

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6015101	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 01/05/2025
NAME OF PROVIDER OR SUPPLIER ARDEN COURTS (NORTHBROOK)		STREET ADDRESS, CITY, STATE, ZIP CODE 3240 MILWAUKEE AVENUE NORTHBROOK, IL 60062		
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S 000	Initial Comments Investigation of Facility Reported Incident of November 7, 2024/IL182508 - No Deficiency Investigation of Facility Reported Incident of November 16, 2024/IL182520 - No Deficiency Investigation of Facility Reported Incident of December 25, 2024/IL183446 - Licensure Findings	S 000		
S9999	Final Observations Statement of Licensure Violations: 330.710a) 330.1940b)1)2) 330.1940c) 330.1940e) 330.1940f) 330.1940g) 330.1940h) Section 330.710 Resident Care Policies a) The facility shall have written policies and procedures governing all services provided by the facility. The written policies and procedures shall be formulated with the involvement of the administrator. The written policies shall be followed in operating the facility and shall be reviewed at least annually by the Administrator. The policies shall comply with the Act and this Part. Section 330.1940 Diet Orders b) Physicians shall write a diet order for each resident indicating whether the resident is to have a general or a therapeutic diet. The attending physician may delegate writing a diet order to the dietitian. 1) The resident's diet order shall be included in the medical record.	S9999		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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S9999	Continued From page 1 2) The diet shall be served as ordered. c) A written diet order shall be sent to the food service department when each resident is admitted and each time that the resident's diet is changed. Each change shall be ordered by the physician or dietitian. The diet order shall include, at a minimum, the following information: name of resident, room and bed number, type of diet, consistency if other than regular consistency, date diet order is sent to the food service department, name of physician or dietitian ordering the diet, and the signature of the person transmitting the order to the food service department. e) The facility shall provide supervision for preparing and serving the therapeutic diets, obtaining consultation as needed from a dietitian. f) A therapeutic diet means a diet ordered by the physician or dietitian as part of a treatment for a disease or clinical condition, to eliminate or decrease certain substances in the diet (e.g., sodium) or to increase certain substances in the diet (e.g., potassium), or to provide food in a form that the resident is able to eat (e.g., mechanically altered diet). g) The kinds and variation of prescribed therapeutic diets shall be available in the kitchen. If separate menus are not planned for each specific diet, diet information for each specific type, in a form easily understood by staff, shall be available in a convenient location in the kitchen. h) All oral liquid diets shall be reviewed by a physician or dietitian every 48 hours. Medical soft diets, sometimes known as transitional diets, shall be reviewed by a physician or dietitian every	S9999		

