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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 525389 | (X2) MULTIPLE CONSTRUCTION A. Building B. Wing | (X3) DATE SURVEY COMPLETED 05/20/2024 |
| NAME OF PROVIDER OR SUPPLIER North Ridge Health and Rehabilitation Center | | STREET ADDRESS, CITY, STATE, ZIP CODE 1445 N 7th St Manitowoc, WI 54220 | |

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) |
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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>40342</p> <p>Based on observation, staff interview, and record review, the facility did not ensure it served milk at a safe and appetizing temperature. This practice had the potential to affect multiple residents residing in the facility, excluding 19 of 52 residents who received nutrition via enteral feeding.</p> <p>On 5/20/24, the temperature of milk served on a test tray was 53.6 degrees Fahrenheit (F).</p> <p>Findings include:</p> <p>The facility's Food Preparation Guidelines policy, dated 10/24/22, indicates: It is the policy of this facility to prepare food in a manner to preserve or enhance a resident's nutrition and hydration status .3. Food and drinks shall be palatable, attractive, and at a safe and appetizing temperature. Strategies to ensure resident satisfaction include: .c. Serving hot food/drinks hot and cold food/drinks cold .</p> <p>The facility's undated Food Temperature log indicates: .Temperatures must be taken on a daily basis .Cold food 41 (degrees) F and below .</p> <p>On 5/20/24 at 11:36 AM, Surveyor observed kitchen staff prepare room trays for the lunch meal. Surveyor observed Cook (CK)-C obtain the temperature of the milk from a deep tray that contained ice and individual drinks. The temperature of the milk was 42.8 degrees F. Surveyor requested a test tray be prepared along with the trays to be delivered to residents the 500 wing. Tray preparation started at 11:47 AM. A meal cart with meal trays left the kitchen at 12:00 PM and arrived on 500 wing at 12:02 PM. The first meal tray was delivered at 12:03 PM. Surveyor noted the door to the meal cart was left open at times during the delivery process. The last meal tray was delivered at 12:12 PM. The last resident to receive a tray was observed in the hallway waiting for staff to assist the resident with eating. As staff assisted the resident into the resident's room at 12:14 PM, Surveyor observed CK-C obtain the temperature of items on the test tray. Surveyor noted the milk was 53.6 degrees F. CK-C stated, That's too warm.</p> <p>On 5/20/24 at 12:39 PM, Surveyor interviewed Dietary Manager (DM)-D who stated milk should be served between 32 and 40 degrees F unless they (residents) request it warmer. Following a discussion of the above observation, DM-D verified the milk was too warm and stated, I don't think it was iced down enough today.</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.

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| LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE | TITLE | (X6) DATE |
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| (X4) ID PREFIX TAG | SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information) | | |
| <p>F 0880</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p> | <p>Provide and implement an infection prevention and control program.</p> <p>40342</p> <p>Based on observation, staff interview, and record review, the facility did not ensure staff performed appropriate hand hygiene during food preparation. This practice had the potential to affect multiple residents residing in the facility, excluding 19 of 52 residents who received nutrition via enteral feeding.</p> <p>On 5/20/24, Cook (CK)-C did not consistently perform appropriate hand hygiene during food preparation.</p> <p>Findings include:</p> <p>The facility provided a Centers for Disease Control and Prevention (CDC) document titled Food Worker Handwashing and Food Preparation, dated September 2011, that indicated: The spread of germs from the hands of food workers to food is an important cause of foodborne illness outbreaks .Proper handwashing can reduce germs on workers' hands. It can also reduce the spread of germs from hands to food and from food to other people. The U.S. Food and Drug Administration (FDA) advises that hands be washed before making food .The FDA also advises that hands be washed after handling dirty equipment .</p> <p>On 5/20/24 at 10:47 AM, Surveyor observed CK-C prepare coffee cake batter. During the observation, Surveyor observed CK-C mix moist cake batter in a metal bowl with a whisk and CK-C's bare hands. Surveyor observed CK-C leave the food preparation area, touch the storage door's electronic lock and door handle, and obtain a bag of dry cake mix from the storage area. Without performing hand hygiene, CK-C poured dry cake mix from the bag into the mixing bowl and continued mixing the cake batter. Surveyor then observed CK-C pour the batter into a pan, turn on the oven, and wash CK-C's hands.</p> <p>On 5/20/24 at 12:39 PM, Surveyor interviewed Dietary Manager (DM)-D who indicated kitchen staff who need to leave the food preparation area are expected to wash hands before they return to food preparation. Following a discussion of the above observation, DM-D verified CK-C should have washed hands after CK-C touched the electronic lock and door handle and prior to mixing more cake batter.</p> | | |