

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  395456	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  01/30/2025
NAME OF PROVIDER OR SUPPLIER  Embassy of Wyoming Valley		STREET ADDRESS, CITY, STATE, ZIP CODE  50 N. Pennsylvania Ave. Wilkes Barre, PA 18701	

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 - Many</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> 48277</p> <p>Based on observations, a review of the facility's planned cycle menus, and resident and staff interview it was determined that the facility failed follow written planned menus for four of seven residents sampled. (Resident 14, 55, 87, and 56).</p> <p>Findings included:</p> <p>Review of the facility policy titled Menu Substitutions last reviewed by the facility January 2024, revealed that menu substitutions/changes shall be made to the planned menu in an emergency situation only and not for the convenience of the facility.</p> <p>At the time of the survey ending on January 30, 2025, the facility census was 86 residents.</p> <p>On January 30, 2025, at 9:50 AM resident 14 reported the menu changes occurred frequently, and staff only notified him when they are picking up his breakfast tray. He stated that they run out of food and blame the truck for not supplying food to the facility.</p> <p>Interview with Resident 14 on January 30, 2025, at 10:00 AM revealed that the always available menu is not consistently available- it's now changed to IF available (always available menu is called the alternate entree menu which includes egg salad sandwich, turkey sandwich, hamburger, grilled cheese sandwich and meatball hoagie). He reported that the facility is consistently running out of the always available food items.</p> <p>He stated that when ordering from the 'always available menu, if the kitchen runs out of an item, they will serve him whatever they have left. He provided an example of ordering a hamburger and was served a tuna fish sandwich instead, without any explanation or confirmation that he was agreeable to the substitution. He continued they run out of food, and they blame the truck for not supplying.</p> <p>Interview with Resident 55 on January 30, 2025, at 11:00 AM reported residents do not receive weekly menus in their rooms. She stated she would like to have a copy of the menu so she could decide based on the options presented in front of her. She reported that she frequently orders a toasted cheese sandwich and sometimes they just give you whatever is available, not what I ordered. It happens at least once a week.</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 - Many</p>	<p>Interview with Resident 87 on January 30, 2025, at 11:15 AM stated that the kitchen gives me the wrong order when they run out of stuff.</p> <p>Interview with Resident 56 on January 30, 2025, at 11:35 AM stated that her food orders were frequently incorrect. She provided an example of ordering a grilled cheese sandwich but receiving a hamburger stating, That's all they have cause the truck never came. She continued, I don't get my coffee. They say the ran out of coffee cause the truck didn't come</p> <p>Review of Resident Council Meeting Minutes (January 14, 2025):</p> <p>The minutes documented the alternate menu was not always available, and basic food supplies such as sugar, butter, milk, tea, ketchup, and coffee were frequently out of stock. It was noted that the facility was experiencing food supply shortages, but there was no documented evidence that these concerns were addressed by the facility. The facility frequently runs out of bread</p> <p>At the time of the survey ending January 30, 2025, there was no documented evidence that the facility addressed the concerns voiced during the food committee meeting regarding food supply shortages.</p> <p>Review of the facility's Week 3 lunch menu for Thursday January 30, 2025, revealed that the planned menu included maple glazed ham, macaroni and cheese, Prince [NAME] vegetable blend, wheat dinner roll and choice of dessert.</p> <p>However, an observation of the lunch meal on Thursday January 30, 2025, at 12:34 PM revealed chicken and dumplings were served in place of the ham and macaroni and cheese, and mixed vegetables was served in place of the planned Prince [NAME] vegetable blend.</p> <p>Interview with the dietary manager at this time confirmed substitutions for the lunch meal were made. The dietary manager noted the facility maintains a substitution log and frequently substitutions are made due to not having the food items needed based on the planned menu.</p> <p>Review of the facility's meal substitution records revealed multiple instances due to unavailable ingredients affecting a variety of planned menu items.