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S9999	<p>Continued From page 2</p> <p>three weeks. All other therapeutic and mechanically altered diets, including commercially prepared formulas that are in liquid form and blenderized liquid diets, shall be reviewed by a physician or dietitian as needed, or at least every three months.</p> <p>This REQUIREMENT is not met as evidenced by:</p> <p>Based on interview and record review, the facility failed to follow mechanical soft diet ordered by physician for one resident (R2) in a sample of 3 residents This failure resulted in R2 receiving a general diet and choking on whole shrimp and cranberries requiring chest compressions and emergency transfer to local hospital.</p> <p>Findings include:</p> <p>R2 with medical history not limited to: Dementia in Other Diseases Classified Elsewhere with Behavioral Disturbance, Acute Angle-Closure Glaucoma, Bilateral. Insomnia, Unspecified</p> <p>R2's face sheet, rounding sheet (12/24) progress notes (12/24)</p> <p>R2's incident report dated 12/25/2024 5:10pm documents (in part): Private duty caregiver as feeding resident shrimp alfredo and green beans with cranberries for dinner. Caregiver did not cut up food and was not waiting for resident to chew food and swallow in between bites. Resident began to choke. Resident lowered to floor as she was turning blue. Writer began chest compressions to dislodge the food. Writer was</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>able to dislodge 3 whole shrimp and several cranberries. 911 called due to chest compressions and resident turning blue. Resident transferred to ER for evaluation. R2 will be closely monitored.</p> <p>R2's service plan Special Preparation & Presentation (in part): date initiated 10/01/2020, Goal Will receive meals and supplements to meet nutritional/cultural needs date initiated: 05/02/2022, revision 07/05/2022, Target Date: 10/20/2024, Support/Supports Action: Regular Diet, mechanical soft consistency Date initiated 10/01/2020 Revision on:11/01/2021.</p> <p>R2's service plan Dining & Eating (in part): Date Initiated: 10/01/2020, Goal: Will maintain appropriate weight and nutritional status Date initiated: 05/02/2022, Target Date: 10/20/2024, Support/Supports Action: Double check the private caregivers while feeding R2 to make sure they follow the Mechanical soft diet. Date initiated: 12/27/2024, Revision on: 12/27/2024, 2. needs to be fed slowly the Mechanical soft diet. Date initiated, Revision on: 12/27/2024.</p> <p>Follow-up Nutritional assessment (1/22) reviewed (in part): Diet order: mechanical soft.</p> <p>Routine Physician Orders dated 9/21/14: Diet: Mechanical Soft with ground meat.</p> <p>Review of document titled Resident Diet dated 12/19/2024: Facility House #1 4 residents on mechanical diet, Facility House #4 2 residents on mechanical diet, Facility House #2 2 residents on mechanical, Facility House #3 one resident on mechanical diet. Total of 9 mechanical diets.</p> <p>R2's Local Hospital Emergency Room Disposition</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>dated 12/25/24 Diagnosis: Choking</p> <p>On 1/3/2025 at 11:51am surveyor observed R2 groomed, dressed, wearing shoes and V16 (Private Caregiver) doing R2's hair. R2 with eyes open but not able to answer questions. V16 stated, R2 will say some words but mostly in Spanish and it is hard to know what R2 is saying. R2 babbles a lot and is usually non-verbal. V16 stated, she gets R2 dressed and will feed her. V16 stated, R2 is total care, and we have to feed and changed her and get her up in the morning. V16 stated, we have to do everything for her.</p> <p>On 1/3/2025 at 11:56am V17 (Caregiver) stated, R2 has a private caregiver from an agency. The private caregiver is her Monday thru Friday and weekend we do care totally. If the caregiver is not here by 10:00am we will get R2 up and will take care of her. The private caregiver is only here certain hours. R2 must be fed and eats a mechanical diet. R2 does not see well. If the caregiver is not here, we will feed R2. Surveyor asked V17 how long R2 has been on a mechanical soft diet. V17 stated for a long time. R2 is non-verbal and babbles. Surveyor asked V17 if she was aware of incident that occurred with R2 on Christmas. V17 stated, I was not here but I heard R2 got choked during dinner on evening shift.</p> <p>On 1/3/2025 at 12:05pm V18 (Caregiver) stated, some residents can feed themselves and some cannot. Surveyor asked what the lunch menu was for today (1/3/2025). V18 stated, rolls, rice, vegetables, fish, and chicken for residents that do not eat fish. There is one puree meal for a resident that is on hospice and holds food in the mouth. Surveyor observed lunch cart brought to Facility House #1 by food service staff. One puree</p>	S9999			

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S9999	<p>Continued From page 5</p> <p>plate covered in plastic on top of cart, small metal container with mechanical fish, and large container with fish, vegetables, and container of chicken for residents that do not like fish. V18 stated, R2 is on mechanical soft diet and vegetables are cut into small pieces and fish is cut into small pieces. V18 stated, the kitchen sends mechanical diet and puree diet. V18 stated, R2's private caregiver will feed R2, and I will feed another resident. Surveyor observed V17 (Caregiver) put mechanical fish, vegetable and rice on plate and cut food more before plate was given to private caregiver to feed R2. Residents observed with beverage.</p> <p>On 1/3/2025 at 12:15pm V17 (Caregiver) stated, one caregiver makes plate and cuts up food, other caregiver passes the food out. R2 does not have a problem eating, you must watch your fingers. R2 eats and drinks well all the time. Surveyor observed R2 eating prescribed mechanical soft meal with caregiver giving R2 time to eat, chew and swallow then given liquid in between food being given. Surveyor observed R2's food chopped up into small bites. V17 stated, R2 has never choked on meals when I have been here.</p> <p>On 1/3/2025 at 12:47pm V19 (Caregiver) stated, I normally work in Facility House #1. R2 gets mechanical soft diet. If R2 does not like the food, she will spit it out. She has a private caregiver, and her caregiver will feed her. Her private caregiver works from 10:30am to 6:00pm and will feed her. R2 eats breakfast, lunch and dinner and we will feed R2 if the private caregiver does not come.</p> <p>On 1/3/2025 at 12:51pm Facility House #4 V20 (Caregiver) stated, we follow the doctors order of</p>	S9999		

