

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 165513	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 08/14/2024
NAME OF PROVIDER OR SUPPLIER Luther Manor Communities		STREET ADDRESS, CITY, STATE, ZIP CODE 3131 Hillcrest Road Dubuque, IA 52001	

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>20331</p> <p>Based on observation during meal service, record review, and resident and staff interviews the facility failed to serve food at an appropriate temperature and in a palatable manner during two of two meals observed. The facility reported a census of 97 residents.</p> <p>Findings include:</p> <p>On 8/12/2024 at approximately 7:45 A.M. during the breakfast meal service, Staff A, CNA (Certified Nurse's Aide), served residents in the main dining room. The menu included french toast, oatmeal, and sausage patty.</p> <p>At 8:30 A.M., Resident #5 reported the food was not hot.</p> <p>A temperature check of a test tray at 9:00 A.M. revealed the oatmeal, french toast, and sausage all had temperatures at approximately 125 degrees Fahrenheit. Staff B, dietary aide, reported staff served breakfast from 7:15 A.M. until 9:00 A.M.</p> <p>At 9:25 A.M., Staff C, DON (Director of Nursing) revealed the facility used H.C.S. (Health Care Services) to manage the dietary department for the past year. Currently, they had no dietary manager in the facility.</p> <p>Testing of the steam cart at 11:00, prior to lunch service revealed the following temperatures:</p> <p>Chicken Fried Steak - 180 degrees Fahrenheit</p> <p>Mashed Potatoes - 170 degrees Fahrenheit</p> <p>Salisbury steak 162 degrees Fahrenheit.</p> <p>A temperature check of the test tray at 12:25 P.M., after residents were served, revealed Country Fried Steak at 120 degrees, carrots at 110 degrees, and mashed potatoes at 140 degrees Fahrenheit.</p> <p>Staff C, Dietary manager checked the steam cart food temperatures at 12:30 P.M. with the surveyor present. The Country Fried Steak temperature was at 138 degrees and carrots at 125 degrees. Staff C reported food needed to be served between 140 and 160 degrees Fahrenheit. Staff C indicated the Steam Cart temperature was turned up as high as it could go.</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>At 2:00 P.M., Staff D, H.C.S. district manager revealed he checked the steam cart and had no concerns with it. The well temperatures were at 165 - 175 degrees Fahrenheit. Staff needed to cover the food trays in between serving residents. Staff D reported they hired a new dietary manager with a start date of 8/15/2024.</p> <p>Staff D presented the Food Temperature log book dated 6/17 - 8/12/2024. The log book revealed 38 missed opportunities from 6/17 - 8/12/2024 where dietary staff failed to complete the documentation of food temperatures prior to serving.</p> <p>On 8/12/2024 at 3:40 P.M., Staff E, facility dietician revealed H.C.S. managed dietary services at the facility. Staff E provided weekly assessments and H.C.S. staff approved the menus. Staff E indicated residents voiced concerns regarding food palatability, however the dietary manager who recently left had made positive changes.</p> <p>On 8/12/2024 at 2:10 P.M., Staff F, LPN (Licensed Practical Nurse) indicated the food service is slow. They have a microwave at the nurse's station that they often use to warm up resident's food since it is not hot when it arrives from the kitchen.</p> <p>On 8/12/2024 at 10:10 A.M., Resident #3 reported his breakfast food was not hot. At 1:50 P.M. the resident reported his lunch tasted terrible, staff forgot his roll, and the food was not hot.</p> <p>On 8/12/2024 at 2:00 P.M., Resident #4 reported the food was usually warm, but not hot.</p> <p>The Healthcare Services Group, Inc. food policy included:</p> <p>Food: Preparation</p> <p>Policy statement:</p> <p>All foods are prepared in accordance with the FDA Food Code.</p> <p>13. All foods will be held at appropriate temperatures, greater than 135 F (or as state regulation requires) for hot holding, and less than 41 F for cold food holding.</p> <p>14. Temperature for TCS foods will be recorded at time of service, and monitored periodically during meal service periods.</p>		