

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  505042	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  01/06/2025
NAME OF PROVIDER OR SUPPLIER  Ballard Center		STREET ADDRESS, CITY, STATE, ZIP CODE  820 Northwest 95th Street Seattle, WA 98117	

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><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 35787</b></p> <p>Based on observation, interview, record review, the facility failed to ensure foods were served at proper temperature for 2 of 5 nursing units (500 and 200 Unit), and 6 of 6 residents (Residents 7, 3, 6, 4, 5 &amp; 1), reviewed for food temperatures and palatability. This failure placed the residents at risk for decreased nutritional intake, weight loss, and a diminished quality of life.</p> <p>Findings included .</p> <p>FOOD TEMPERATURES</p> <p>500 NURSING UNIT</p> <p>During a joint observation and interview on 12/12/2024 at 12:55 PM with Staff D, Corporate Dietary Manager (CDM), showed Staff D used the facility's kitchen thermometer to check the temperature of a cooked chicken patty that was delivered to the 500 nursing unit, the tray was removed from a closed cart which, contained individual, closed plastic containers with the resident's lunch meals. A chicken patty temped at 100 degrees Fahrenheit (F), interview at this time with Staff D stated that the temperature for the chicken patty to be served to the residents should be 135 degrees F, the stuffing was temped at 107 degrees F and the Brussel sprouts temped 97 degrees F. Staff D stated the temperature for the stuffing and Brussel sprouts should be 135 degrees F and that the temperature of the food was low. The temperature of the banana pudding was temped at 58 degrees F and an eight ounce glass of milk temped at 57 degrees F. Staff D stated they should both be at 40 degrees F.</p> <p>200 NURSING UNIT</p> <p>During a joint observation and interview on 12/12/2024 at 1:18 PM with Staff C, Dietary Manager (DM), showed Staff C used the facility's kitchen thermometer to check the temperature of a cooked chicken patty that was delivered to the 200 nursing unit, the tray was removed from a closed cart, which contained individual, closed plastic containers with the resident's lunch meals. A chicken patty temped at 100 degrees F, interview at this time with Staff C stated the temperature for the chicken patty to be served to the residents should be 135-140 degrees F, the stuffing was temped at 115 degrees F and the Brussel sprouts temped 100 degrees F. Staff D stated that the temperature for the stuffing and Brussel sprouts should be 135-140 degrees F. The temperature of the banana pudding was temped at 59 degrees F, Staff D stated it should be at 40 degrees F.</p> <p>FOOD TEMPERATURES AND PALATIBILITY</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>RESIDENT 7</p> <p>Review of the quarterly Minimum Data Set (MDS-an assessment tool) dated 11/05/2024 showed the resident did not have impaired thinking or problems with their memory.</p> <p>During an interview on 12/04/2024 at 1:28 PM, Resident 7 stated, the food is cold and doesn't taste like anything, just cold and no flavor.</p> <p>RESIDENT 3</p> <p>Review of the significant change of condition MDS dated [DATE] showed the resident did not have impaired thinking or problems with their memory.</p> <p>During an interview on 12/04/2024 at 1:40 PM, Resident 3 stated, the food is the worst, nobody can eat it. It has no taste.</p> <p>RESIDENT 6</p> <p>Review of the quarterly MDS dated [DATE] showed the resident did not have impaired thinking or problems with their memory.</p> <p>During an interview on 12/10/2024 at 1:13 PM, Resident 6 stated they could not eat the food because it was cold and taste bad. Resident 6 further stated that they had to buy things to eat or just not eat.</p> <p>RESIDENT 4</p> <p>Review of the quarterly MDS dated [DATE] showed the resident did not have impaired thinking or problems with their memory.</p> <p>During an interview on 12/12/2024 at 1:03 PM, Resident 4 stated, The food was served ice cold and that they were not able to eat it because it was so cold and had no flavor. Resident 4 further stated, you can't even get a cup of coffee here like you can in most places and were told they must wait for the mealtimes when coffee is served. Usually that is the best thing to have here, because you can't eat the cold food. I don't understand this.</p> <p>RESIDENT 5</p> <p>Review of the quarterly MDS dated [DATE] showed the resident did not have impaired memory.</p> <p>During an interview on 12/12/2024 at 1:06 PM, Resident 5 stated, the food is cold, and it tastes terrible.</p> <p>RESIDENT 1</p> <p>Review of the quarterly MDS dated [DATE] showed the resident did not have impaired thinking or problems with their memory.</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>During an interview on 12/12/2024 at 4:12 PM, Resident 1 stated, I want what is being served to be hot, at least warm and edible. Resident 1 further stated that the food tastes bad when the food is served cold. Who can eat that, it's terrible.</p> <p>During an interview on 12/12/2024 at 1:28 PM, Staff C stated, I do get a lot of complaints about cold food, the residents have been sliding notes under my office door about the food being cold and not tasting good. I have to serve their meals in those plastic containers, and they don't help to hold the heat and keep the food warm.</p> <p>During an interview on 01/06/2025 at 5:45 PM with Staff B, Director of Nursing Services, stated that my expectation is that we would serve food for the residents that they could eat, at the right temperatures.</p> <p>Reference: (WAC) 388-97-1100 (2)</p>		

