

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 395938	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 03/20/2026
NAME OF PROVIDER OR SUPPLIER Complete Care at Berkshire LLC		STREET ADDRESS, CITY, STATE, ZIP CODE 5501 Perkiomen Avenue Reading, PA 19606	

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>Based on review of facility documentation, results of a test tray audit, resident interview and staff interview, it was determined that the facility failed to provide food that was palatable and at an appetizing temperature on one of four nursing units. (2nd Floor North) Findings include: Review of Food Committee Minutes from December 2025 through February 2026, revealed that residents had stated that their food was served cold and was not palatable. In a review of Grievances from February 2026, it was reported that the beverages were not palatable. Review of facility documentation entitled, Test Tray Meal Evaluation, revealed that the hot entree, starch, and vegetable should be greater than or equal to 135 degrees Fahrenheit (F), and the milk should be below or equal to 41 degrees F at point of service to the residents. Results of a test tray audit conducted on March 20, 2026, at 1:33 p.m., revealed the fish sticks were served at a temperature of 107 degrees F, the tater tots were served at a temperature of 113 degrees F, the mixed vegetables were served at a temperature of 118 degrees F, and the milk at a temperature of 48.7 degrees F. The meal was not palatable to taste. On March 20, 2026, from 1:35 p.m. through 2:21 p.m., Residents 1, 2, 7 and 8 were observed eating lunch in their rooms and they stated that the hot foods were served cold and that they were not palatable. Residents 1 and 7 were not served the beverages indicated on their meal tickets. In an interview on March 20, 2026, at 3:30 p.m., the Food Service Director confirmed the food did not meet the expectations for hot foods to be served at or above 135 degrees F and cold foods to be served at or below 41 degrees F, and Residents 1 and 7 were not served the beverages on their meal tickets. 28 Pa. Code 201.14(a) Responsibility of licensee.</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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