

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  165296	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  07/03/2025
NAME OF PROVIDER OR SUPPLIER  Pleasant View Care Center		STREET ADDRESS, CITY, STATE, ZIP CODE  200 Shannon Drive Whiting, IA 51063	

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 0803</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Ensure menus must meet the nutritional needs of residents, be prepared in advance, be followed, be updated, be reviewed by dietician, and meet the needs of the resident.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> Based on review of the planned menu, observations, staff interviews and facility policy review the facility staff failed to follow the planned menu for residents during the pureed meal preparation (Residents #16, #18 and #30) and for additional residents during meal service. The facility identified a census of 56 residents.</p> <p>Findings include:</p> <p>1. Review of the menu identified the following items as part of the planned menu for the pureed and regular diet served at lunch on 7/1/25:</p> <ul style="list-style-type: none"> <li>a. Lemon Chicken</li> <li>b. Garlic Parmesan Pasta</li> <li>c. Roasted Caesar Vegetables</li> <li>d. Garlic Toast</li> </ul> <p>Observation of meal service on 7/1/25 at 11:41 AM, showed:</p> <p>a. Staff C, [NAME] prepared pureed meals for Residents #16, #18 and #30. Staff C placed four servings of chicken into a blender with one piece of garlic bread. When asked why Staff C used one piece of garlic bread, she replied, because it needed to be thickened.</p> <p>b. Staff C noted the pureed chicken would require #8 size scoop and #12 size scoop for a complete serving. Staff C obtained a pan for the two pureed diets in the east dining room and another pan for one pureed diet in the south dining room. Staff C appropriately placed #8 size scoops of pureed chicken into both pans. Staff C then placed two partial #12 size scoops into the pan for the east dining room, and used a #12 scoop with an approximate teaspoon of pureed chicken for the south dining room. Staff C then placed tinfoil over both pans and wrote which location and to use a #8 and #12 size scoops for the servings of pureed chicken. As Staff C finished she stated, I don't even know why I'm writing the #12 on there, they won't have enough.</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 0803</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Observation of the south dining room service on 7/1/25 at 1:25 PM showed Staff D, Dietary Aide failed to use the scoop sizes as written on the tinfoil covering the pureed chicken. Staff D served Resident #30 one #8 size scoop then used the same scoop to scrape approximately one teaspoon of the remaining pureed chicken from the pan.</p> <p>In an interview on 7/1/25 at 2:41 PM, when asked how many pieces of garlic bread Staff C should have used when pureeing 4 servings of chicken, Staff C replied, I usually puree the same number of garlic bread with the same number of chicken. I should have used 4 servings of garlic bread. I don't know why I didn't. When asked Staff C if she should have made enough pureed chicken to fill a #8 size scoop and #12 size for each pureed diet, she stated, Yes. I usually do but just didn't. I was already running late.</p> <p>In an interview on 7/1/25 at 2:47 PM, Staff D reported that she usually followed the scoop sizes as indicated on the tinfoil. When asked what happened if there isn't enough pureed food, Staff D stated, I usually call the cook and she'll make more.</p> <p>In an interview on 7/2/25 at 2:42 PM the Certified Dietary Manager, (CDM) reported for pureed diets she expected staff to serve the correct portion sizes and correct number of servings of food as indicated on the menu. The CDM reported that she expected staff to puree additional food if needed. The CDM stated, we did not follow our normal process.</p> <p>2. The Minimum Data Set (MDS) dated [DATE] documented Resident #16 had a Brief Interview for Mental Status (BIMS) score of 99 indicating Resident #16 was unable to complete the interview. The MDS also indicated diagnoses of dementia and heart failure.</p> <p>Review of EHR titled Physician Orders for Resident #16 documented a diet of mechanical soft with pureed meat.