

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 146086	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 05/01/2024
NAME OF PROVIDER OR SUPPLIER Tuscola Health Care Center		STREET ADDRESS, CITY, STATE, ZIP CODE 1203 Egyptian Trail Tuscola, IL 61953	

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 0801</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Employ sufficient staff with the appropriate competencies and skills sets to carry out the functions of the food and nutrition service, including a qualified dietician.</p> <p>41970</p> <p>Based on observation, interview, and record review the facility failed to employ a clinically qualified director of food and nutrition services. This failure has the potential to affect all 38 residents residing in the facility.</p> <p>Findings include:</p> <p>The facility daily census report dated 4/25/24 documents 38 residents residing in facility.</p> <p>On 4/25/24 from 10:00 AM-4:00 PM there was no Dietary Manager (DM) or Certified Dietary Manager (CDM) onsite.</p> <p>On 4/26/24 from 10:00 AM-4:00 PM there was no Dietary Manager (DM) or Certified Dietary Manager (CDM) onsite.</p> <p>On 4/25/24 V1 Administrator stated the facility does not have a CDM or DM. V1 stated the previous CDM left the facility in February 2024 and has not been replaced.</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 0802</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Provide sufficient support personnel to safely and effectively carry out the functions of the food and nutrition service.</p> <p>41970</p> <p>Based on observation, interview, and record review the facility failed to employ dietary staff who had completed safe food handling training. This failure has the potential to affect all 38 residents residing in facility.</p> <p>Findings include:</p> <p>The Facility Daily Census Report dated 4/25/24 documents 38 residents reside in facility.</p> <p>During observations made in the dietary department from 4/25/24-4/30/24 there were no dietary staff or ancillary staff assisting in the dietary department who had completed basic safe food handling training.</p> <p>On 4/25/24 at 12:00 PM V20 Housekeeper assisted in the dietary department in the kitchen during lunch service.</p> <p>On 4/25/24 from 11:00 AM-1:30 PM V3 Cook, V6 Cook, V7 Cook, V4 Dietary Aide and V20 Housekeeper confirmed they do not have their Food Handler's Certificate.</p> <p>On 4/26/24 at 2:00 PM V1 Administrator stated the facility does not have any employees who work in the dietary department who have the required Food Handler's Certificate. V1 Administrator stated the facility has had major changes in the dietary staff. V1 Administrator stated the training for the dietary staff is important and the facility is working on getting all staff trained.</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>Ensure food and drink is palatable, attractive, and at a safe and appetizing temperature.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 41970</p> <p>Based on observation, interview, and record review the facility failed to serve foods that were palatable to five (R1, R2, R3, R5, R9) residents out of five residents reviewed for Dietary Services in a sample list of nine residents.</p> <p>Findings include:</p> <p>1.) R9's Cognitive assessment dated [DATE] documents R9 as cognitively intact.</p> <p>On 4/26/24 at 1:12 PM R9 was sitting in her wheelchair at the dining room table. R9 was attempting to cut through a breaded fish filet. R9 stated I might as well give up. This thing is rock hard, burnt and cold. R9 picked up the fish filet showing the bottom side which was blackened. R9 gently tossed the fish filet back onto her plate and it made a 'clink' sound as it hit the plate.</p> <p>2.) R1's Cognitive assessment dated [DATE] documents R1 as cognitively intact.</p> <p>On 4/25/24 at 12:45 PM R1 stated R1 is the Resident Council President. R1 stated the residents have had multiple complaints about the quality of the foods served. R1 stated The meat is cold; the drinks are room temperature, and the meals are typically an hour late. R1 stated Last nights' soup (R1 used air quotes) was vile stuff. It was milk with two small pieces of sliced carrot and hard uncooked navy beans. It was room temperature with no seasoning. It was supposed to be Tuscan soup but that was plain milk. There was no seasoning of any kind. It was not a cream soup. Just plain milk. It kind of had a funny taste. I didn't eat much of it because it tasted bad to me.