Received via electronic mail on 05/09/2025

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
	HAL041086	A. BUILDING: _____ B. WING _____	R 04/16/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
HARMONY AT GREENSBORO	3420 WHITEHURST 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 and follow-up survey from 04/15/25 to 04/16/25.	D 000	Harmony will ensure all AL residents are served water at all meals, starting on 4/16/25. Dining staff will be trained by 05/15/25 about water being served at every meal in addition to other drink options.	
D 306	10A NCAC 13F .0904(d)(4) Nutrition and Food Service 10A NCAC 13F .0904 Nutrition and Food Service (d) Food Requirements in Adult Care Homes: (4) Water shall be served to each resident at each meal, in addition to other beverages. This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to ensure water was served at each meal for 26 of 40 assisted living (AL) residents in addition to other beverages. The findings are: Review of the facility's daily menu for 04/15/25 and 04/16/25 revealed water was not listed to be served for breakfast, lunch, and dinner meal service. Observation of the lunch meal service on 04/15/25 for the AL dining room between 11:30am and 12:30pm revealed: -There were 30 residents present for the lunch meal service. -Beverages available from the kitchen included soft drinks, hot chocolate, lemonade, juice, milk, tea, coffee, and water.	D 306		

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE — TITLE — (X6) DATE

Andy Pender — Executive Director — 5-7-25

Reviewed and Acknowledged by S.A. on 05/09/2025

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D 306	Continued From page 1 -The beverages were ordered by the residents from the daily lunch menu and served by the dietary staff from the kitchen. -Four residents were served water and all the other residents were served other beverages. -No other residents were served water. Observation of the breakfast meal service on 04/16/25 for the AL dining room between 7:30am and 8:30am revealed: -There were 14 residents present for the breakfast meal service. -Beverages available from the kitchen included juice, milk, tea, coffee, and water. -The beverages were ordered by the residents from the daily breakfast menu and served by the dietary staff from the kitchen. -One resident was served water and all the other residents were served other beverages. -No other residents were served water. Interview with a resident on 04/15/25 at 12:10pm: -If he wanted water with his meals, he had to ask for it. -He would drink water with every meal if it was served to him with each meal. Interview with a second resident on 04/15/25 at 12:20pm revealed: -Residents ordered beverages from dietary staff for each meal from beverage choices on the daily menu. -If she wanted water with his meals, she had to ask for it. Interview with a dietary staff on 04/16/25 at 8:55am revealed: -She assisted in the AL dining room during meals and she relied on residents to choose beverages from the daily menu.	D 306	The dining director is responsible for checking at least two meals 5 days a week to ensure this is being done. When the dining director is not available, the dining assistant will check. The Executive Director will also monitor once a week for 6 months.	

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D 306	Continued From page 2 -Water was not on the daily menu but was always available as a beverage from the kitchen for the AL residents. -A few residents ordered and were served water, but the other residents were served a mixture of other beverages. -She was not aware water was not served with the lunch meal service on 04/15/25 for 26 residents because she had not worked on 04/15/25. -She was aware water was not served for the breakfast meal service on 04/16/25 for 13 residents but thought water was optional. -She did not know water should have been served to all residents with each meal. Interview with a second dietary staff on 04/16/25 at 9:05am revealed: -She assisted in the AL dining room during meals served the residents beverages from the kitchen based on residents' choice from the daily menu. -A few residents ordered water, but the other residents mostly ordered other beverages. -She was aware water was not served with the lunch meal service on 04/15/25 for 26 residents or with the breakfast meal service on 04/16/25 for 13 residents. -She did not know water should have been served to all residents with each meal and thought water was optional. Interview with the Dietary Manager (DM) on 04/16/25 at 8:45am revealed: -Beverages were prepared and served by the dietary staff at every meal based upon the residents' beverage order from the daily menu. -Water was always available as a beverage for the AL residents. -She was not aware water was not served with the lunch meal service on 04/15/25 for 26	D 306		

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D 306	Continued From page 3 residents or with the breakfast meal service on 04/16/25 for 13 residents. -She was not aware water should have been served daily to all AL residents with each meal and thought it was optional. Interview with the facility's Nurse on 04/16/25 at 9:20am revealed: -She was aware water should have been served daily to all residents with each meal. -Beverages were prepared and served by the dietary staff with each meal. -Water was always available as a beverage for all residents. -She was not aware water was not served with the lunch meal service on 04/15/25 for 26 residents or with the breakfast meal service on 04/16/25 for 13 residents. -She expected water to be served to all residents during every meal. Interview with the Administrator on 04/16/25 at 10:30am revealed: -She was not aware residents should have been served water daily with each meal. -She was aware AL residents had not been served water with each meal because she thought water was optional for the residents.	D 306		

Judy Perdue Executive Director 5-7-25