

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  145241	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  06/06/2024
NAME OF PROVIDER OR SUPPLIER  Helia Southbelt Healthcare		STREET ADDRESS, CITY, STATE, ZIP CODE  101 South Belt West Belleville, IL 62220	

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 - Many</p>	<p>Ensure food and drink is palatable, attractive, and at a safe and appetizing temperature.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 44967</b></p> <p>Based on interview, observation, and record review, the facility failed to take and record food temperatures before and during meal service, to maintain food at the proper temperatures when delivering meals to the residents, and to perform glove changes and hand hygiene during serving of the food. This has the potential to affect all 114 residents residing at the facility.</p> <p>The findings include:</p> <p>1. R3's Face Sheet, undated, documents R3 was admitted to the facility on [DATE] with diagnosis of Type 2 Diabetes Mellitus (DM), Anemia, Hypertension (HTN), Hyperlipidemia, Morbid obesity, Sleep apnea, Right Below Knee Amputation (RBKA), Major depressive disorder, COVID-19, and Chondrocalcinosis.</p> <p>R3's Minimum Data Set (MDS), dated [DATE], documents R3 is cognitively intact.</p> <p>On 6/3/24 at 3:15 PM, R3 stated, I eat in my room and in the dining room, and the food is ok, but it is always cold, especially the potatoes. I told a supervisor this once, who told me she would test a french fry from the kitchen, and I insisted that she tried one from my plate, so when she did, she realized it was cold on the inside.</p> <p>2. R5's Face Sheet, undated, documents R5 was originally admitted to the facility on [DATE] with diagnosis of Trans Ischemic Attack (TIA), Cerebral Infarction, Hemiplegia, Dysphagia, Anemia, Pulmonary Embolism (PE), Atherosclerotic Heart Disease (ASHD), HTN, Peripheral Vascular Disease (PVD), Type 2 Diabetes Mellitus (DM), Polyneuropathy, Hyperlipidemia, Hypothyroidism, Anxiety Disorder, Major Depressive disorder, Bipolar Disorder, Osteoarthritis, Chronic Obstructive Pulmonary Disease (COPD), and Asthma.</p> <p>R5's MDS, dated [DATE], documents R5 is cognitively intact.</p> <p>On 6/3/24 at 1:35 PM, R5 stated, I would say the food is not hot, may be somewhat warm at times, but can be cold at times too. Quite a bit of the food is cold and is not warm enough.</p> <p>3. R4's Face Sheet, undated, documents R4 was admitted to the facility on [DATE] at 4:45 PM and was discharged to the hospital on 5/29/24 at 6:00 AM with diagnosis of Respiratory failure, Effusion, Congested Heart Failure (CHF), COPD, HTN, and Interstitial pulmonary disease.</p> <p>R4's Care Plan and MDS was not completed due to a very short stay at the facility.</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 - Many</p>	<p>On 6/4/24 at 9:15 AM, V4, R4's Sister, stated, My sister was at the facility and called me and said that the staff are treating her badly and they give her awful food that is always cold. I live in Miami and my sister calls me with complaints and I feel they are not taking good care of her.</p> <p>R4's Nursing Note, dated 5/28/24 at 4:49 PM, documents Resident arrived to facility at 1645 (4:45 PM), resident is A&amp;Ox4 (alert and oriented x 4), vitals as follow BP (blood pressure)- 106/62, P (pulse)-115, r (respirations)-18, t (temperature)- 97.5. Resident is clear from bumps or bruises to entire body, no open areas noted, normal skin tags or moles on upper body, resident wears glasses for reading, resident has own teeth in mouth, upper and lower bilateral extremities are weakened, unable to perform full ROM (range of motion) rt (related to) weakness, bilateral 2+ pitting edema to bilateral lower extremities. resident requires 2 assist when transferring in and out of bed, resident is able to verbalize needs.</p> <p>On 6/4/24 at 2:45 PM, V9, Certified Nursing Assistant (CNA), stated Residents do complain of cold food at times. We try to get the food to them as quickly as possible once it is delivered to the hall.</p> <p>On 6/4/24 at 11:20 AM, V6, Cook, was seen putting all the food from the stove/oven onto the steam table and then covering the pans with aluminum foil with no temperature check. When asked about checking temperatures of the food, V6 stated that he checked the temperatures when he got them out of the oven. When asked to see the temperature log, V6 stated that he did not know where it was.