</p> <p>3.) R2's Cognitive assessment dated [DATE] documents R2 as cognitively intact.</p> <p>On 4/25/24 at 10:35 AM R2 stated The food here (facility) is terrible. It is cold. They always serve the meals an hour late then wonders why the food is cold. Last night was especially bad. It was warmed up milk with two small pieces of carrot and some kind of hard beans. It turns my stomach. Literally, my stomach aches after I eat anything here, so I just order out or have somebody bring me something that won't make me sick.</p> <p>4.) R3's Cognitive assessment dated [DATE] documents R2 as cognitively intact.</p> <p>On 4/25/24 at 10:40 AM R3 stated This place isn't that bad except for the food. It is just awful. I know the kitchen has struggled to get staff but at least they could hire someone who knows how to cook. They brought me a soup bowl of milk with two small pieces of carrots in it last night. I literally said, I am not eating this s*** (expletive). All we get is cold food and cold coffee. The meals are always late. I ate the chicken fried steak a couple of days ago and it made my belly hurt all afternoon after that.</p> <p>5.) R5's Cognitive assessment dated [DATE] documents R5 as cognitively intact.</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>On 4/25/24 at 1:00 PM R5 stated the care received by the facility is very good except for the dietary department. R5 stated the food is continually served cold and an hour late. R5 stated The supper they (facility) served last night was embarrassing. I have never had such terrible food. It was supposed to be Tuscany soup. What we (residents) were served was lukewarm milk with two slices of carrots and hard uncooked navy beans. I couldn't eat it. It was terrible.</p> <p>On 4/25/24 at 1:20 PM V8 Certified Nurse Aide (CNA) stated V8 worked the evening of 4/23/24. V8 CNA stated I don't know who cooked last night but it looked awful. The residents all complained about that soup. It looked like white milk with no seasonings or anything, but it had carrots and beans in it. Milk with carrots and beans. That is what they (residents) had to eat. And it was an hour late again. I don't know what goes on in the kitchen, but meals are usually an hour late, especially lunch and supper.</p> <p>On 4/26/24 at 2:28 PM V1 Administrator stated the kitchen staff are all new employees. V1 stated residents should be served meals that are palatable. V1 stated the food should be at the proper temperature and taste good. V1 Administrator stated There will always be differences in residents preferences for spices and foods but the general meal should be palatable.</p>

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<p>F 0805</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Ensure each resident receives and the facility provides food prepared in a form designed to meet individual needs.</p> <p>41970</p> <p>Based on observation, interview, and record review the facility failed to prepare the safe texture of pureed food for three residents (R6, R7, R8) out of three residents reviewed for pureed diet orders in the sample list of nine.</p> <p>Findings include:</p> <p>On 4/26/24 at 12:30 PM V6 Cook removed three large trays of prepared cups of coleslaw from the reach in cooler. V6 Cook placed R6, R7, R8's coleslaw on their perspective plates. The coleslaw appeared lumpy and had many bits of slaw that were not pureed texture. V6 Cook stated Coleslaw doesn't puree very well. You can never get those little pieces pureed like they should be. Pureed foods should be like pudding. It does taste just like coleslaw though.</p> <p>1.) R8's Physician Order Sheet (POS) dated April 2024 documents a physician order for R8 to receive pureed foods.</p> <p>On 4/26/24 at 1:30 PM R8 was sitting at a table in the dining room eating lumpy coleslaw. R8 began coughing when swallowing the coleslaw.</p> <p>2.) R7's Physician Order Sheet (POS) dated April 2024 documents a physician order for R7 to receive pureed foods.</p> <p>On 4/26/24 at 1:28 PM R7 was sitting in the wheelchair in the dining room eating lumpy coleslaw. R7 stated I don't like this. It is hard to eat.</p> <p>3.) R6's Physician Order Sheet (POS) dated April 2024 documents a physician order for R6 to receive pureed foods.</p> <p>On 4/26/24 at 1:25 PM R6 was sitting in the wheelchair at a dining room table eating lumpy coleslaw. R6 stated I don't think they (staff) are supposed to let me eat this but they gave it to me so I will. I guess it's ok.</p> <p>The undated facility policy titled 'Therapeutic and Mechanically Altered Diets' documents that therapeutic and mechanically altered diets are ordered by the physician and planned by the dietician. A therapeutic diet is a diet ordered to manage problematic health conditions. A mechanically altered diet is a diet specifically prepared to alter the consistency of food in order to facilitate oral intake. Examples include soft solids, pureed foods, and ground meat. Diets for residents who can only take liquids that have been thickened are also included in this definition.</p>		

