

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL041030	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 04/30/2025
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NAME OF PROVIDER OR SUPPLIER BROOKDALE HIGH POINT	STREET ADDRESS, CITY, STATE, ZIP CODE 201 WEST HARTLEY DRIVE HIGH POINT, NC 27265
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D 000	Initial Comments The Adult Care Licensure Section conducted an annual survey on 04/29/25 through 04/30/25.	D 000		
D 286	<p>10A NCAC 13F .0904(b)(1) Nutrition and Food Service</p> <p>10A NCAC 13F .0904 Nutrition and Food Service (b) Food Preparation and Service in Adult Care Homes: (1) Table service shall include a napkin and non-disposable place setting consisting of at least a knife, fork, spoon, plate, and beverage containers.</p> <p>This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to offer table service with a non-disposable place setting consisting of at least a knife, fork, spoon, plate, and beverage containers for each meal.</p> <p>The findings are:</p> <p>Observation of the lunch meal service on 04/29/25 at 12:00pm revealed: -The kitchen staff prepared meals for 20 residents who requested meal service in their rooms. -A kitchen staff delivered 20 meals on a cart to the residents' rooms. -Twenty of twenty residents' food was served in disposable styrofoam trays, bowls, cups, and</p>	D 286		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

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D 286	<p>Continued From page 1</p> <p>plastic knives, forks and spoons.</p> <p>Observation of breakfast meal service on 04/30/25 at 8:00am revealed: -The kitchen staff prepared meals for 13 residents who requested meal service in their rooms. -A personal care aide (PCA) delivered 13 meals on a cart to the residents' rooms. -Twenty of twenty residents' food was served in disposable Styrofoam trays, bowls, cups and disposable knives, forks and spoons.</p> <p>Interview with a PCA on 04/30/25 at 8:10am revealed: - Resident meals delivered to rooms were served with plastic utensils, Styrofoam plates and cups. -She had never been told not to serve meals delivered to rooms on non-disposable plates with non-disposable utensils. -She was not aware of any residents who complained about eating their meals in disposable trays or using disposable cups, knives, forks or spoons.</p> <p>Observation of a resident's breakfast served in room on 04/30/25 at 8:15am revealed: -The resident was eating breakfast in her room. -The resident's breakfast meal was served on a disposable plate. -The residents drinks were in disposable cups. -The resident was eating with a plastic fork.</p> <p>Interview with a resident on 04/30/25 at 8:16am revealed: -She ate most of her breakfast meals in her room. -All her meals were served on disposable plates, cups, and utensils. -She would rather use non-disposable plates</p>	D 286		

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D 286	<p>Continued From page 2</p> <p>because the non-disposable plates were too heavy for her to lift.</p> <p>Observation of a resident's breakfast served in room on 04/30/25 at 8:20am revealed: -The residents' breakfast was on a table in front of him. -The resident's breakfast meal was served on a disposable plate with disposable utensils, and the coffee and juice were in disposable cups.</p> <p>Interview with a resident second resident on 04/30/25 at 8:23am revealed: -The meals were always served in disposable trays. -He did not recall the last time food was delivered on non-disposable trays with non-disposable knives, forks and spoons. -He would prefer to eat on a non-disposable plate instead of styrofoam. -Sometimes he had difficulty cutting meats with a plastic knife. -He had not complained to any staff because he thought meals served in his room had to be in disposable plates, cups and cutlery.</p> <p>Interview with Dietary Manager (DM) 04/30/25 at 9:50am revealed: -She was aware all resident meals should be served on non-disposable plates, cups, knives, forks and spoons. -She was aware the lunch meal service delivered to resident rooms on 04/29/25 were served in disposable trays with disposable cutlery. -She was aware the breakfast meal service delivered to residents' rooms on 04/30/25 were served in disposable trays with disposable cutlery. -She had been using disposable plates, cups and cutlery for all meals served in residents' rooms for</p>	D 286		

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D 286	<p>Continued From page 3</p> <p>the past six months.</p> <ul style="list-style-type: none"> -There was a shortage of non-disposable plates and cups. -She had notified the administrator of the shortage several weeks ago. -She was not aware of any residents complaining about receiving their meals in disposable trays with disposable utensils. -There was a staff shortage in dietary and there is no staff scheduled after 6:00pm to wash dishes after the dinner service. -She could not say if the administrator was aware there were no staff available after the daily dinner service to wash dishes. <p>Interview with the Health and Wellness Director (HWD) on 04/30/25 at 10:30am revealed:</p> <ul style="list-style-type: none"> -She was aware of the rule about using non-disposable plates and utensils for food service. -She was not aware disposable plates, cups and utensils were being used for all meals served in the residents' rooms. -She was not aware there was a shortage of non-disposable plates and cups. -She was not aware of a dietary staff shortage and no staff were on schedule in the kitchen after 6:00pm. -The PCA's and medication aides (MA) were responsible for collecting dishes from the residents' rooms after each meal service and taking them to the kitchen to be washed. <p>Interview with Resident Care Coordinator (RCC) on 05/30/25 at 11:00am revealed:</p> <ul style="list-style-type: none"> -She was aware all resident meals should be served on non-disposable plates, cups, knives, forks and spoons. -She was not aware meals served in residents' rooms were served on disposable plates and 	D 286		

