

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 065398	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 09/19/2024
NAME OF PROVIDER OR SUPPLIER VI at Highlands Ranch Skilled Nursing		STREET ADDRESS, CITY, STATE, ZIP CODE 9085 Ranch River Cir Highlands Ranch, CO 80126	

For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)
<p>F 0804</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Ensure food and drink is palatable, attractive, and at a safe and appetizing temperature.</p> <p>50315</p> <p>Based on observations, record review and interviews, the facility failed to consistently serve food that was palatable and attractive.</p> <p>Specifically, the facility failed to consistently ensure:</p> <ul style="list-style-type: none"> -Foods were palatable in temperature; and, -Always available alternative menus were available for residents. <p>Findings include:</p> <p>I. Facility policy and procedure</p> <p>The Food and Beverage Operation Guide, dated 2024, was received from the nursing home administrator (NHA) on 9/19/24 at 8:00 a.m. It documented in pertinent part, All food and display units maintain proper temperature to avoid contamination and deterioration. Appropriate times/temperature include: hot food display units must maintain food above 135 degrees Fahrenheit (F). Harmful microbes grow best in the temperature danger zone at 41 to 135 degrees Fahrenheit.</p> <p>II. Individual resident interviews</p> <p>Resident #16 was interviewed on 9/16/24 at 11:26 a.m. She said the food was always served cold when it was served to her in her room. She said she always ate toast for breakfast, and it was served cold and rock hard. She said she did not enjoy the toast when it was served hard. She said she enjoyed chocolate ice cream with her meals and it often was served melted. She said it took a while to get her meals and they never came at the same time each day.</p> <p>Resident #17 was interviewed on 9/16/24 at 12:04 p.m. He said the food tasted terrible, there was no flavor in the food served and there was no variety. He said he was served chicken frequently and the facility did not mix it up. He said the food could be served hotter. He said he did not know how to get another option if he did not want what they were serving and there was no always available menu in his room.</p> <p>(continued on next page)</p>

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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<p>F 0804</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Resident #7 was interviewed on 9/16/24 at 2:43 p.m. He said he did not have access to the weekly menu. He said he did not have an always available menu. He said the food was served cold and did not taste right. He said the quality of food started changing when they changed to a new chef.</p> <p>Resident #13 was interviewed on 9/16/24 at 3:12 p.m. He said he generally did not eat lunch, however his main meals were breakfast and dinner. He said for the past several weeks the food was served cold. He said he complained to the staff about it but nothing so far had been done. He said he did not know there was an always available menu. He said when he did not like the food that was served, the staff told him to order a sandwich.</p> <p>Resident #13 was interviewed on 9/16/24 at 3:15 p.m. He said the food was served cold.</p> <p>Resident #4 was interviewed on 9/16/24 at 3:22 p.m. He said he usually would eat everything that was served. He said he ate his meals in his room and were sometimes served cold, but he did not ask the staff to heat it up. He said when the food was bad, it was bad at every meal that day. He said he was not aware he could order food from an always available menu because he did not know there was an always available menu. He said he was the resident council president and the residents had complained about the food quality and temperature during recent meetings.</p> <p>Resident #7 was interviewed again on 9/17/24 at 4:30 p.m. She said her lunch meal was served cold and did not taste right. She said she complained about the food at the resident council meeting a while back. She said the food quality changed when they hired a new chef.</p> <p>Resident #16 was interviewed again on 9/18/24 at 1:10 p.m. She said she had the chicken, eggplant parmesan, soup and chocolate ice cream for lunch on 9/18/24. She said the chicken, eggplant and soup were served cold. She said the ice cream was served melted. She said she did not enjoy the meal when it was served cold and the ice cream was melted.</p> <p>Resident #15 was interviewed on 9/18/24 a 1:15 p.m. She said the food was served cold and she could not eat it because it tasted so bad. She said she got the eggplant parmesan and chicken with mashed potatoes and gravy for lunch on 9/18/24. She also had soup that she said was served cold. She said the food sometimes was served warm but today it was served cold</p> <p>Resident #17 was interviewed again on 9/18/24 at 1:20 p.m. He said he had the chicken and eggplant parmesan for lunch on 9/18/24. He said it was served cold and he did not enjoy the chicken since he ate it almost daily. He said he was not aware there was an alternative menu or how to order something different.</p> <p>Resident #10 was interviewed on 9/18/24 at 4:17 p.m. He said he did not like chicken. He said he was told by a staff member to write a ham sandwich on the menu card if there was nothing else he would like from the daily menu options. He said there was not an always available menu on the menu card he was provided.</p> <p>III. Meal service and test tray observations</p> <p>Lunch meal service was observed on 9/17/24 beginning at 11:30 a.m. and ending at 1:05 p.m., the following was observed:</p> <p>(continued on next page)</p>		