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<p>F 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 41970</p> <p>Based on observation, interview and record review the facility failed to ensure expired food products were disposed of and not served to residents, monitor food temperatures, monitor freezer and refrigerator temperatures, prevent cross contamination during food service, properly label and store foods, maintain a sanitary kitchen environment, store chemicals and soiled cleaning equipment away from food storage areas, and monitor temperatures/sanitizer levels for the dishwasher to ensure dishes were sanitized prior to resident use. These failures have the potential to affect all 38 residents residing in the facility.</p> <p>Findings include:</p> <p>The Facility Census Report dated [DATE] documents 38 residents reside in facility.</p> <p>1. On [DATE] at 12:22 PM V6 Cook removed tartar sauce from a gallon container dated [DATE] and placed the tartar sauce on resident lunch plates. V6 Cook stated We (facility) are so far behind getting lunch out I don't have time to put the tartar sauce in fancy little cups. I just have to get the trays out.</p> <p>On [DATE] at 12:25 PM V7 Cook confirmed the tartar sauce was expired by 29 days. V7 Cook stated Oh Boy. I hope no one gets sick from eating that. V6 Cook and V7 Cook discussed the expired tartar sauce and then proceeded to serve residents the lunch meal including the expired tartar sauce.</p> <p>2. On [DATE] at 11:37 AM V6 Cook used gloved hand to pull a handful of raw hamburgers out of large bag of hamburger. V6 Cook then added a few shakes of seasoning salt to the raw burger, formed it into a patty and cooked the hamburger patty for seven minutes. V6 Cook did not obtain the temperature of the hamburger patty after cooking. V6 Cook stated (R4) likes a hamburger every day.</p> <p>On [DATE] at 12:25 PM V6 Cook placed cooked taco seasoned hamburger, pureed taco seasoned hamburger, southwest vegetables, scalloped potatoes with ham, pureed peas, and Spanish rice on the steam table. V6 Cook did not obtain the temperature of the foods after cooking nor prior to serving to residents. V6 Cook stated I can see the steam, so I know they are all done.</p> <p>3. The facility 'Dishwashing Record/Low Temperature/Chemical' Log dated [DATE] documents the dishwasher PH level was obtained three times per day from [DATE]-[DATE]. The dishwasher Parts Per Million (PPM) number was not documented, only a 'check' mark documenting it was completed. This same log documents the dishwasher temperature was obtained three times per day from [DATE]-[DATE], for the breakfast meal [DATE]-[DATE], and for the lunch meal on [DATE] and [DATE]. This same log documents all temperatures obtained ranged from 102 Degrees Fahrenheit to 116 degrees Fahrenheit. This same log does not document any other PH levels or temperatures obtained for the month of [DATE].</p> <p>(continued on next page)</p>		

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<p>F 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>On [DATE] at 11:01 AM V7 Cook placed a metal pan from the food blender into the dishwashing machine and started the machine. V7 Cook stated I hope this gets clean this time. I have no idea how to run this machine. I have never tested the temperature. I don't know what strip you are talking about. The manager is supposed to take care of all those things. I just cook. V7 Cook then used same metal pan to puree fish filets which were served to residents.</p> <p>On [DATE] and [DATE] during dietary observations the container labeled 'Lo Temp Sanitizer' was empty. This same container was connected to the dishwasher via a hose that ran from the dishwasher to the empty container of sanitizer. Dietary staff continued to use dishwasher to wash dishes that were used to serve meals to residents.</p> <p>On [DATE] at 12:05 PM V3 Cook stated the sanitizer jug is empty. V3 Cook stated the Dietary Manager is supposed to check for those things.