STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL041033	A. BUILDING: _____ B. WING _____	03/12/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
BROOKDALE HIGH POINT NORTH	1564 SKEET CLUB ROAD HIGH POINT, NC 27265

(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 03/11/25 through 03/12/25.	D 000		
D 299	10A NCAC 13F .0904(d)(3) 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 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. 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 28 of 39 residents in the Special Care Unit (SCU). The findings are: Review of the facility's census revealed a census of 39 residents in SCU. Review of the facility's daily menu for 03/11/25 and 03/12/25 revealed: -Milk was listed to be served for the breakfast, lunch, and dinner meal service. -There were no equivalent dairy products listed	D 299		

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D 299	Continued From page 1 on the menu to be served on 03/11/25 or 03/12/25 for the lunch meal service. Observation of the facility kitchen on 03/11/25 at 10:00am revealed there were 2 unopened gallons of milk in the reach-in refrigerators. Observation of the lunch meal service on 03/11/25 for the SCU between 12:00pm and 1:00pm revealed: -There were 39 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 water, lemonade, or tea to the SCU residents and offered milk to each SCU resident. -Eleven SCU residents were served milk and 28 residents were served other beverages. -No other residents were served milk. Observation of the facility kitchen on 03/12/25 at 7:55am revealed there were 5 unopened gallons of milk and 1 gallons of milk that had been opened in the reach-in refrigerators. Observation of the breakfast meal service on 03/12/25 for the SCU between 8:00am and 9:00am revealed: -There were 39 residents present for the lunch meal service. -The beverages were served by the PCA's from a beverage cart. -Beverages included juice, water, tea, coffee, and milk. -The PCAs served water, coffee, and juice to the SCU residents and offered milk to each SCU resident.	D 299		

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D 299	Continued From page 2 -Eleven SCU residents were served milk and 28 residents were served other beverages. -No other residents were served milk. Interview with a PCA from the SCU on 03/12/25 at 9:00am revealed: -She assisted in the SCU dining room during meals. -She was not aware milk was not served with the lunch meal service on 03/11/25 for 28 SCU residents because she had not worked on 03/11/25 in the SCU. -She was aware milk was not served with the breakfast meal service on 03/12/25 for 28 SCU residents. -She did not know milk should have been served to all SCU residents with each meal. -She thought staff only had to offer milk to the residents and there were residents who usually refused milk during their meals. Interview with a second PCA from the SCU on 03/12/25 at 9:10am revealed: -She assisted in the SCU dining room during meals. -Beverages were prepared and served to the residents by the PCAs on beverage carts. -A few residents were served milk when the PCAs offered the milk, but the other residents were served water. juice, coffee, and lemonade. -She was aware milk was not served with the lunch meal service on 03/11/25 and with the breakfast meal service on 03/12/25 for 28 SCU residents. -She did not know milk should have been served to all SCU residents with each meal. -She thought staff only had to offer milk to the residents. Interview with a medication aide (MA) from the	D 299		

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D 299	Continued From page 3	D 299		

SCU unit on 03/12/25 at 9:25am revealed:
-She assisted in the SCU unit dining room during the breakfast and lunch meal services.
-She was not 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 thought staff only had to offer milk to the residents and there were residents who usually refused milk during their meals.

Interview with a cook on 03/12/25 at 9:35am revealed:
-Beverages were prepared and placed on a beverage cart by the PCAs.
-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 aware milk should have been served daily to all SCU residents with each meal.
-He was not aware milk was not served with the lunch meal service on 03/11/25 and with the breakfast meal service on 03/12/25 for 28 SCU residents.
-He expected milk to be served to the SCU residents during every meal according to nutritional requirements.

Interview with the Resident Care Coordinator (RCC) from the SCU on 03/12/25 at 9:50am revealed:
-She was aware 28 SCU residents had not been served milk with the lunch meal on 03/11/25 and for the breakfast meal on 03/12/25.
-She was not aware milk should have been served with each meal to residents in the SCU.
-She thought staff only had to offer milk to the residents and milk was optional for the residents

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D 299	Continued From page 4 for all meals. Interview with the Health and Wellness Director (HWD) from the SCU on 03/12/25 at 9:55am revealed: -She was not aware 28 SCU residents had not been served milk with the lunch meal on 03/11/25 and for the breakfast meal on 03/12/25. -She was not aware milk should have been served with each meal to residents in the SCU. -She thought staff only had to offer milk to the residents and milk was optional for the residents for all meals. Interview with the Administrator on 03/12/25 at 9:45am revealed: -She was not aware 28 SCU residents had not been served milk with the lunch meal on 03/11/25 and for the breakfast meal on 03/12/25. -She was not aware milk should be served to SCU residents during each meal because she thought milk was to be offered to SCU residents during every meal. Attempted interview with the Dietary Manager (DM) on 03/12/25 at 9:20am was unsuccessful.	D 299		