

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL034097	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 10/16/2024
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NAME OF PROVIDER OR SUPPLIER MAGNOLIA CREEK ASSISTED LIVING	STREET ADDRESS, CITY, STATE, ZIP CODE 2560 WILLARD ROAD WINSTON SALEM, NC 27107
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D 000	Initial Comments The Adult Care Licensure Section conducted an annual survey on October 15, 2024 and October 16, 2024.	D 000		
D 299	<p>10A NCAC 13F .0904(d)(3) Nutrition And Food Service</p> <p>10A NCAC 13F .0904 Nutrition And Food Service (d) Food Requirements in Adult Care Homes: (3) Daily menus for regular diets shall be based on the U.S. Department of Agriculture Dietary guidelines for Americans 2020-2025, which are hereby incorporated by reference including subsequent amendments and editions. These guidelines can be found at https://dietaryguidelines.gov/sites/default/files/2021-03/Dietary_Guidelines_for_Americans-2020-2025.pdf for no cost.</p> <p>This Rule is not met as evidenced by: Based on observations, record reviews, and interviews, the facility failed to ensure that 8 ounces of milk or other equivalent dairy products were served three times daily to residents in the Special Care Unit (SCU).</p> <p>The findings are:</p> <p>Review of the facility's census revealed a census of 29 residents in SCU.</p> <p>Review of the facility's daily menu for 10/15/24 and 10/16/24 revealed: -Milk was listed to be served for the breakfast and dinner meal service.</p>	D 299		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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D 299	<p>Continued From page 1</p> <ul style="list-style-type: none"> -Milk was not listed to be served for the lunch meal service. -There were no equivalent dairy products listed on the menu to be served on 10/15/24 or 10/16/24 for the lunch meal service. <p>Observation of the facility kitchen on 10/15/24 at 10:45am revealed:</p> <ul style="list-style-type: none"> -There were 2 unopened gallons of milk and 1 gallon of milk that had been opened in the reach-in refrigerators. -There was no shortage of cups for the SCU residents. <p>Observation of the lunch meal service on 10/15/24 for the SCU between 12:10pm and 1:00pm revealed:</p> <ul style="list-style-type: none"> -There were 29 residents present for the lunch meal service. -The beverages were served by the personal care aides (PCA) from a beverage cart. -Beverages included lemonade, water, tea, and milk. -The PCA's served lemonade or tea to the SCU residents and offered milk to each SCU resident. -Sixteen SCU residents were served milk and 13 residents were served other beverages. -No other residents were served milk. <p>Observation of the facility kitchen on 10/16/24 at 1:10pm revealed:</p> <ul style="list-style-type: none"> -There were 6 unopened gallons of milk and 2 gallons of milk that had been opened in the reach-in refrigerators. -There was no shortage of cups for the SCU residents. <p>Observation of the lunch meal service on 10/16/24 for the SCU between 12:10pm and 12:30pm revealed:</p>	D 299		

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D 299	<p>Continued From page 2</p> <ul style="list-style-type: none"> -There were 28 residents present for the lunch meal service. -The beverages were served by the PCA's from a beverage cart. -Beverages included lemonade, water, tea, and milk. -The PCAs served lemonade or tea to the SCU residents and offered milk to each SCU resident. -Five SCU residents were served milk and 23 residents were served other beverages. -No other residents were served milk. <p>Interview with a PCA from the SCU on 10/16/24 at 12:30pm revealed:</p> <ul style="list-style-type: none"> -She assisted in the SCU dining room during meals. -She relied on dietary staff to provide beverages for residents at mealtimes. -She was aware milk should have been served to all SCU residents with each meal. -She was not aware milk was not served with the lunch meal service on 10/15/24 for 13 SCU residents or with the lunch meal service on 10/16/24 for 23 SCU residents. -She offered milk to all the SCU residents but she was not responsible for serving milk to the SCU residents for the lunch meal services on 10/15/24 and 10/16/24. -She was told by the Resident Care Coordinator (RCC) to offer milk to SCU residents and not to serve milk due to a shortage of cups and milk. -She was not aware if there was a shortage of cups for the SCU residents. <p>Interview with a second PCA from the SCU on 10/16//24 at 12:40pm revealed:</p> <ul style="list-style-type: none"> -She assisted in the SCU dining room during meals. -Beverages were prepared by the dietary staff on beverage carts and then carted to the SCU for 	D 299		