</p> <p>On [DATE] at 3:00 PM V1 Administrator stated the dishwasher requires the sanitizer to sanitize the resident dishes. V1 Administrator stated the staff should monitor the level of the sanitizer and ensure the dishes are sanitized prior to serving food on them.</p> <p>On [DATE] at 3:10 PM V11 Regional Maintenance Director stated the facility dishwasher requires the sanitizer to sanitize the dishes. V11 stated there is no alarm and/or visual sensor that alerts staff as to when the sanitizer is getting low. V11 stated The staff are supposed to monitor the level of the sanitizer and change the jug when it is needed.</p> <p>4. On [DATE] at 11:48 AM the walk-in cooler located outside the building contained an open bag of black bananas. V3 Cook picked up a banana out of this container and it dripped liquid onto floor and onto V3's hand. This same walk-in cooler contained an open container of tomatoes that was laying on its side directly over a bag of potatoes that had been ripped open over the entire length of the bag. One of the tomatoes was dripping over potatoes. This same walk-in cooler contained two bags of celery which both had several brown and black stalks that had leaked black juice onto eggs sitting below the celery. The floor of the walk-in cooler was littered with debris and a green liquid spill about two foot wide by one foot long. The cooler had musty odor.</p> <p>On [DATE] at 11:15 AM V3 Cook stated The bananas are rotten. They need to be thrown out. I see some of the tomatoes have rotted too. We (facility) need to clean this whole thing up. It is gross.</p> <p>On [DATE] at 2:49 PM the walk-in cooler located outside the building continued to contain the tomatoes dripping onto the potatoes and the bags of brown/black celery leaking juice onto the eggs. The floor of walk-in cooler remained littered with debris and the green liquid spill. Multiple gallons of opened 2% milk dated [DATE] were also sitting in crates in the walk-in cooler. The cooler continued to have a musty odor.</p> <p>On [DATE] at 9:50 AM V7 Cook stated That milk was supposed to be thrown out. I don't know why anyone would move expired milk from one cooler to another. That is just lazy. It needs to be thrown out.</p> <p>On [DATE] at 1:50 PM V1 Administrator stated, I am not sure what that smell is but there is definitely a foul smell.</p> <p>(continued on next page)</p>		

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<p>F 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>On [DATE] at 1:00 PM V7 Cook picked up a thermometer that had been laying on a food prep counter where foods had just been prepared. V7 Cook rinsed the thermometer under tap water for three seconds and then used the contaminated thermometer to test the temperature of R4's hamburger patty. V7 Cook did not use detergent nor sanitize the thermometer prior to using it to test the temperature of R4's hamburger patty. V7 Cook stated the hamburger patty was at 89 degrees Fahrenheit. V7 Cook rinsed the same thermometer under tap water for seven seconds and then used the same contaminated thermometer to again test the temperature of R4's hamburger patty. V7 Cook stated I would normally wipe the thermometer off with an alcohol wipe, but we are out of those, so I just rinsed it off a bit.</p> <p>On [DATE] at 11:25 AM the facility hot holding bins on the steam table showed multiple pieces of eggs, two pieces of aluminum foil and multiple pieces of unidentifiable debris floating in gray colored water. V6 Cook placed large steam pans of prepared foods for lunch service including taco meat, southwest vegetable blend, Spanish rice, and scalloped potatoes with pieces of ham in the contaminated bins. V6 Cook then lifted a large pan of taco meat back out of the holding bin with contaminated water which dripped over vegetables, rice, and potato dish.</p> <p>On [DATE] at 10:49 AM the facility hot holding bins on the steam table had pieces of eggs, aluminum foil and multiple other unidentifiable debris floating in gray water. V7 Cook moved the full-sized pan of baked breaded fish fillets over the top of the baked potato wedges. Water droplets from the contaminated water well fell from the bottom of the fish fillet pan onto the potato wedges.</p> <p>On [DATE] at 1:10 PM V7 Cook stated After yesterday, I thought they (facility) were going to clean all of this mess up, but I guess they didn't. That looks like eggs, foil and who knows what else is in there.</p> <p>On [DATE] at 10:01 AM V3 Cook was preparing lunch with a hair net on the back half of her head. V3's bangs and the hair on the sides of V3's head were not contained in the hair net.