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S9999	<p>Continued From page 6</p> <p>what to feed residents. The kitchen will prepare resident food and will send up regular, puree and mechanical soft diet.</p> <p>On 1/3/2025 at 2:50pm V2 (Director of Nursing) stated, the caregiver gave the private caregiver the meal tray on 12/25/2024. The caregiver should have chopped up the meal. Normally what happens is the caregiver chops up food, then the other caregiver passes the meal. We called the agency, and she no longer works there. Surveyor asked V2 if shrimp Alfredo, green beans and cranberries are part of a mechanical soft diet. V2 stated if it is chopped up. Surveyor stated, the note stated, whole shrimp and cranberries is what was found in R2. V2 stated, no, whole shrimp and cranberries are not part of a mechanical diet and that is why that private caregiver can no longer work here. Surveyor asked V2 to speak with V9 (Assistant Cook) and V10 (Caregiver). V2 stated, V9 and V10 are out of the country.</p> <p>On 1/3/2024 at 3:15pm V4 (Licensed Practical Nurse/LPN), stated, I am familiar with R2. I was working on Christmas Day 12/25/2024 7am - 8:30pm. I was the nurse for all 4 houses. R2 is supposed to be on mechanical soft. I believe R2 has very few teeth if any, so she is on mechanical soft diet. Inside our cabinet doors there is a diet sheet that states what the resident would get. The caregiver knows to look inside the cabinet to know what kind of meal a resident gets. Everybody's food comes in tin pans from the kitchen and the caregiver dishes the food up. The mechanical soft comes in a small tin container and is dished up and served to them. On 12/25/24 dinner meal was shrimp Alfredo, green beans with cranberries, and I don't remember what else what on the menu. To us (referring to the nurses and the caregivers) we asked if this</p>	S9999		

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S9999	Continued From page 7 was mechanical soft diet because to us it did not seem like a mechanical soft diet. The cook (V9) was questioned about this meal being mechanical soft, and V9 said the shrimp Alfredo is for everybody and they should cut it up and give to the mechanical soft residents. The caregivers were cutting up food, but R2 had a private caregiver so V10 (Caregiver) in Facility House #1 3-11pm shift told the private caregiver that she would need to cut the food up prior to feeding R2. Usually, the person that serves the food in a perfect world should have cut up R2's food, but R2 had V7 (Private Caregiver), and the private caregiver should have cut up R2's food. I (V4) guess my understanding is the private caregiver (V7) is supposed to do it, I could be wrong. There is a lot of questions as to what the private caregiver and our caregivers are supposed to be doing. The private duty caregiver after being told twice fed R2 the food without being cut up. When I went over to give R2 her medication the private caregiver told me she thinks something is wrong with R2. I looked at R2 and she was turning blue. I asked V10 (Caregiver) to help me get R2 to the ground so I could start chest compressions. From looking at R2 she was eating food; it was mealtime and I thought she must be choking. V10 and I (V4) got R2 to the floor and I started doing chest compression and immediately whole shrimp started coming up and I got several whole cranberries up. That is not part of a mechanical soft diet, that should not have been given to R2. At that point, the 2nd caregiver (V6) was calling 911 and I was continuing to do chest compression because V7 said there was still food that had not come up. R2 began to breath normally and I did not get anything else up then I put R2 in recovery position on right side and monitored her and EMS got here and checked her mouth and put R2 on stretch and R2 was sent	S9999		

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S9999	<p>Continued From page 8</p> <p>to local hospital to make sure she did not aspirate or have any fractured ribs because she is so petite, and I had to provide chest compressions. I called R2's state guardian to notify of the transfer and not to send that particular caregiver (V7) back. The state contracts with an agency and they send various people to provide care. V7 was not one of their regulars. The doctor was notified of the transfer, and I was not here when R2 came back. R2 has not had any other problems since then eating. If the caregiver has a question regarding any resident care, they should notify the nurse. I was not notified until I got to the house and R2 was choking. V10 did question the meal and asked V9 but V9 said that meal was for everybody, and she just needed to cut it up for the mechanical soft. Green beans are not very soft so I do not think cranberries or green bean should be served.</p> <p>On 1/4/2025 at 6:37am, I, V6 (Caregiver) worked with R2 as one of the caregivers. I worked in Facility House #1 on Christmas day, 12/25/24. I was one of the caregivers. R2 had a private caregiver, and the private caregiver was feeding R2 for dinner. The residents had sauce pasta with shrimp, and something else I cannot remember. R2 is on a mechanical soft diet. I do not remember why she gets mechanical soft diet. Other caregivers will feed R2 if the private caregiver does not come. I have fed R2, and they tell us R2 is on mechanical diet. R2 cannot eat hard things. There is a list by the side of cabinet by the plates and it tells us who is mechanical soft, and gluten free. That day, I was passing the food, and the other caregiver (V10) was serving the food. I had another resident that I had to feed because he is blind. I think V10 gave the food to V7, whole Shrimp and pasta, green beans, and whole cranberries. V7 started to feed</p>	S9999		