</p> <p>Review of the facility's Substitution Record for November 2024 revealed that planned menu items such as baked potatoes, BBQ beef, spinach, mixed vegetables, California blend vegetables, coleslaw, rice, and potato chips all required substitutions due to the items/ingredients to prepare the food items not being available in the facility.</p> <p>Review of the facility's Substitution Record for December 2024 revealed that planned menu items such as taco coup, stuffed shells, chicken casserole, tossed salad, hot dogs, and Prince [NAME] vegetable blend all required substitutions due to the items/ingredients to prepare the food items not being available in the facility.</p> <p>Review of the facility's Substitution Record for January 2025 revealed that planned menu items such as ham salad, peaches, pears, hot dogs, French toast, bacon, fruit cocktail, egg salad, taco soup, fish, maple ham, Prince [NAME] vegetable blend, and macaroni and cheese all required substitutions due to the items/ingredients to prepare the food items not being available in the facility.</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 - Many</p>	<p>An interview with the Nursing Home Administrator (NHA) and the Dietary Manager on January 30, 2025, at approximately 1:20 PM confirmed that the facility was unable to consistently follow the written planned menus due to supply shortages. The Dietary Manager stated that menu items were ordered timely, but the food service supplier was not delivering the food order in its entirety. The NHA confirmed that the facility's food service supplier is not providing the facility with their full order upon delivery.</p> <p>The facility to follow written planned menus as required which resulted in unapproved meal substitutions, lack of access to resident-preferred menu options, and inconsistent meal service.</p> <p>28 Pa. Code 211.6(a) Dietary Services</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>48277</p> <p>Based on observation, review of food committee minutes, resident and staff interviews, and test tray results, it was determined the facility failed to serve meals that were palatable and at a safe and appetizing temperature for four of the 7 residents sampled (Residents 1, 56, 14, and 87)</p> <p>Findings include:</p> <p>According to the federal regulatory guidance at 483.60(i)-(2) Food safety requirements - the definition of Danger Zone, found under the Definitions section, is food temperatures above 41 degrees Fahrenheit and below 135 degrees Fahrenheit that allow rapid growth of pathogenic microorganisms that can cause foodborne illness.</p> <p>Review of the Resident Food Committee Meeting minutes dated December 11, 2024, revealed the residents were asked if the temperature of the hot/cold foods were appropriate. The response indicated was no, with the added comment: cold meals at dinner.</p> <p>Review of the Resident Food Committee Meeting minutes dated January 15, 2025, revealed the residents were asked if the temperature of the hot/cold foods were appropriate. The response indicated was no with the comment not always and specifically noting French fries.</p> <p>During an interview with Resident 14 on January 30, 2025, at 10:00 AM, reported were served at best, lukewarm and that French fries were never hot. He stated he had voiced concerns in Food Committee Meetings, but the facility failed to address the issue.</p> <p>During an interview with Resident 1 on January 30, 2025, at 10:47 AM, she reported that the hot food was frequently cold, sometimes warm on the outside but cold in the middle. She reported sending food back to the kitchen out of concern for food safety.</p> <p>During an interview with Resident 87 on January 30, 2025, at 11:00 AM, reported the hot food was never hot, just warm.</p> <p>During an interview with Resident 56 on January 30, 2025, at 11:10 AM, she reported that hot food was cold sometimes, but she has gotten used to the food not being served hot, so she eats it anyway.</p> <p>A test tray performed on the 2nd floor Nursing Unit on January 30, 2025, revealed the test tray arrived on the Nursing Unit at 12:17 PM. The hot meal was chicken and dumplings, mixed vegetables, a butterscotch bar, and a beverage of choice.</p> <p>At 12:34 PM, upon serving the last resident, a test tray evaluation was conducted with the Dietary Manager present. The food temperatures were recorded as follows:</p> <p>Chicken and dumplings: 125.5 degrees Fahrenheit below the 135 degrees Fahrenheit minimum for hot foods</p> <p>Mixed vegetables: 104.8 degrees Fahrenheit significantly below the required temperature</p> <p>(continued on next page)</p>		

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