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<p>F 0804</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Line cook (LC) #1 placed the pans that contained the food in the hot air wells table to maintain temperature through the end of the service to all residents.</p> <p>LC #1 took the temperatures of the food at 12:00 p.m. prior to leaving the main kitchen for meal service.</p> <p>LC #1 took the food cart to the memory care unit and served the residents. LC #1 then took the food cart to the assisted living unit and served the units. At 12:55 p.m. she started serving food to residents on the SNF unit. She did not recheck the food temperatures.</p> <p>A test tray for a regular diet was evaluated by two surveyors immediately after the last resident had been served their meal for lunch on 9/18/24 at 1:05 p.m.</p> <p>The test tray consisted of rosemary and garlic chicken, grilled flank steak with red wine sauce, roasted broccoli, sauteed shiitake mushrooms and mashed potatoes with gravy:</p> <ul style="list-style-type: none"> -The chicken was 120 degrees F. -The beef was 115 degrees F. The beef tasted salty. -The broccoli was 105 degrees F. -The mushrooms were 105 degrees F. <p>IV. Resident council meeting minutes</p> <p>The 6/4/24 resident council minutes revealed the residents reported if the temperature of the food they were served varied. They said the food served in the dining room was warm, but could be warmer.</p> <ul style="list-style-type: none"> -There was no documentation indicating the steps the facility took to resolve the residents' concerns. <p>The 7/2/24 resident council minutes revealed the residents reported the food was often served cold.</p> <ul style="list-style-type: none"> -There was no documentation indicating the steps the facility took to resolve the residents' concerns. <p>The 8/6/24 resident council minutes revealed the residents reported the food was not always hot, but they understood that the food had to be delivered from another building. The residents said the cold food was more of a problem for the residents who ate in their rooms.</p> <ul style="list-style-type: none"> -There was no documentation indicating the steps the facility took to resolve the residents' concerns. <p>V. Culinary council meeting minutes</p> <p>(continued on next page)</p>		

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<p>F 0804</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>The February 2024 culinary council meeting minutes documented the residents said the food was often served too cold and items were missing from the tickets, the food could be warmer, and they would like the food hotter when it was served. They said the food was cold when delivered as room trays and sometimes food was served cold in the dining room.</p> <p>-There was no documentation indicating the steps the facility took to resolve the residents' concerns.</p> <p>The April 2024 culinary council meeting minutes documented the residents said hot food should be served hot and cold food should be served cold.</p> <p>-There was no documentation indicating the steps the facility took to resolve the residents' concerns.</p> <p>The June 2024 meeting minutes documented the residents said sometimes there were long wait times between courses and the food gets cold in the dining room.</p> <p>-There was no documentation indicating the steps the facility took to resolve the residents' concerns.</p> <p>VI. Staff interviews</p> <p>Line cook (LC) #2 was interviewed on 9/19/24 at 8:05 a.m. LC #2 said he was aware of the new convection ovens were installed in the kitchen about two months ago, however he did not know how to use it and was not trained on this appliance.</p> <p>Dietary aide (DA) #1 was interviewed on 9/19/24 at 8:25 a.m. DA #1 said the dietary staff took a weekly menu to the residents on Thursdays and asked the residents to choose food for next week. She said there was no always available menu the staff could use when residents did not like the food that was on the weekly menu. She said she usually suggested a variety of cold sandwiches to the residents if they did not like the menu options.</p> <p>The NHA was interviewed on 9/19/24 at 10:45 a.m. The NHA said he was not aware the residents did not have access to an always available menu. He said he was aware of the concerns regarding food being served cold to the residents and had been working on ways to improve the food temperature by making changes, renovations to the kitchen and working on a process improvement plan. He said there were residents that had grievances and concerns regarding the cold food that were discussed in the culinary council and resident council.</p> <p>The executive chef (EC) was interviewed on 9/16/24 at 10:15 a.m. The EC said the food was stored, prepared and cooked in the main kitchen. He said the main kitchen was in the independent living facility. He said the food was then distributed by a vehicle to the skilled nursing facility (SNF). He said that one line cook was assigned to cook food for residents in the SNF in the main kitchen, then transported the ready to serve food to the care center, placed in the hot air wells table. The line cook served food to the residents in the kitchen in the SNF. He said the kitchen was remodeled approximately two months ago and the steam table was replaced with a new hot air table. He said two new convection ovens were installed so when the food got cold during the serving process the line cook could warm it up.</p> <p>(continued on next page)</p>		

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