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S9999	<p>Continued From page 9</p> <p>R2, and I (V6) heard R2 starting to cough. The nurse (V4) was there passing medication. V4 went to give R2 medicine then the nurse saw R2 and started to help R2 and asked what happened. We (V6 and V10) stopped passing the food. V10 was helping V4, and I went to call 911. V4 was doing CPR, the ambulance came right away and took R2 to the hospital. I did not see what R2 coughed out, I was watching the other residents. I do not know how the private caregiver knows what to feed the resident. R2 may say a few words she will talk a little in Spanish sometimes. R2 cannot feed herself or toilet herself, we have to do all of her care. R2 is not independent to take care of herself. We have to do total care for her. Sometimes she will laugh, maybe she is thinking about something in the past. I have to read the paper in the cabinet to see what the residents can eat. Once in a while I have fed R2 and it was a mechanical soft diet. You have to focus when feeding the resident and fed them slow. R2 does not have any teeth and cannot chew any food. The caregiver that serves the food cuts up the food. When I have fed R2 I make sure the food is cut up and I feed R2 slow. R2 does not have any teeth and she cannot chew. That day I did not feed her, the private caregiver fed her. I do not know if the private caregiver cut R2's food or not. I usually work in the Facility House #1 part-time for 4 hours. If someone calls in sick, I will work in another house.</p> <p>On 1/4/025 at 10:33am V3 (LPN, Residential Supervisor) stated, I know R2 she went to the emergency room Christmas day and came back on my shift. I know from report R2 choked. I was not there. R2 is on mechanical soft diet. The diet list is posted on white board in caregiver station and the kitchen get an order. R2 had private duty</p>	S9999			

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S9999	<p>Continued From page 10</p> <p>who was feeding her that day. The private duty I think agency will tell them and on dietary order at facility. I work strictly nights. R2 is declining on mechanical diet and cannot eat anymore.</p> <p>On 1/4/2025 at 11:08am Facility House #1, surveyor asked V20 (Caregiver) how you know a resident's diet. V20 stated, there is a list of resident diet inside the cabinet. V20 stated, R2 does not have teeth, she can't chew hard food. We have to feed R2. R2 has a private caregiver, but not on the weekends. We have to check to see what type of diet residents have. Surveyor observed resident diet list as of 12/19/2024 and R2 is listed as mechanical soft diet.</p> <p>On 1/4/2025 at 11:15 surveyor asked V17 why R2 is on a mechanical soft, ground meat diet. V17 stated, because of R2's teeth, they are not in good condition, and many are missing.</p> <p>On 1/4/2025 at 11:20am Facility House #3 V19 (Caregiver) stated, there is a list of resident diets in the cabinet, so caregivers know the resident's diet. The kitchen sends all resident meals already fixed from the kitchen. Mechanical diets are already chopped. The kitchen is notified when resident diets change and what diet new residents are supposed to have.</p> <p>On 1/4/25 at 12:26pm V2 (Director of Nursing/DON) stated, I am familiar with R2. I was notified that V4 the nurse was passing meds and V6 told V4 that R2 kept coughing and when V4 came to assess R2 she was already turning colors, so they put R2 on the floor and V4 began to do Heimlich on R2. Some food was able to come up whole shrimp and a couple of whole cranberries. V4 felt R2 was breathing and V4 put R2 in the recovery position and waited for 911 to</p>	S9999		