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D 286	<p>Continued From page 4</p> <p>plastic cutlery.</p> <ul style="list-style-type: none"> -The only acceptable time to use disposable plates and cutlery is during a virus outbreak for infection control. -She was not aware of the dietary staff shortage after the daily dinner service meal. (do not need-not responsible for) -She was not aware of the shortage of non-disposable plates and cups. -She was not aware of any residents complaining about receiving their meals in disposable trays with disposable utensils. -Her expectation would be for all residents to be served on non-disposable plates, cups and cutlery. <p>Interview with Administrator on 04/30/25 revealed:</p> <ul style="list-style-type: none"> -She was not aware of dietary staff using non-disposable plates and utensils for food service for all meals served in residents' rooms. -She was not aware of the dietary staffing shortages. -She was not aware there were no staff available to wash dishes after the daily dinner service after 6:00pm. -The dietary staff were responsible for washes dishes after each meal service. -She expected all residents meals to be served on non-disposable plates, cups and cutlery. 	D 286		
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>	D 306		

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D 306	<p>Continued From page 5</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 15 of 38 assisted living (AL) residents in addition to other beverages.</p> <p>The findings are:</p> <p>Review of the facility's daily menu for 04/29/25 and 04/30/25 revealed water was not listed to be served for breakfast, lunch, and dinner meal service.</p> <p>Observation of the lunch meal service on 04/29/25 for the AL dining room between 12:00am and 12:30pm revealed: -There were 23 residents present for the lunch meal service. -Beverages available from the kitchen included lemonade, milk, tea, coffee, and water. -The beverages were ordered by the residents from the daily lunch menu and served by the dietary staff from the kitchen. -Eight residents were served water, and all the other residents were served other beverages. -No other residents were served water.</p> <p>Observation of the breakfast meal service on 04/30/25 for the AL dining room between 8:00am and 8:30am revealed: -There were 17 residents present for the breakfast meal service. -Beverages available from the kitchen included juice, milk, coffee, and water. -The beverages were ordered by the residents</p>	D 306		

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D 306	<p>Continued From page 6</p> <p>from the daily breakfast menu and served by the dietary staff from the kitchen.</p> <ul style="list-style-type: none"> -Four residents were served water, and all the other residents were served other beverages. -No other residents were served water. <p>Interview with a resident on 04/30/25 at 8:30am:</p> <ul style="list-style-type: none"> -He did not drink water with every meal. -If he wanted water during the breakfast meal, he had to ask for it. <p>Interview with a second resident on 04/30/25 at 8:35am revealed:</p> <ul style="list-style-type: none"> -The dietary staff walked around and asked everyone what they wanted to drink. -She asked for two glasses of water. -Water is never on the table but you could request water from the staff if you wanted it. <p>Interview with a dietary staff on 04/30/25 at 8:45am revealed:</p> <ul style="list-style-type: none"> -Water was available for all residents if they wanted it. -She was not aware water had to be poured for all residents. -She only offered water to residents that requested it. <p>Interview with the Dietary Manager (DM) on 04/30/25 at 9:50am revealed:</p> <ul style="list-style-type: none"> -The dietary staff were supposed to have water poured and placed at each place setting for every meal. -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 04/29/25 or the breakfast meal service on 04/30/25 for residents. -Her expectation would be for the dietary staff to serve water to all residents during all meal 	D 306		

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D 306	<p>Continued From page 7</p> <p>services.</p> <p>Interview with the Health and Wellness Director (HWD) on 04/30/25 at 10:18am revealed: -She was aware water should have been served daily to all residents with each meal. -The dietary staff was supposed to have water poured and placed at each place setting for every meal service.</p> <p>Interview with the Resident Care Coordinator (RCC) on 04/30/25 at 11:00am revealed: -She was aware all residents should be served water during every meal service. -She was not aware water was only being offered and not poured.</p> <p>Interview with the Administrator on 04/30/25 at 11:30am revealed: -She was aware water should be served and not just offered daily with each meal service. -She was not aware the dietary staff did not serve water to all residents during the lunch meal service on 04/29/25 or the breakfast meal service on 04/30/25. -The DM was responsible for making sure all residents were served water daily during each meal service. -She expected the dietary staff to have water poured at each place setting during each meal service.</p>	D 306		