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D 299	<p>Continued From page 3</p> <p>the PCA.</p> <ul style="list-style-type: none"> -The PCA served the residents beverages from the beverage cart. -A few residents were served milk when the PCAs offered the milk, but the other residents were served tea and lemonade. -She was aware milk was not served with the lunch meal service on 10/15/24 for 13 SCU residents or with the lunch meal service on 10/16/24 for 23 SCU residents. -She did not know milk should have been served to all SCU residents with each meal. -She was told by the RCC to offer milk to SCU residents and not to serve milk but was not sure of the reason. <p>Interview with a medication aide (MA) from the SCU unit on 10/16/24 at 1:00pm revealed:</p> <ul style="list-style-type: none"> -She assisted in the SCU unit dining room during the breakfast and lunch meal services. -She was aware the SCU residents should have been served milk with each meal. -She was aware the SCU residents had not been served milk with each meal. -She was told by the RCC to offer milk to SCU residents and not to serve milk due to a shortage of cups and milk. <p>Interview with the RCC from the SCU on 10/16/24 at 12:45pm revealed:</p> <ul style="list-style-type: none"> -She was aware residents should have been served milk daily with each meal. -The PCAs and MAs relied on dietary staff for providing beverages for resident mealtimes. -The PCAs and MAs were responsible for serving beverages to the SCU residents from the beverage cart. -She was aware the SCU residents had not been served milk with each meal because there was a shortage of cups and milk. 	D 299		

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D 299	<p>Continued From page 4</p> <p>Interview with a dietary staff on 10/16/24 at 2:25pm revealed:</p> <ul style="list-style-type: none"> -Beverages were prepared and placed on a beverage cart by the dietary staff before mealtimes. -Milk was always available as a beverage for the SCU residents. -The PCAs and MAs were responsible for serving beverages to the SCU residents from the beverage cart. -He was not aware milk was not served with the lunch meal service on 10/15/24 for 13 SCU residents or with the lunch meal service on 10/16/24 for 23 SCU residents. -The PCAs, MA, and the RCC had not communicated a shortage of cups or milk for the SCU residents and there was no shortage of cups in the kitchen. -He was not aware milk should have been served to all residents with each meal. <p>Interview with the Dietary Manager (DM) on 10/16/24 at 1:15pm revealed:</p> <ul style="list-style-type: none"> -She was aware milk should have been served daily to all SCU residents with each meal. -Beverages were prepared by the dietary staff on beverage trays and then carted to the SCU before every meal. -Milk was always available as a beverage for the SCU residents. -She was not aware milk was not served with the lunch meal service on 10/15/24 for 14 SCU residents or with the lunch meal service on 10/16/24 for 4 SCU residents. -The PCAs, MA, and the RCC had not communicated a shortage of cups or milk for the SCU residents and there was not a shortage of cups or milk in the kitchen. -She expected the PCAs, MA, and the RCC to 	D 299		

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D 299	<p>Continued From page 5</p> <p>communicate with the dietary staff if SCU residents were not supplied with enough cups for serving milk for each meal service. -She expected milk to be served to the SCU residents during every meal according to nutritional requirements.</p> <p>Interview with the Administrator on 10/16/24 at 1:30pm revealed: -She did not know SCU residents were not served milk with each meal. -She was not aware milk should be served to SCU residents during each meal because she thought milk was to be served to SCU residents during 2 meals daily. -There should be no issues for SCU residents to be served milk during each meal. -She expected milk to be served to the SCU residents according to nutritional requirements and regulations.</p>	D 299		
D 306	<p>10A NCAC 13F .0904(d)(4) Nutrition and Food Service</p> <p>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.</p> <p>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 residents in the Special Care Unit (SCU) in</p>	D 306		

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D 306	<p>Continued From page 6</p> <p>addition to other beverages.</p> <p>The findings are:</p> <p>Review of the facility's census revealed a census of 29 residents in SCU.</p> <p>Observation of the lunch meal service on 10/15/24 for the SCU between 12:10pm and 1:00pm revealed:</p> <ul style="list-style-type: none"> -There were 29 residents present for the lunch meal service. -The beverages were served by the personal care aides (PCA) from a beverage cart. -Beverages included lemonade, milk, tea, and water. -The PCAs served lemonade or tea to the SCU residents and offered water to each SCU resident. -Fifteen SCU residents were served water and 14 residents were served other beverages. -No other residents were served water. <p>Observation of the facility kitchen on 10/16/24 at 1:10pm revealed there was no shortage of cups for the SCU residents.</p> <p>Observation of the lunch meal service on 10/16/24 for the SCU unit between 12:10pm and 12:30pm revealed:</p> <ul style="list-style-type: none"> -There were 28 residents present for the lunch meal service. -The beverages were served by the PCAs from a beverage cart. -Beverages included lemonade, milk, tea, and water. -The PCAs served lemonade or tea to the SCU residents and offered water to each SCU resident. -Twenty-three SCU residents were served water 	D 306		

