

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  155089	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED  08/05/2016
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NAME OF PROVIDER OR SUPPLIER  HERITAGE HOUSE OF NEW CASTLE	STREET ADDRESS, CITY, STATE, ZIP CODE 1023 N 20TH ST NEW CASTLE, IN 47362
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F 0000  Bldg. 00	<p>This visit was for the Investigation of Complaint IN00198994.</p> <p>Complaint IN00198994 -- Substantiated. Federal/state deficiency related to the allegations is cited at F371.</p> <p>Survey dates: August 4 and 5, 2016</p> <p>Facility number: 000035 Provider number: 155089 AIM number: 100266250</p> <p>Census bed type: SNF/NF: 64 Total: 64</p> <p>Census Payor type: Medicare: 7 Medicaid: 49 Other: 8 Total: 64</p> <p>Sample: N/A</p> <p>This deficiency reflects state findings cited in accordance with 410 IAC 16.2-3.1.</p> <p>Quality review completed by 30576 on August 9, 2016</p>	F 0000	<p>Preparation and or execution of This Plan of Correction in general or any corrective action set forth herein, in particular, does not constitute an admission or agreement by Heritage House of New Castle of the facts alleged or the conclusions set forth in the statement of deficiencies. The Plan of correction and specific and specific corrective actions are prepared and/or executed solely because of provisions of federal and/state laws. Heritage House desired this Plan of Correction to be considered the facility's Allegation of Compliance. Compliance effective August 22, 2016. This building respectfully requests consideration of paper compliance from the Plan of Correction.</p>	
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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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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F 0371 SS=F Bldg. 00	<p>483.35(i) FOOD PROCURE, STORE/PREPARE/SERVE - SANITARY The facility must - (1) Procure food from sources approved or considered satisfactory by Federal, State or local authorities; and (2) Store, prepare, distribute and serve food under sanitary conditions Based on interview and record review, the facility failed to ensure routine monitoring of temperatures for the refrigerator, freezer and milk cooler was conducted and failed to ensure the documentation of temperature logs for the refrigerator and milk cooler were not falsified. During a period of time when temperatures for the refrigerator were out of compliance for safe use, the facility failed to ensure foods in the refrigerator were monitored and documented. These deficient practices have the potential to adversely affect the foods being served to the residents of the facility, potentially causing illness to the residents of the facility.</p> <p>Findings include:</p> <p>In a review of the temperature logs for the refrigerator, freezer and milk cooler for March 1 through August 4, 2016,</p>	F 0371	<p>Preparation and or execution of This Plan of Correction in general or any corrective action set forth herein, in particular, does not constituent admission or agreement by Heritage House of New Castle of the facts alleged or the conclusions set forth in the statement of deficiencies. The Plan of correction and specific and specific corrective actions are prepared and/or executed solely because of provisions of federal and/state laws. Heritage House desired this Plan of Correction to be considered the facility's Allegation of Compliance. Compliance effective August 24, 2016. This building respectfully requests consideration of paper compliance from the Plan of Correction.</p> <p>It is the practice of this facility to procure food from sources approved or considered satisfactory by</p>	08/22/2016

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	<p>there were multiple occurrences in which the temperatures were not documented, as follows:</p> <p>-March, 2016 indicated 10 out of 62 temperatures were not recorded for the refrigerator and for the freezer and 9 of 62 milk cooler temperatures were not recorded.</p> <p>-April, 2016 indicated 7 out of 60 temperatures were not recorded for the refrigerator, 9 out of 62 (sic) freezer temperatures were not recorded and 13 of 62 (sic) milk cooler temperatures were not recorded.</p> <p>-May, 2016 indicated 4 out of 62 temperatures were not recorded for the refrigerator and freezer and 2 of 62 milk cooler temperatures were not recorded.</p> <p>-June, 2016 indicated 9 out of 60 temperatures were not recorded for the refrigerator, 8 out of 60 temperatures were not recorded for the freezer and 8 of 60 milk cooler temperatures were not recorded.</p> <p>-July, 2016 indicated 11 out of 62 temperatures were not recorded for the refrigerator, 14 of 62 temperatures were not recorded for the freezer and 14 of 62 milk cooler temperatures were not recorded.</p> <p>-August, 2016 indicated 2 of 7 temperatures were not recorded for the refrigerator and freezer and 0 of 7 temperatures were not recorded for the</p>		<p>Federal, State, or local authorities and store, prepare, distribute, and serve food under sanitary conditions.</p> <p>This corrective action will address those residents affected and with the potential to be affected.</p> <p>During the Walk through during Survey event ID ZQ6V11 it was observed that the facility failed to ensure routine monitoring of temperatures for the refrigerator, freezer and milk cooler were conducted and failed to ensure the documentation of temperature logs were not falsified.</p> <p>Policy of recording equipment temperatures has been updated and staff has been in-serviced on proper procedure on how to record temperatures, of units that store and hold food. New temperature logs have been put into place to record temperatures of equipment and proper procedure if equipment is not showing in the proper temperature range to fall into the food storage safety zone. (exhibit A )</p> <p>The Administrator/designee will monitor the documented temperature of the cooler and freezer 3 times a week for 2 months, then 2 times a week for 2 months,</p>	

