

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  265330	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  06/20/2024
NAME OF PROVIDER OR SUPPLIER  North Village Park		STREET ADDRESS, CITY, STATE, ZIP CODE  2041 Silva Lane Moberly, MO 65270	

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>42592</p> <p>Based on observation, interview and record review, the facility failed to ensure proper serving size for residents with a regular diet order was given to each resident or an alternative vegetable given if the resident did not like the vegetable served specified on the menu. The facility census was 178.</p> <p>Review of the undated facility policy, Standard Portions, showed the following:</p> <ul style="list-style-type: none"> <li>-Uniform food portions shall be established for each diet and served to all residents;</li> <li>-Instruct all dietary employees in the procedures of standardized portions. The dietary manager will monitor the cooks and their use of portion control utensils on tray line. Dietary employees will follow the portion sizes listed in the menu binder.</li> </ul> <p>Review of the undated facility policy, Substitutions, showed the following:</p> <ul style="list-style-type: none"> <li>-Substitutions in the menu actually served, being of equal nutritional value, will be recorded directly on the menu, or on substitutions list and filed in accordance with licensure regulations;</li> <li>-Procedure: Substitutions of a menu item may occur when:               <ol style="list-style-type: none"> <li>1. Item or ingredient is unavailable;</li> <li>2. Items was prepared improperly;</li> <li>3. Holiday or special occasion dictates;</li> <li>4. Seasonal availability of an item changes;</li> <li>5. Cost of item increases;</li> </ol> </li> <li>-Substitutions must be of equal nutritive value taking into consideration vitamins, minerals, and calories. Color, texture, and flavor must also be considered. Check menu substitution form;</li> <li>-Substitutions will be recorded on the menu or on a menu substitution list.</li> </ul> <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>Review of the facility policy, Food Preferences, dated 2020 showed the following:</p> <ul style="list-style-type: none"> <li>-Dining services department will gather information upon admission to the facility regarding resident food preferences;</li> <li>-Following admission to the community, and periodically as necessary, the dining services manager, registered dietitian, or other designee will interview the resident to determine foods preferred and inform resident about meal services at the community;</li> <li>-Resident food preferences are kept on file in the dining services department as a part of the meal card system and used to ensure each resident's needs and desires are met.</li> </ul> <p>Review of the undated facility policy, Snacks, showed the following:</p> <ul style="list-style-type: none"> <li>-Policy: Daily snacks are provided in accordance with the prescribed diet and in accordance with state law. Individual and/or bulk snacks are available at the nurses' station for consumption by residents whose diet orders are not restrictive;</li> <li>-Procedure: At least one serving or at minimum of two of the following four food components is offered for the bedtime snack: <ul style="list-style-type: none"> <li>-Fruit and/or vegetable or full-strength fruit or vegetable juice;</li> <li>-Whole grain or enriched cereals or breads;</li> <li>-Milk or other dairy products;</li> <li>-Meat, fish, poultry, cheese, eggs;</li> <li>-Combo meat sandwiches.</li> </ul> </li> </ul> <p>1. During an interview on 6/20/24 at 9:49 A.M., Resident #2 said the following:</p> <ul style="list-style-type: none"> <li>-There was no variety of food;</li> <li>-Staff did not serve enough food and he/she was often hungry after meals;</li> <li>-He/She did not ask for seconds because he/she did not like the majority of the food.</li> </ul> <p>2. During an interview on 6/20/24 at 10:05 A.M., Resident #3 said the following:</p> <ul style="list-style-type: none"> <li>-Staff do not serve enough food;</li> <li>-Seconds were not always an option;</li> <li>-Many times he/she went to bed hungry because there was not enough food served.</li> </ul> <p>3. During an interview on 6/20/24 at 10:48 A.M., Resident #6 said the following:</p> <p>(continued on next page)</p>

