for staff to use. -He expected the staff to serve diets as ordered. -He was responsible for ensuring the kitchen staff prepared and served therapeutic diets as ordered. Interview with a cook on 02/25/25 at 1:30pm revealed: -She was aware Resident #4 was on a texture modified diet.	D 310		

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D 310	Continued From page 2 -She served Resident #4 a regular diet by mistake. -She was aware the therapeutic diets list and menu were posted in the kitchen. -She usually served diets as ordered to all residents on the therapeutic diet list. Second interview with Resident #4 on 02/25/25 at 3:00pm revealed: -She received another lunch plate from the kitchen. -She was unsure of the time the plate arrived. -She was served chopped chicken and broccoli, mashed potatoes and a roll. -She ate 50% of the lunch served. Interview with the Administrator on 02/26/25 at 9:30am revealed: -She was not aware Resident #4 was on a texture modified diet. -She expected staff to follow the therapeutic menus for ordered diets. -The DM was responsible for checking the system for new diet orders. -The DM was responsible for posting diet orders in the kitchen. -The DM was responsible for ensuring the kitchen staff prepare and serve therapeutic diets as ordered.	D 310		