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<p>F 0908</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Keep all essential equipment working safely.</p> <p>35787</p> <p>Based on observation, interview, and record review, the facility failed to have a boiler that consistently supplied hot water to the kitchen sink for dishwashing for 1 of 1 kitchen, reviewed for essential equipment. This failed practice caused the meals to be served from plastic containers that did not keep the meals at proper temperatures when served to residents and had the potential to cause weight loss and a diminished quality of life.</p> <p>Findings included .</p> <p>During a joint observation on 12/12/2024 at 12:21 PM with Staff C, Dietary Manager and Staff D, Corporate Dietary Manager, showed a small white sink was observed in the kitchen with a white tube (approximately six feet long) taped with gray (duck) tape around the faucet fixture that held the tube to the faucet fixture.</p> <p>In an interview on 12/12/2024 at 12:24 PM Staff C, stated it was the only sink in the kitchen that had hot water to wash the pots, pans, and trays that held the plastic containers with meals for the residents. Staff C stated the dietary staff put the end of the white tube into a large pan, filled the pan with hot water and poured the hot water from the pan into the kitchen sink and used the hot water to wash pots, pans, and meal trays. Staff C stated that they used a lot of time doing this, going back and forth getting hot water from this small sink with large pots and going over to the larger sinks and pouring the water into the sinks to wash the pots and pans. We could not do this for all the dishes, it would take too much time, and we did not have enough staff to do that. Staff C further stated that it was the reason why they were using the plastic food containers to serve the residents' meals.</p> <p>In an interview on 12/12/2024 at 2:17 PM, Staff C stated that based on their handwriting on the dish machine form, they stopped getting hot water [because the boiler was not working] to use for the dishes right after lunch on 12/03/2024 and they notified the Administrator [Staff A] the same day.</p> <p>In an interview on 12/12/2024 at 2:21 PM with Staff D, stated, that they knew about the hot water not working on 12/06/2024, and stated, it was unfortunate because it affects the operations of the kitchen in their time and efficiency. Staff C stated that it affected the residents' meals. Staff C further stated that their expectation was that the hot water would be fixed and turned back on.</p> <p>In an interview on 12/12/2024 at 2:46 PM with Staff E, Maintenance, stated that the boiler stopped working on 12/03/2024, and it started working again around 12/08/2024 after a vendor came and worked on it, then went back out again. Staff E stated they were aware staff were filling up pots of hot water from the small sink, transporting it to the large sink to wash pots, pans and things like that. Staff E stated they were temping the hot water they use and was afraid for the amount they need, and it just might stop working. Staff E further stated that it should be replaced on 12/17/2024 and that residents would need to eat from the plastic meal containers until they could get it fixed.</p> <p>Review of a form titled, Dish Machine Log dated December of 2024, showed the log had not been used since 12/03/2024 at lunch and a handwritten note no hot water with lines drawn from 12/03/2024 downward.</p> <p>(continued on next page)</p>		

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<p>F 0908</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Review of an undated Summary Report form showed that on 12/03/2024 at 12:15 PM there were reports of an odd smell outside of the facility, the same day at 12:30 PM to 12:45 PM an investigation was conducted, and the city was called to investigate. At 1:50 PM, the city identified a leak and turned the boiler off, they put red tags on the boiler so that it could not be used. The summary report showed that on 12/04/2024 and on 12/05/2024, a repair technician was on site and quotes were submitted for replacement, and on 12/08/2024 the technician was called back for low temperature reports. Further review showed that on 12/09/2024 the boilers were shut down again until 12/18/2024 when they were installed.</p> <p>In an interview on 01/06/2025 at 5:34 PM Staff A, stated, this was not acceptable, it was not good. We needed to get it [boiler] fixed sooner.</p> <p>Reference: (WAC) 388-97-1100 (2)</p>		