</p> <p>On [DATE] at 10:05 AM a half empty bottle of red liquid sat on the food prep area touching packaging for foods being served for lunch. V3 Cook stated That is my pop. I know we aren't supposed to have that kind of thing in here, but I get thirsty. It gets so hot in here, it's unreal. I normally have that fan running (pointing to a box fan sitting on the food prep counter) but since state (State Agency) is here, I am not supposed to run it.</p> <p>On [DATE] at 10:50 AM a large box fan was running on 'HI' while sitting in front of an open window in the kitchen. The fan was blowing cool air directly over steam table.</p> <p>5. On [DATE] at 10:30 AM the kitchen wall next to the stove had multiple half dollar sized splatters of dried red and yellow substances. The kitchen walls behind the food preparation areas were covered in splatters of unknown substances. The kitchen window directly behind the food prep area had a two-foot wide by eight-inch-tall area of white liquid streaks. Serving spoons, spatulas and measuring spoons were in a metal drawer with multiple pieces of food debris touching the utensils. Serving bowls stored under the food preparation area had visible dirt and debris on them. Serving plates, plastic cups and saucers sat on plastic trays on the floor under the clean dish storage area.</p> <p>On [DATE] at 11:00 AM a large amount of black and brown grease build up was observed on the back splash of the stove and entire length of the flat top grill.</p> <p>(continued on next page)</p>		

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<p>F 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>The facility policy 'Kitchen Sanitation' revised [DATE] documents the Food Service Manager will monitor sanitation of the dietary department on a daily basis, develop a cleaning schedule for the department and ensure that dietary employees complete cleaning tasks as scheduled and provide cleaning instructions for each area and piece of equipment in the kitchen, and specify which chemical and person protective equipment should be used for each task. In-service should be scheduled periodically to review sanitation standards.</p> <p>The facility policy 'Equipment Temperatures' revised [DATE] documents the facility will monitor all refrigerators and freezers daily to ensure that they maintain the correct temperatures, record the temperatures on the 'Refrigerator Temperature Log,' record the temperature on the 'Freezer Temperature Log.' The Food Service Manager will monitor the records to ensure their completion and maintain a record of temperature logs for at least six months.</p> <p>The facility dish machine policy revised [DATE] documents for low temperature dish machines the temperature of the wash water shall not be less than 120 degrees Fahrenheit (F). The policy states before washing anything, use a test strip to check the sanitizer level. For Chlorine sanitizers, the level should be , d+[DATE] parts per million (PPM). Record either the temperatures or sanitizer level on the Dish machine Temperature/Sanitizer Log. Wash dishes according to equipment directions.</p> <p>The facility policy 'Food Temperature' revised [DATE] documents the cook is responsible for taking and recording the temperatures for all hot and cold food at each meal. Properly sanitize thermometer between each food item tested . Food temps should be taken prior to the meal service and recorded on the Food Temperature Chart. Hot foods must read a minimum of 135 degrees Fahrenheit (F) before residents can be served. Inform the Food Service Manager or designee of any temperature not within acceptable range. Appropriate action should be taken to ensure food safety. For hot food, it should be immediately reheated to 165 degrees F for at least 15 seconds before it can be served to residents. Cold foods should be placed in the freezer to ensure quick chilling to 41 degrees or below.</p> <p>The facility policy 'Dish and Utensil Handling' revised [DATE] documents tableware should be washed, rinsed, and sanitized after each use. Cleaned and sanitized equipment and utensils shall be handled in a way that protects them from contamination.</p> <p>The facility policy 'Chemical Safety' revised [DATE] documents all chemicals will be stored according to federal, state, and local regulatory agencies. Chemicals are stored properly. Chemicals are to be stored separate from all food and food contact surfaces, regardless of packaging.</p>		