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	<p>milk cooler.</p> <p>In interview with the Dietary Manager on 8-4-16 at 3:11 p.m., she indicated, "We normally check the temps of the equipment when we come on duty in the morning, about a half hour before each meal and at the end of the day. We don't usually write down what time the temperatures are checked, so I can't really tell you exactly when the temps that are written down were done. The log just shows to write down the am [morning] and pm [afternoon/evening] temps."</p> <p>In interview with Dietary Staff #1 on 8-5-16 at 10:50 a.m., he indicated he has worked at the facility for approximately 3 months. He indicated the cook writes down the temps on the log, but, "I personally will check the equipment temps just because I want to make sure they're okay throughout my shift."</p> <p>In an interview with Dietary Staff #2 on 8-5-16 at 10:56 a.m., she indicated she has worked at the facility for over one year. She indicated, "The cook is responsible for the equipment-log temps or anyone who notices it needs done. Temps [are] to be checked at each meal. Normally check it beginning of each shift."</p>		<p>then 1 time a week for two months to ensure compliance. (Exhibit B)</p> <p>These temperatures are to be taken by cooks and audited by dietary manager/designee. Ongoing monitoring will continue by current and new staff. The temperatures will be taken by the cooks at the beginning of each shifts. Audit logs are in place to ensure food is stored in proper range of food safety zone. If equipment fails or is not at proper temperature-staff will report immediately to Dietary manager/Designee and record food items in temp to ensure proper food temp. (Exhibit C). If the temperature shows more than two consistent recordings not in safety zone, Maintenance/Designee will be contacted to evaluate/service equipment and monitoring will continue for two additional weeks after servicing until/if new incident takes place. All findings will be given to the QAPI committee and their recommendations followed. In-service/education of proper Recording of temperatures and reporting of faulty equipment and delegation of responsibilities of recording temperatures with current/new dietary staff to occur by 8/19/2016 and upon hire/orientation and ongoing.</p> <p>The Dietary Manager/designee will continue to observe that all dietary</p>		

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	<p>In an interview with Dietary Staff #3 on 8-5-16 at 11:07 a.m., she indicated she has worked at the facility for about one month. She indicated during her orientation period, "No one told me I was supposed to be checking the equipment temps. The person who trained me ended up leaving not long after she trained me. [Name of Dietary Manager] just told me I needed to be doing this, about a week or 2 ago."</p> <p>In an interview with Dietary Staff #4 on 8-5.16 at 11:15 a.m., she indicated she has been employed at the facility less than six months. She indicated her position does not routinely check the equipment temps, but does know how to do so. She indicated, "Normally [equipment temperatures are] checked at beginning of [the] shift at meal times and end of [the] shift." She indicated she was aware if the walk-in refrigerator-freezer door doesn't close properly, this could affect temperatures of both pieces of equipment.</p> <p>In an interview with Dietary Staff #5 on 8-5-16 at 11:18 a.m., she indicated she has been employed at the facility less than six months. "All of us are responsible to make sure [equipment temps] are done. Normally check [equipment temperatures] at beginning of</p>		<p>staff are continuing to use proper recording of temperature on provided logs/forms. (Exhibit D, E, F). Any concerns will immediately be brought to the attention of the dietary manager and the administrator. All concerns will be addressed in QAPI meeting and brought to the attention of the licensed dietician for follow-up.</p>	

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	<p>shift, before meal service and end of shift." She indicated [the equipment temperature] "log will be recorded by [name of Dietary Manager] or the maintenance man," not be the dietary staff.</p> <p>In an interview with Dietary Staff #6 on 8-4-2016 at 2:38 p.m., she indicated she has been employed at the facility approximately three months. She indicated equipment temperatures are checked twice daily. "The cook for the shift is responsible for making sure the equipment temps are checked and written down. I usually will try to check them about a half an hour before supper and write it down on the log."</p> <p>In a confidential interview on 8-5-16 at 9:04 a.m., this person indicated he/she had been employed at the facility's dietary department for less than one year. This person indicated, "We kept a log of the temperatures for the refrigerator and freezer. But I'll be honest, I know that I didn't always actually check the temps. Sometimes I would just put down what had been put down before." This person indicated another employee had shared with him, "she...did the same thing at times. "</p> <p>In an interview with the Dietary Manager</p>			

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	<p>on 8-4-16 at 3:11 p.m., she indicated in April, 2016, there had been a short time in which the walk-in refrigerator temperatures had been out of compliance with temperatures reaching around 50 degrees. "We were having problems with temps rising for about one hour during the day. Most temps the rest of the time were fine...Our maintenance man tried to fix it, but had to call in a professional company to repair it." She indicated, "We monitored the internal temps of everything [foods in the refrigerator] closely. Nothing got out of temp; all stayed within range. On the 22nd [of April,] the dietician was here. The coil was frozen, [name of Maintenance Manager] defrosted it and did not call anyone else. On 23rd, we called [name of professional company.] [The refrigerator temperature] was elevated for 1-2 hours, but got to normal by the time we left. That week, temp was very hot, in 80's or 90's. Also, during Friday, the 22nd, we were in and out of walk-in due to food deliveries. So that contributed to the higher temps. None of this lasted more than 4 hours. I would guess the longest the temps were out of range was no more than 2 hours. We did not write down the times and temperatures of the foods we were monitoring in April when the refrigerator was running a little high."</p>			

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	<p>According to "AccuWeather.com," the outside temperatures for the facility's area for the time period 4-20-16 to 4-24-16, the highs ranged from 66 to 80 degrees and the lows ranged from 43 to 57 degrees.</p> <p>This Federal tag relates to Complaint IN00198994.</p> <p>3.1-21(i)(2)</p>			