</p> <p>On 6/4/24 at 11:25 AM, V5, Dietary Manager (DM), stated, We temp the food when we put it on the steam table and before we plate the food and send it out to the residents. We check the food in the oven to make sure it is 180 degrees F. (Farenheight) and then check it again in the warmer to make sure it is still at least 135 degrees F. When asked about calibrating the thermometer prior to taking temperatures, V5 stated The maintenance man does that when we get a new one in, but I can calibrate it now if you want. V5 obtained a cup of ice water, and the thermometer was reading 31.8 degrees F. V5 checked all the food in the steam table with no gloves on. All foods were at appropriate temperatures.</p> <p>On 6/4/24 at 11:50 AM, V5 was asked for the temperature logs, and he found one in his office. Upon investigation, the food temperature logbook was last documented in February 2024 with only four entries documented that month. There were no further temperatures documented since. The temperature logbook for the refrigerator and freezer is also last dated February 2024. When questioned, V5 stated that he is the one who checks the fridge and freezer every day and he does not document it anywhere. V5 stated, I guess I'm assuming that the cook is checking the temperatures like he should, but there is no way to know if that is happening and I guess that's my fault. I started in February 2024, and it seems like they were doing it before I started so not sure why they quit doing it. I realize we are supposed to keep temperature logs for these things. The freezer and refrigerator were at appropriate temperatures.</p> <p>On 6/4/24 at 11:56 AM, there was one warming cart plugged into the wall and was warm to touch on inside. The gauge was not functioning so could not read temperature. This cart was the one the 200-hall trays were place in and delivered to residents on the 200-Hall. Plates of food were placed in the warmer, covered by plastic wrap and no lid. When asked, V7, Prep Cook, stated that they can't put the lids on the plates when in the warmer because they don't fit.</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 - Many</p>	<p>On 6/4/24 at 11:57 AM, foil removed from the food pans on steam table and first plate of food done. Plates of food were placed on an open plastic cart and delivered uncovered to residents sitting in the dining room. V6, [NAME] did not check temperature on the mechanical soft food and when asked to do so, V6 grabbed the thermometer and stuck it into the food pan without wiping it off first. The temp was 204 degrees F.</p> <p>On 6/4/24 at 12:05 PM, while V6 was plating food, he left the steam table with his gloves on and went over to the sink, turned it on and washed off a knife, then returned to the steam table and began serving food again with same gloves on.</p> <p>On 6/4/24 at 12:20 PM, last tray was sent to the dining room residents. The 200-Hall trays were started.</p> <p>On 6/4/24 at 12:30 PM, V6 left the serving line again to go to sink, turned on the water, and washed a knife and a cutting board, then returned with the same gloves on and began serving food again. When V6 was asked about the Pureed food, V6 stated We only have two residents who get pureed food. I made it up when the food got done around 10:00 AM and put it on plates and then put the plates in the microwave to wait until those residents were ready. When the residents are ready, we warm them up in the microwave and temp it before serving it. V5 was seen warming the pureed food up in the microwave, checked the temperature and was only 130 degrees F., V5 then put it back in to warm it up some more, then rechecked the temp which was 145 degrees F. V5 gave plate to V8, Dietary Aide, to deliver to resident.</p> <p>On 6/4/24 at 12:42 PM, all lunch trays for 200-Hall were on an open plastic cart and delivered to residents on that hall. This was 22-minutes since first plate was placed on the cart for the 200-Hall. There were 18 trays, covered in plastic wrap, then a plate lid placed on top. V6 then began plating food for the 400-Hall.</p> <p>On 6/4/24 at 12:52 PM, the 400-Hall lunch trays were delivered to the 400-Hall on an open plastic cart. The last tray was delivered to a resident on the hall at 1:00 PM, 10 minutes after food was plated. V6 then began to plate food for the 300-Hall.</p> <p>On 6/4/24 at 12:57 PM, the 300-Hall trays were delivered on an open plastic cart with seven trays wrapped in plastic wrap and a plate cover. The 100-Hall plating of food was started and delivered.