</p> <p>Review of EHR titled Care Plan for Resident #6 documented a diet of mechanical soft with pureed meat.</p> <p>Review of document titled, Pleasant View SS 2025, Week 1 Tuesday at noon documented a puree menu of 1 serving pureed lemon chicken, 1 serving pureed garlic parmesan pasta, 1 serving pureed roast Caesar vegetables, 1 serving pureed garlic bread and 1 serving pureed sugar cookie bar.</p> <p>An observation on 7/1/25 at 12:28 PM revealed Staff A, Dietary Aide brought food to the front dining room in a mobile steam table.</p> <p>On 7/1/25 at 12:36 PM an observation revealed Staff A utilized a size 8 and size 12 scoop to serve Resident #16's portion of meat. The observation revealed the size 12 scoop was less than 1/4 full. Resident #16 did not get the full portion of meat for lunch.</p> <p>On 7/1/25 at 12:53 PM an observation revealed Staff A served the first piece of garlic bread to the first table behind the medication cart. Staff A served 9 trays served without garlic bread.</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>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**</b> Based on observations, facility record review and resident and staff interviews the facility failed to ensure proper temperatures, food palatable and appetizing for 4 of 15 residents reviewed (Residents #24, #42, #45 and #209). The facility reported a census of 56 residents.</p> <p>Finding Include:</p> <p>1. Observation of meal service on 7/1/25 at 11:41 PM showed the lunch meal consisted of lemon chicken, garlic parmesan pasta, roasted caesar vegetables and garlic toast.</p> <p>a. The chicken appeared dry and burnt.</p> <p>The test tray temped immediately after plating showed:</p> <p>a. Lemon Chicken- 128.2 degrees Fahrenheit (F)</p> <p>b. Garlic parmesan pasta- 110.8 degrees F</p> <p>The test tray after the delivery of meal trays showed:</p> <p>a. Lemon chicken- 117.7 degrees F</p> <p>b. Garlic parmesan pasta- 98.8 degrees F</p> <p>c. Roasted caesar vegetables- 127.9 F</p> <p>In an interview on 6/30/25 at 1:49 PM, Resident #209 reported the food to always be cold and dry.</p> <p>Consumption of the test tray on 7/1/25 at 1:44 PM revealed the chicken difficult to cut, dry and burnt to taste. The warm garlic parmesan pasta started to lose shape and was mushy when chewed.</p> <p>In an interview on 7/1/25 at 2:47 PM, Staff D reported the chicken looked burnt and dry. Observation showed Staff D appeared to struggle when the chicken into bite size pieces. When asked if the chicken was hard to cut, Staff D stated, kind of but I'm getting an arm workout.</p> <p>In an interview on 7/2/25 at 12:42 PM, the Certified Dietary Manager (CDM) reported the dietary aide reported the test try failed to reach proper food temperatures. The CDM reported she would like food to be served at 165 degrees F but at least be above 135 degrees F. The CDM reported staff failed to follow the normal process by not placing food back into the oven but instead was placed on the hot cart.</p> <p>2. The Minimum Data Set (MDS) dated [DATE] documented Resident #24 had a Brief Interview for Mental Status (BIMS) score of 14 indicating no cognitive impairment.</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 7/1/25 at 8:31 AM Resident #24 stated the meals could be warmer. Resident #24 stated the meals aren't cold but are not hot all the time. Resident #24 stated she wanted the food served warmer than it was being served at times.</p> <p>3. The MDS dated [DATE] documented Resident #42 had a BIMS of 15 indicating no cognitive impairment. The MDS also indicated diagnosis of dependence on renal dialysis.</p> <p>On 7/1/25 at 8:48 AM Resident #42's daughter stated the meals are terrible at the facility. Resident #42's daughter stated the food is dry and difficult to eat at times. Resident #42's daughter stated her mother complained about the food frequently.</p> <p>On 7/1/25 at 3:20 PM Resident #42 stated the vegetables always seem over cooked. The Resident #42 stated the chicken at lunch on 7/1/25 was very tough and burned on the bottom. Resident #42 stated the chicken was cold as well for lunch on 7/1/25. Resident #42 stated she did not plan on eating the chicken because it was tough, so she did not ask for the lunch to be warmed up. Resident #42 stated the room trays were almost always cold.