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D 306	<p>Continued From page 7</p> <p>and 5 residents were served other beverages. -No other residents were served water.</p> <p>Interview with a PCA from the SCU on 10/16/24 at 12:30pm revealed: -She assisted in the SCU dining room during meals. -She relied on dietary staff to provide beverages for residents at mealtimes. -She offered water to all the SCU residents but had not served water to every SCU resident. -A few residents were served water, but the other residents were served a mixture of other beverages. -She was aware water should have been served to all residents with each meal. -She was told by the Resident Care Coordinator (RCC) to offer water to SCU residents and not to serve water due to a shortage of cups.</p> <p>Interview with a second PCA from the SCU on 10/16//24 at 12:40pm revealed: -She assisted in the SCU dining room during meals. -Beverages were prepared by the dietary staff on beverage carts and then carted to the SCU for the PCA. -The PCA served the residents beverages from the beverage cart. -A few residents were served water, but the other residents were served tea and lemonade. -She did not know water should have been served to all residents with each meal. -She was told by the RCC to offer water to SCU residents and not to serve water but was not sure of the reason.</p> <p>Interview with a medication aide (MA) from the SCU unit on 10/16/24 at 1:00pm revealed: -She assisted in the SCU dining room during</p>	D 306		

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D 306	<p>Continued From page 8</p> <p>breakfast and lunch.</p> <ul style="list-style-type: none"> -She was aware residents should have been served water with each meal. -She was aware the SCU residents had not been served water with each meal. -She was told by the RCC to offer water to SCU residents and not to serve water due to a shortage of cups. <p>Interview with the RCC from the SCU on 10/16/24 at 12:45pm revealed:</p> <ul style="list-style-type: none"> -She was aware residents should have been served water daily with each meal. -The PCAs and MAs relied on dietary staff to provide beverages for resident mealtimes. -The PCAs and MAs were responsible for serving beverages to the SCU residents from the beverage cart. -She was aware the SCU residents had not been served water with each meal because there was a shortage of cups. <p>Interview with a dietary staff on 10/16/24 at 2:25pm revealed:</p> <ul style="list-style-type: none"> -Beverages were prepared and placed on a beverage cart by the dietary staff before mealtimes. -Water was always available as a beverage for the SCU residents. -The PCAs and MAs were responsible for serving beverages to the SCU residents from the beverage cart. -He was not aware water was not served with the lunch meal service on 10/15/24 for 14 SCU residents or with the lunch meal service on 10/16/24 for 5 SCU residents. -The PCAs, MA, and the RCC had not communicated a shortage of cups for the SCU residents and there was not a shortage of cups in the kitchen. 	D 306		

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D 306	<p>Continued From page 9</p> <p>-He was not aware water should have been served to all residents with each meal.</p> <p>Interview with the Dietary Manager (DM) on 10/16/24 at 1:15pm revealed:</p> <p>-She was aware water should have been served daily to all SCU residents with each meal.</p> <p>-Beverages were prepared by the dietary staff on beverage trays and then carted to the SCU before every meal.</p> <p>-Water was always available as a beverage for the SCU residents.</p> <p>-She was not aware water was not served with the lunch meal service on 10/15/24 for 14 SCU residents or with the lunch meal service on 10/16/24 for 5 SCU residents.</p> <p>-The PCAs, MA, and the RCC had not communicated a shortage of cups for the SCU residents and there was not a shortage of cups in the kitchen.</p> <p>-She expected the PCAs, MA, and the RCC to communicate with the dietary staff if SCU residents were not supplied with enough cups for serving water.</p> <p>-She expected water to be served to the SCU residents during every meal according to nutritional requirements.</p> <p>Interview with the Administrator on 10/16/24 at 1:30pm revealed:</p> <p>-She did not know SCU residents were not served water with each meal.</p> <p>-She knew residents were to be served water daily with each meal.</p> <p>-There should be no issues for SCU residents to be served water during each meal.</p> <p>-She expected water to be served to the SCU residents during every meal according to nutritional requirements and regulations.</p>	D 306		