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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>-The chicken parmesan, buttered pasta and peas were all served on a regular plastic plate, covered with a plastic cover (with a hole in the middle) and placed in a holding tray;</p> <p>-Dietary aide B served portions of peas inconsistently with a full, 4 oz ladle for some tray,s and a ladle, approximately three-fourths full, for other trays;</p> <p>-Dietary aide B noted a dislike of peas on one resident's meal ticket, left off the peas, and did not replace the vegetable with an alternate;</p> <p>-Dietary Aide B was completing the chicken parmesan with a sprinkling of parmesan cheese and did not put parmesan cheese on five of the plates served.</p> <p>4. Observation of service to the Hang Out dining room from the steam table on 6/20/24 at 1:00 P.M., showed staff prepared some trays with no peas by resident choice with no alternative vegetable available to serve.</p> <p>During an interview on 6/20/24 at 1:38 P.M., Dietary Aide B said the following:</p> <p>-He/She helped serve the lunch service and was responsible for serving the peas and placing parmesan cheese on top of the sauce on the chicken;</p> <p>-He/She was not sure exactly what size of serving scoop he/she used to serve the peas;</p> <p>-A full scoop of peas should be served on each tray unless the resident did not like peas;</p> <p>-He/She was not told to serve an alternate vegetable if the resident did not like peas;</p> <p>-He/She guessed an alternate vegetable should have been available to serve.</p> <p>During an interview on 6/20/24 at 1:47 P.M., the Dietary Manager said the following:</p> <p>-She heard through the grapevine there were some concerns with snacks (residents wanted more sandwiches);</p> <p>-She said sandwiches, chips, fruit cups, Cheez-Its and snack cakes were the snacks that were supposed to be going to the resident halls before the kitchen closed at 7:00 P.M.;</p> <p>-The kitchen always has items to make sandwiches and nursing staff have access to the kitchen to make these sandwiches until the kitchen closed at 7:00 P.M.;</p> <p>-If a resident was still hungry, she would expect to be notified and more food would be provided;</p> <p>-Trays are prepared based off US Foods menus;</p> <p>-She would expect a full serving of any food to be given on each tray;</p> <p>-She had never thought about offering an alternative vegetable if the resident did not like the vegetable being served, but that would be easy to do;</p> <p>(continued on next page)</p>		

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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>-Food should be served following the menu, if there was a menu change, residents should be made aware of the change.</p> <p>During an interview on 6/20/24 at 3:40 P.M., the administrator said the following:</p> <p>-He has not had any resident voice concerns about snacks and what was available or offered;</p> <p>-He has not had any resident voice concerns about going to bed hungry;</p> <p>-If a resident voiced concerns about not having enough food to eat or still being hungry, he would expect more food to be provided;</p> <p>-If a resident voiced concerns about not enough snacks being available, he would expect the kitchen to provide more snacks.</p> <p>MO237355</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>42592</p> <p>Based on observation, interview and record review, the facility failed to ensure food served to residents was palatable and served at a safe and appetizing temperature. The facility census was 178.</p> <p>Review of the undated facility policy, Food Temperatures, showed the following:</p> <ul style="list-style-type: none"> <li>-Foods will be served at proper temperatures to insure food safety;</li> <li>-Acceptable serving temperatures are:</li> <li>-Meat, entrees: greater than 135 degrees but preferably 160 degrees to 175 degrees Fahrenheit;</li> <li>-Potatoes, pasta and soup: greater than 135 degrees but preferably 160 degrees to 175 degrees Fahrenheit;</li> <li>-Hot vegetables: greater than 135 degrees but preferably 160 degrees to 175 degrees Fahrenheit;</li> <li>-Pastries, cakes: greater than 60 degrees Fahrenheit;</li> </ul> <p>-If temperatures are not at acceptable levels and cannot be corrected in time for meal service, make an appropriate menu substitution and discard out of temperature range foods.</p> <p>1. During an interview on 6/20/24 at 9:49 A.M., Resident #2 said the following:</p> <ul style="list-style-type: none"> <li>-The food did not taste good and there was no variety;</li> <li>-The food was not warm when served;</li> <li>-He/She ate only enough to survive because of the taste and temperature of the food.</li> </ul> <p>2. During an interview on 6/20/24 at 10:05 A.M., Resident #3 said the following:</p> <ul style="list-style-type: none"> <li>-The food did taste good;</li> <li>-Hot food was not hot when served.</li> </ul> <p>3. During an interview on 6/20/24 at 10:48 A.M., Resident #6 said the food did not taste good;</p> <p>4. During an interview on 6/20/24 at 11:15 A.M., Resident #7 said the food did not taste good.</p> <p>5. During an interview on 6/20/24 at 11:20 A.M., Resident #8 said the food was not good.</p> <p>6. Review of the facility's food temperature log, for the lunch meal on 6/20/24, untimed, showed the following:</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>-He frequently will have residents voice concerns about the food temperatures a day after they had the concern;</p> <p>-If a resident voiced concerns about food being cold, he would expect staff to contact dietary for a new tray or offer to warm the food if it could be warmed.</p> <p>MO237355</p>