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S9999	Continued From page 11 arrive. Upon investigation it was found out that V7 was feeding R2 on 12/25/24 dinner. V7 was feeding R2 but stated, meal had not been cut up, so caregiver was feeding R2 whole pieces of food and R2 is on a mechanical soft diet. R2's food should have been cut up. R2 has problems chewing. V1 (Executive Director) notified the agency of what happened and asked that V7 not return. We print out sheets of resident diets once a month and put next to the cupboard where they serve the food, and also in the resident information binder which is at the nurses' station in every house. Normally, the kitchen is aware of all diets and who get what. Mechanical soft and puree diet is normally prepared in the kitchen and served on heat control carts to each house. Once it comes to the house and given to the caregiver, there are separate containers for regular meal, mechanical meal, and puree diet come on a plate. Our caregivers are responsible for serving the meals, they are responsible to know who gets what type of meal. Surveyor asked why kitchen staff did not prepare a mechanical soft diet? The kitchen did not prepare a mechanical soft meal and apparently just prepared regular diet menu. They normally do not prepare meals like that. Not really sure of disconnect but once it came from the kitchen, the caregivers should have noticed and should have cut up into smaller pieces. The kitchen must have prepared meals for puree because those residents could not have had that. Kitchen staff is notified of all diets. Surveyor asked what is the responsibility of the private caregiver. The private caregivers will feed, change, toilet and do ADL care. We go over meals with them and explain what the meal should be, because they will be responsible for feeding the resident. What was the orientation of private caregiver? V2 stated, we do not do orientation for private caregiver, we	S9999			

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S9999	Continued From page 12 give that information to the agency, and they will let the caregiver know what the resident needs. What are they responsible for doing with the resident? They come in and sign in and let us know who they are here to care for the resident and they assume responsibility at that point. (Agency) has been out here and they will come and review the chart and let the agency staff know what is going on with the resident and what needs to be done. Our caregiver will plate food and V10 stated, she informed V7 don't forget her food has to be cut up. Surveyor asked are whole cranberries part of a mechanical soft diet. V2 stated, cranberries are not part of a mechanical diet. The meal came from the kitchen and delivered to the house and plated by V10 and given to V6 and V6 gave to V7. I cannot explain why staff plated and gave cranberries to V7. Kitchen staff stated that is the meal that was prepared for dinner and that is what they sent to the houses. It was a big error that came from the kitchen and food should have been cut up and not given the green beans and cranberries that were mixed together. The shrimp could easily be mechanical soft if chopped correctly. Normally staff do not know how to chop which is why it already comes from the kitchen prepared as mechanical soft. Staff oriented on mechanical soft diet. I am not sure if agency is oriented on mechanical soft diet. How are agency staff supposed to know that food that comes from the kitchen is not prepared as ordered for the resident? V2 state, I know, they would assume that is how we serve it. The staff should have questioned the meal, and they did not and V9 stated, that is what he prepared. The staff should not have plated this or should have tried to cut up the food. It never should have come from the kitchen like that. I am not sure if V1 spoke to only (Agency) or the V7. V4 asked V7 if she noticed	S9999		

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S9999	<p>Continued From page 13</p> <p>R2 was choking and why she was still feeding R2. V7 stated, she thought R2 was ok and V4 said, that is why we asked you to put down your phone while you are feeding R2, and agency said she did not realize R2 was choking. R2 has always had problems chewing because she eats fast, which is a safety concern. R2 has always been on mechanical soft diet since I have been her so for at least 2 years.</p> <p>On 1/4/2024 at 1:29pm V12 (Food Service Coordinator/Cook) stated, I have the paper for what diet a resident gets puree, mechanical, or finger food. The nurse gives me the paper for the diet or V2 will give me the paper for the residents' diet. We have a special blender for mechanical diet. We blend and if sauce will put on the sauce, then put in separate container. There is a different container. The caregivers know small container is mechanical when puree we put on the plate, and regular put in half containers. I heard about R2. I was off that day. On Christmas day, a lot of the residents do not eat fish. Chicken is made for those that do not want or eat fish. Christmas Day was shrimp Alfredo with green beans cranberries and almonds. For mechanical there are no cranberries or almonds. I told V9 for Christmas day to give residents that do not eat fish and residents on mechanical diet stuffed peppers. A lot of residents don't eat fish, so we have to give something else. I am not sure why V9 prepared that. I told V9 what to do for lunch and dinner on Christmas Day. For puree I already had pureed meat, mash potatoes and pureed vegetable already. The meal was supposed to be stuffed peppers for mechanical soft residents. Menus come regular so if it is mechanical we do something else and put in special blender. I do not have the answer why V9 only had only regular meal, but I gave V9</p>	S9999			