</p> <p>On 6/4/24 at 1:03 PM, The 500-Hall, the last hall, plates were prepared and placed on open plastic cart and delivered to residents on 500-Hall. A sample test tray was the last tray received after all residents received their meals. At 1:07 PM the test plate was made and placed on the open plastic cart and delivered to the 500-hall. At 1:12 PM, the last lunch tray was delivered. At 1:15 PM, the test tray temped with the following temperatures: BBQ Chicken: 120 degrees F., Macaroni and Cheese: 108 degrees F., [NAME] Beans: 110 degrees F., Pudding cup was no longer cold and was lukewarm, the drink had no ice and was warm to drink. Overall, the food had appropriate taste and texture, was palatable, but the food upon eating it was no longer hot, and was more like lukewarm to touch.</p> <p>On 6/4/24 at 11:40 AM, V5 stated, We use the warming cart but there are not a lot of plug-ins in the halls, so I don't think the staff are plugging it in. We do get a lot of complaints of cold food, and we are working with the DON (Director of Nursing) to figure out why and what to do about it. I don't know where the problem lies, but we send the food out hot.</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 - Many</p>	<p>On 6/6/24 at 12:20 PM, V16, Assistant Director of Nursing (ADON), stated, We are working with the Dietary department for the complaints of cold food. We are trying to get the CNAs to get the food to the residents faster. Going forward, I think we will be involving the management team to start helping to pass out the trays, so the residents get them faster.</p> <p>On 6/6/24 at 8:35 AM, V14, CNA, stated Dietary will deliver the food cart with trays on it and yell Trays Here and if I hear it, I will start delivering the trays to the residents. If I am in a room doing care, I might not hear it and will see it when I come out of the room. Residents do complain of their food being cold and if they do, I will warm it up in the microwave for them.</p> <p>On 6/6/24 at 8:40 AM, V15, CNA, stated Residents always complain about cold food. There is a lot of running to the microwave to warm their food up. The kitchen will bring the cart out and put it at the top of the hall. The problem is, the trays are in no order so when we grab a tray, we have to take it to the resident's room, which may be at the end of the hall, then set it up for the resident, then go back to top of the hall to get another one. It takes some time. If the trays were in order, we could walk the cart down the hall and deliver the trays in order and be more efficient.</p> <p>On 6/6/24 at 9:15 AM, after performing peri-care on a resident for approximately 20-minutes, two CNAs were seen exiting the room to find the breakfast food cart sitting in the hall. Unknown how long it has been sitting there. CNAs began delivering trays at that time.</p> <p>The Facility's kitchen food temperature logbook had temperature check sheets in the book, with the last temperature check documented was on February 12, 2024.</p> <p>On 6/6/24 at 10:20 AM, When asked for copies of the temperature log sheets for the refrigerator and freezer, V1, Administrator, stated For some reason, V5, DM, threw away the old temperature logs that you saw on Tuesday (6/4/24).</p> <p>On 6/4/24 at 11:30 AM, V8, Dietary Aide, was seen in the kitchen with a hairnet covering the top and back of her head with the hair in front hanging down past the net. V8 was later seen delivering food trays without a plate cover to the residents in the dining room.</p> <p>The Facility's Meal Service Temperatures Policy, dated January 2012, documents Meal temperatures shall be monitored by the Dietary Manager and the cooks on a daily basis. Hot food shall be cooked or heated to a temperature above 165 degrees. Cold food shall be chilled to a temperature below 40 degrees. Temperatures shall be taken and may be recorded on the food temperature record. Food which does not meet the appropriate temperatures shall be removed and reheated or rechilled prior to service. Purpose: To ensure appropriate food temperatures during meal service and to ensure appropriate food holding temperatures. To comply with federal and state regulations governing meal service. Procedure: 1. The [NAME] shall take temperatures of food (as appropriate) during meal preparation to ensure food is cooked or chilled to the appropriate temperature. Temperatures shall also be taken once food is placed on the steam table prior to the start of meal service. 2. Temperatures shall be recorded on the Temperature Report Form at each meal. 3. Food which registers temperatures outside acceptable range shall be removed and reheated or rechilled to meet acceptable temperatures.</p> <p>The Facility Resident Census dated 6/4/24, documents that the facility has 114 residents residing in the facility.</p>		