</p> <p>4. The MDS dated [DATE] documented Resident #45 had a BIMS of 3 indicating severe cognitive impairment. The MDS also indicated diagnoses of dementia and heart failure.</p> <p>On 7/1/25 at 9:31 AM Resident #45's wife stated her husband had not complained about the food. Resident #45's wife stated sometimes the food is hot and sometimes it is not hot. Resident #45's wife stated the kitchen normally started on the front table but once it got to him it was not hot.</p> <p>An observation on 7/1/25 at 12:28 PM revealed Staff A, Dietary Aide brought food to the front dining room in a mobile steam table. The temperature of the food in the steam table was chicken 189 degrees, vegetables 176 degrees, noodles 164 degrees, puree vegetables 189 degrees, puree noodles 189 degrees, puree chicken 152 degrees, and ground meat 171 degrees.</p> <p>An observation on 7/1/25 from 12:56 PM - 1:10 PM revealed Staff A placed a piece of chicken intended for a room tray on the counter from 12:56 PM to 12:59 PM during the time Staff A obtained garlic bread per a resident's request and pizza for another resident. Staff A cut the chicken with a pizza cutter and placed the plate on the room tray cart at 12:59 PM. On 7/1/25 at 1:04 PM Staff A remade the plate for the room tray placed on the to go cart at 01:05 PM with the original tray used for the test tray. Test tray was intended for Resident #24 at the end of the hall and delivered at 1:09 PM. The test tray was brought back to the kitchen at 1:09 PM. The test tray's temperature was checked at 1:10 PM. The test tray's food temperatures were chicken 120 degrees, noodles 125 degrees and vegetables 133 degrees. Observation revealed Staff A struggled to get the temperature probe in the chicken on the steam table. Post lunch meal temperature for food on the steam table chicken 117 degrees, noodles 191 degrees and vegetables 168 degrees.</p> <p>On 7/1/25 at 1:12 PM Staff A stated the food on the steam table should have been at least 165 degrees. Staff A stated she would expect the temperature of the chicken on the steam table to be warmer than 117 degrees. Staff A acknowledged all the chicken was very dry and possible burned in spots.</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 7/2/25 at 12:42 PM Staff B, Certified Dietary Manager (CDM) stated Staff A voiced the concern to her that the last plate did not have an appropriate temperature. Staff B stated some of the food did not go back into the oven yesterday. Staff B stated the food went straight onto the hot cart. Staff B stated her expectation was the food to come out of the kitchen to serve at 165 degrees. Staff B stated the chicken should have been a little warmer and noodles would have been a little harder to keep the temperature. Staff B stated If the food had a temperature under 135 degrees the food needed to be reheated back up to 165 before serving. Staff B stated her expectation was all food served to the residents to be a minimum of 135 degrees. Staff A acknowledged the meal was at the end of the 5 week course and was the first time they had cooked that meal. Staff B acknowledged the chicken looked a little dry. Staff B acknowledged the chicken appeared dry and tough.</p> <p>On 7/2/25 at 1:28 PM the Administrator stated usually she eats lunch and dinner at the facility and they are always monitoring that the meal is on time. Stated the chicken she was sure was dryer than normal because it was so much later service and in the oven longer. The Administrator stated she had eaten the chicken and thought it was good but she liked her chicken dry. The Administrator stated she was not sure if the one side of the steam table wasn't working and would investigate that. The Administrator stated the facility does food temperatures prior to and after meal service. The Administrator stated the survey team had a bad experience with meals yesterday because the steam table pans were not placed in the oven and the meal was served later than normal. The Administrator stated the facility expectation was the food temperatures in the steam table to be maintained at 135 degrees.</p> <p>Review of undated document presented by the Administrator, titled End Cooking Temperatures had written on the document holding temperature was 135 degrees.</p>		