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S9999	Continued From page 14 instructions for mechanical diet and what needed to be served. The special blender blends the meat into very small pieces. On 1/4/202 at 1:44pm V1 (Executive Director) was asked about incident involving R2 choking on Christmas Day. V1 stated, it was at dinner time and R2 had a private care giver. The caregiver told the private caregiver how R2 needed to be fed and food had to be cut and R2 was on a mechanical soft diet. The private caregiver did not follow the instructions. We are talking to all the private caregiver how to feed R2 and to feed R2 very slowly. In the kitchen they have a special blender machine, and they prepare mechanical soft using the special blender. It looks like they did not prepare mechanical diet for R2. Regular meal was prepared, and the regular caregivers were instructed to cut the meal and V10 told the private caregiver (V7) to cut the shrimp and give slowly and make sure she swallows. The meal was shrimp Alfredo, green bean with cranberries and almonds. That is not a mechanical diet. V10 plated the food and told V7 to feed R2 slowly and cut up shrimp. The kitchen is supposed to prepare all the mechanical diets. I did not get a chance to talk to V9. He left after the meal. I spoke to V12, and he said for R2 she was to have a different meal and he told V9 to give different meal for resident that would have been mechanical meal. The nurse will tell the kitchen staff of new meal orders. The kitchen staff follow that order. The house staff have the same list who is on what diet, so they know who is on puree and mechanical diet. The facility staff plated the food. Cook should have made mechanical meal in the kitchen. The private caregiver should be given the mechanical diet and should not have to make it mechanical. The staff did call the kitchen staff and asked the cook	S9999			

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S9999	<p>Continued From page 15</p> <p>why no mechanical meals. V10 called V9 and was told could not make it mechanical. V9 told them to cut it up but seems like they did not cut up the food. The staff should have smashed the food and if they could not smash it, they should not have given R2 the food like that. The staff there have worked there for more than a year, so they knew R2 was on mechanical diet. I think R2 has swallowing issues, I am not sure. Agency staff is not expected to make mechanical diet that is our responsibility. I am not sure what the other residents that required mechanical diet got that day.</p> <p>On 1/4/024 at 2:11pm Surveyor asked V13 (Advanced Practice Nurse/APN) what is a mechanical soft diet. V13 stated, it is regular food that is soft and easy to chew and swallow. With residents that have dementia they cannot swallow food as well and we want food that is easy to mash and easy to chew like ground meat, bananas, applesauce well cooked vegetables, soups. Surveyor asked if whole shrimp whole cranberries are part of a mechanical diet. V13 stated, I do not know the resident, but that would not be my first thing that comes to mind. Surveyor told V13 the doctor order states, mechanical soft, ground meat V13 stated, again, that would not be my first thing that comes to mind to feed resident.</p> <p>On 1/4/2025 at 2:28pm V14 (Owner of Agency) stated, feeding clients is not part of the scope of our services. That is a CNA responsibility, we can assist, but the client has to put it in their mouth. We put food in front of them and they put in their mouth. I know sometimes my staff will come in and help we try to work as a team. I have not gotten a statement from V7. I will call and get statement from the caregiver and call you back. V14 never returned call.</p>	S9999			

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S9999	<p>Continued From page 16</p> <p>On 1/4/2025 at 2:47pm V4 (LPN) stated, according to V9 (Cook), all residents got shrimp Alfredo. Surveyor showed V4 resident diet sheet and V4 identified M/S = mechanical soft. If a resident diet is no fish, there was an alternative, but I cannot remember what. I know caregivers had to cut up and pick out cranberries and cut up shrimp. Country Lane, I was not in that house. I assume they cut up food and fed residents. V10 told me she picked out cranberries, I am not sure what happened in Garden and Country, but I did not hear anyone else got choked.</p> <p>On 1/4/2025 at approximately 3:30pm V25 (Caregiver) stated, I worked Christmas Day (12/25/2024) evening shift. I worked in Facility House #4. In our house we got 2 different foods, so we got stuffed pepper for residents that do not eat shrimp and other residents got shrimp with pasta and green beans with whole cranberries. We served one resident puree meal and two residents mechanical soft. The kitchen did not send a mechanical soft diet, so we mashed and chopped up really good because they did not bring mechanical soft that day. We did not give the cranberries or nuts that is a choking hazard, so we did not give cranberries to them. Food usually comes from kitchen for puree diet and already cut up for mechanical soft diet.</p> <p>Facility Medication and Treatment Guidelines dated (6/21) (in part) documents: General: Centers are to follow the Orders Management Matrix for initiation of non-medication or treatment orders. All orders are to be prescribed by a medical practitioner. Physician Order Recap Process: The designated licensed nurses review and update the Physician Order Sheets and Physician Matrix as needed.</p>	S9999			