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<p>F 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards.</p> <p>Based on observations, staff interviews, and facility policy review the facility failed to ensure proper sanitary conditions in the kitchen area, where staff prepared food, and failed to prepare food in a sanitary manner. The facility identified a census of 56 residents.</p> <p>Findings included:</p> <p>The initial kitchen walkthrough on 6/30/25 at 11:35 AM revealed the following:</p> <ul style="list-style-type: none"> <li>a. East dining room kitchenette- refrigerator and freezer with dried liquid and various scattered food debris.</li> <li>b. [NAME] dining room kitchenette/dining area- white crust lime buildup found on ice machine, coffee machine and dishwasher.</li> <li>c. Drawers with utensils found with various food debris and dried liquid. Cupboards with small appliances found with various food debris.</li> <li>d. The main kitchen found a refrigerator with various food debris.</li> </ul> <p>Observation of meal service on 7/1/25 at 11:41 AM, showed:</p> <ul style="list-style-type: none"> <li>a. After pureeing pasta Staff C, [NAME] entered the dirty side of the kitchen in search of a measuring cup. Staff C touched the dishwasher handle and dish carts then returned to the clean side of the kitchen without completing hand hygiene.</li> <li>b. While placing a covered pan of pasta in the oven, Staff C dropped the pan on the floor, picked up the pan, and placed the pan over an open rack of garlic bread in the oven.</li> <li>c. Staff A, Dietary Aide made a salad, stacked containers of vegetables and ham in her arms then placed her face on the top bag to hold the stack steady in her arms.</li> <li>d. Staff D, Dietary Aide plated food, served the plate to residents then returned to the kitchen without performing hand hygiene.</li> </ul> <p>In an interview on 7/1/25 at 2:41 PM, Staff C reported she should have washed her hands when she left the clean side of the kitchen. Staff C also reported she wasn't thinking when she placed the pan that dropped on the floor in the oven over garlic bread. Staff C stated, I was nervous.</p> <p>The General Food Preparation and Handling policy last Policy &amp; Procedure Manual dated 2021 identified food items will be prepared to conserve maximum nutritive value, develop, and enhance flavor and keep free of harmful organisms and substances.</p> <p>Procedure:</p> <ul style="list-style-type: none"> <li>1. The kitchen will be kept neat and orderly.</li> </ul> <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 - Some</p>	<p>a. The kitchen surfaces and equipment will be cleaned and sanitized as appropriate.</p> <p>2. Food Storage</p> <p>a. Food will be received, checked, and stored properly immediately following delivery.</p> <p>b. Time/temperature control for safety (TCS) food will be refrigerated or frozen except when being handled</p> <p>-Food will be covered for storage.</p> <p>-Food will be cooked as soon as possible after defrosting.</p> <p>c. Food in broken packages, swollen or dented cans, cans with a compromised seal, or food with an abnormal appearance or odor will be discarded</p> <p>3. Food Preparation</p> <p>a. Meats, fish, and poultry will be defrosted using safe thawing practices:</p> <p>In the refrigerator in a drip proof container, and in a manner that prevents cross</p> <p>In the microwave if foods are cooked and served immediately after defrosting</p> <p>In the sink, submerging the item under cold water (less than 70&amp;deg; F) that is running fast enough to agitate and float off loose ice particles</p> <p>Thawing as part of a continuous cooking process.</p> <p>b. All meats will be cooked or heated to a safe minimum internal temperature. (Refer to the Resource: Minimum Cooking, Holding and Reheating Temperatures later in this chapter.) A meat thermometer will be used to check internal temperatures. Stuffing should be baked in separate pans.</p> <p>c. All cold meat/fish/poultry salads, potato/vegetable salads, egg salads, cream filled pastries and other TCS foods shall be prepared from chilled products and refrigerated below 41* F IMMEDIATELY after preparation.</p> <p>d. No raw eggs will be served; eggs must be cooked completely until all parts are firm.</p> <p>Pasteurized eggs are the exception (these may be served soft-cooked)</p> <p>e. Separate cutting boards for raw and uncooked food and for raw fruits and vegetables will be used.</p> <p>Prepared foods should not be cut on the same boards as raw food.</p> <p>Cutting boards should be of hard rubber construction (not wood) and must be dishwasher safe.</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 - Some</p>	<p>Cutting boards should be cleaned and sanitized after each use, following the dish machine or 3 compartment sink method, and will be air dried before storing.</p> <p>f. Raw, unprocessed fruits and vegetables should be thoroughly washed under clean, potable, running water before use.</p> <p>g. Bare hands should never touch ready to eat raw food directly. Disposable gloves are a single use item and should be discarded after each use. Employees should wash hands prior to putting gloves on and after removing gloves.</p> <p>h. Food should be prepared and served with clean tongs, scoops, forks, spoons, spatulas, or other suitable implements to avoid manual contact of prepared foods. Any utensil or serving dish must be thoroughly cleaned and sanitized prior to use.</p> <p>i. Tasting must be done with a tasting spoon. Follow proper tasting procedures: Remove the food with a serving spoon and transfer it to a tasting spoon. Always use clean spoons.</p> <p>j. Any food that is dropped on the floor must be discarded.</p> <p>k. Tops of canned foods should be washed before opening.</p> <p>l. The can opener will be cleaned and sanitized daily and/or as needed.</p> <p>4. Food Service</p> <p>a. Foods that stand four or more hours at room temperature cannot be considered safe and free from contamination and cannot be made so by refrigeration, especially in warm temperatures. They must be discarded.</p> <p>b. Prepared food will be transported to other areas in covered containers.</p> <p>Individual portions of food once served will not be served again.</p> <p>&amp;middot;</p> <p>Single-service articles will be discarded after one use.</p> <p>d. Leftovers must be dated, labeled, covered, cooled, and stored (within <math>\frac{1}{4}</math> hour after cooking or service) in a refrigerator. Leftovers must be cooled to less than <math>41^{\circ}\text{F}</math> within 4 hours (or cooled to <math>70^{\circ}\text{F}</math> within 2 hours and then down to <math>41^{\circ}\text{F}</math> within another 4 hours). Prior to re-serving, leftover foods must be reheated to a minimum internal temperature of <math>165^{\circ}\text{F}</math> for a minimum of 15 seconds. (Refer to the Resource: Minimum Cooking, Holding and Reheating Temperatures in this chapter.) Leftovers are no to be used as pureed food. Use leftovers within 7 days per Food Code or discard. Check state regulations for more detail.</p> <p>5. Equipment</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 - Some</p>	<p>a. All food service equipment should be cleaned, sanitized, air-dried, and reassembled after each use.</p> <p>b. Plastic-ware or dishware that has lost its glaze or is chipped or cracked must be disposed of.</p> <p>c. Disposable containers and utensils should be discarded after one use. Only food-approved, dishwasher safe containers may be reused</p> <p>d. Flatware will be stored in such a manner to encourage contact with handles only</p> <p>e. Staff will handle utensils, cups, glasses, and dishes in such a way as to avoid touching surfaces that food or drink will come in contact with.</p> <p>f. Tongs or other serving utensils will be used to serve breads or other items to avoid bare hand contact with food</p> <p>Note: If individual patients/residents assist in food preparation and handling, the staff will assist and supervise to see that the above procedures are followed.</p> <p>In an interview on 7/2/25 at 12:42 PM, the Certified Dietary Manager (CDM) reported she expected the kitchen and kitchenettes to be clean and free of food debris. The CDM also reported that staff should use a cart or tray when transporting food, use hand hygiene when coming from the dirty side of the kitchen and should have covered the garlic bread in the oven.</p>