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S9999	Continued From page 17 Facility Job Description for Cook dated in 2/08 (in part) documents: Job Summary As a Cook you prepare the meals for the residents and assist the Food Service Coordinator in managing food service functions. You strive to provide a setting that is clean, safe, and comfortable while serving food that is appetizing and nutritious. Safety and Sanitation Follows established safety policies and procedure, observes safety needs of residents as indicated in service plan. Cook Responsibilities Prepares food in accordance with sanitary regulations as well as established goals and objectives. Prepare quality meals in accordance with planned menus and scheduled meal times, Prepare and serve food in accordance with standardized recipes, therapeutic diet orders, and portion control procedures. Facility Job Description for Resident Caregiver dated 07/18 (in par) documents: The Resident Caregiver assists residents in all aspects of their daily life as indicated in the resident service plan, including: personal care, food service, Safety and Sanitation Follows established safety policies and procedures. Observes safety needs of residents as indicated in service plan; Service Delivery - Wellness/Resident Services Assisting the Wellness Director/Resident Services Coordinator/Executive Director with delivering Service Plans, reassessing residents' needs and preferences Providing and assisting residents with services delineated in residents' individual Service Plans including personal care (personal hygiene, bathing, toileting, dressing, mobility, etc.), activities, meal service; Service Delivery-Programming and Dining Services Assisting residents with transfer and meal service as indicated on resident Service Plan, Complying with food service and personal hygiene	S9999			

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S9999	Continued From page 18 standards. Facility Job Description for Resident Services Supervisor dated 2/08 (in part) documents: Resident Services Supervisor, you oversee day-to-day activities and personnel within your service area. Essential Job Functions Safety and Sanitation Follows established safety policies and procedures, Observes safety needs of residents as indicated in service plan, Customer Satisfaction Serves as a role model to foster customer service, Maintains high expectations & standards for quality resident care; Resident Services Supervisor Responsibilities Assisting in managing and monitoring the delivery of all resident services including personal care, ordering and dispensing medications, monitoring the health care status of the residents to include, ensures adherence to prescribed treatments or interventions, observes nutritional status, etc. Ensures that treatments are administered and documented on in accordance to doctor's orders; Assisting the Resident Services Coordinator in ensuring that established standards of resident care are followed and met. Facility Private Duty Caregivers policy dated (06/2021) documents (in part): Purpose: A resident/family may directly hire a Private Duty Caregiver (PCG) to provide services to the resident while living at facility. Companions are not licensed and do not provide direct nursing care services for the resident. Procedure: 2. Community orientation training is conducted prior to the first scheduled shift and includes but not limited to: Location of Resident Service Plan, Food Service Information Sheet. Appropriate care is given to a resident who is also being cared for by a PDC; The licensed nurse in charge will review responsibilities for resident care delivery	S9999			

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S9999	Continued From page 19 with the PDC. Responsibilities: PDCs are expected to adhere to all pertinent resident care policies and procedure. Reporting: PDCs must report to the licensed nurse or designee in charge change in resident's condition. Nutrition and Hydration: 2. Licensed nurse in charge notified if any difficulties with the meal are observed. Facility national dysphagia diet Level 2: Mechanically Altered (undated) documents: Level 2: Mechanically altered is a transition from the pureed diet and requires the ability to chew and tolerate mixed textures. Foods are hot and moist and should be cut ¼ inch sized pieces. Meat Fish, Poultry - served ground, moist with pieces less than ¼ inch in size, Nuts Dried Raisins, and other dried fruits- restricted from diet. Raw fruits and vegetables - most raw fruits and vegetables are restricted. Soft, well-cooked vegetables less than ¼ inch. Protein foods recommended prepared, moistened, and ground fresh, shrimp gravy and sauce for moisture. Pieces no larger than ¼ inch. Vegetables recommended food all well-cooked, soft, less than ¼ inch in size. "A"	S9999			