

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 07/24/2024
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 435039	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 07/17/2024
NAME OF PROVIDER OR SUPPLIER AVANTARA NORTON			STREET ADDRESS, CITY, STATE, ZIP CODE 3600 SOUTH NORTON AVENUE SIOUX FALLS, SD 57105	
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F 000	INITIAL COMMENTS A complaint health survey for compliance with 42 CFR Part 483, Subpart B, requirements for Long Term Care facilities was conducted from 7/16/24 through 7/17/24. Areas surveyed included allegations of resident neglect related to catheter and ostomy cares, allegations of abuse of a resident by a staff member, misappropriation of resident property, accident hazards related to falls, and concerns with the dietary department related to food temperatures, menu substitutions, and kitchen cleanliness. Avantara Norton was found not in compliance with the following requirement: F812.	F 000		
F 812 SS=F	Food Procurement, Store/Prepare/Serve-Sanitary CFR(s): 483.60(i)(1)(2) §483.60(i) Food safety requirements. The facility must - §483.60(i)(1) - Procure food from sources approved or considered satisfactory by federal, state or local authorities. (i) This may include food items obtained directly from local producers, subject to applicable State and local laws or regulations. (ii) This provision does not prohibit or prevent facilities from using produce grown in facility gardens, subject to compliance with applicable safe growing and food-handling practices. (iii) This provision does not preclude residents from consuming foods not procured by the facility. §483.60(i)(2) - Store, prepare, distribute and serve food in accordance with professional standards for food service safety. This REQUIREMENT is not met as evidenced by:	F 812	1. The Overhead hood panels cleaned 7/18/2024. Overhead hood panels on weekly cleaning schedule for the hood panels above the convection oven and clean dishes storage. Kitchen is free of odors. The dish room ceiling was cleaned on 7/18/24. Kitchen Ceiling will be replaced at contractor's earliest availability. Implemented deep clean of dish room daily initiated 7/31/24. Intek contacted 08/01/24 will have deep clean scheduled at their earliest availability. Presto-x contacted and visited 7/28/2024 for removal of fruit flies. Trash is removed before and after each meal service and at the end of shift. Trash cans added to weekly cleaning schedule. The sink will be repaired by 08/26/2024. Repaired water backing up into the Dish room and Chemical storage closet 7/18/2024. Underside of the sink cleaned 7/18/2024. Walls and counters cleaned 07/18/2024. Stainless steel panels ordered on 7/25/24 will be installed once received.	08/26/2024

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

TITLE

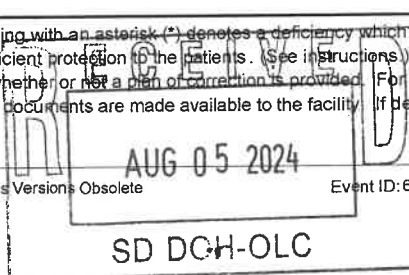
(X6) DATE

Ashley Nickel

LNHA

08/05/2024

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 812	<p>Continued From page 1</p> <p>Based on observation, interview, record review, and policy review, the provider failed to maintain a clean and sanitary foodservice environment on one of one kitchen and two of two kitchenettes and implement safe food storage practices in one of one kitchen. Findings include:</p> <p>1. Observation and interview on 7/16/24 from 3:31 p.m. to 3:45 p.m. in the main kitchen with dietary manager (DM) B revealed: *The overhead ventilation hood panels above the convection oven and clean dishes storage shelves were covered in a layer of grease and dust. *There was a pungent smell coming from the dirty dish room. *In the dirty dish room: -There was dried food splattered extensively on the ceiling. -Fruit flies were flying throughout the kitchen. There was a large collection of them around the trash cans. -The sink leading into the dishwasher was leaking. -DM B claimed the sink was leaking because it was full of water and dirty dishes, and that it had not been leaking for that long. -There was standing water on the floor beneath that sink. -The underside of the sink had a growth of an unidentified gray stringy substance from the dripping water. -The walls under the counters were covered with food splatters and an unidentified black substance that appeared to have been mold or mildew. -Some of the metal wall panels were bent and exposing the wall behind it due to what appeared to have been expanding insulation foam.</p>	F 812	<p>Dishwasher cleaned 7/18/2024. Door to Chemical storage closet ordered by 08/26/2024 will be replaced when available. Walk in Cooler floor was cleaned 7/18/2024 and replacement floor ordered on 7/25/2024, and will be repaired when available. Walk in cooler condenser inspected and repaired 7/26/24. All food is stored appropriately in the walk-in cooler. All undated food items removed from Warren kitchenette 7/17/2024. Presto-x addressed flying insects on 7/28/24. Contaminated food disposed of 7/17/24. Supplement refrigerator cleaned 7/18/2024. Warren kitchenette cupboard under sink was cleaned and repaired 7/17/24. Warren and East Kitchenette's drawers and cupboards cleaned 7/18/2024. Initiated cleaning schedules for Kitchenettes 8/1/2024.</p> <p>2. Administrator or designee provided education to Dietary Department on Operation and Sanitation policy, environmental safety policy, Floor safety policy, Hoods and Filters policy, Food storage policy, Dish machine policy, cleaning schedules policy on 7/31/2024. Any staff that are unable to attend education will receive education prior to next shift worked.</p> <p>3. Administrator or designee will complete audits to include observation of kitchen cleanliness, kitchen safety, Proper Food storage weekly x 4 weeks. Audits will be reviewed and revised through QAPI meeting. Addendum: Audits will be presented and</p>	

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F 812	<p>Continued From page 2</p> <ul style="list-style-type: none"> -There was a gray sludge buildup on the inside of the dishwasher. *There was standing water in the chemical storage closet. -There was a strong pungent smell coming from that room. -DM B explained that they had work done on the pipes that day and had to shut the water off for about 30 minutes. The water came back up through the floor drain in the chemical storage closet when the water was turned back on. *The door to the chemical storage closet was warped from water damage and the particle board was chipping away. *In the walk-in cooler: <ul style="list-style-type: none"> -The metal floor paneling was caked with an unidentified black substance. -Some of the metal floor panels were chipped and corroded away, exposing the subfloor beneath. -The condenser was dripping water onto boxes of food items below. -There was a case of sausage stored above other potentially hazardous foods. *The floor in the walk-in freezer was scattered with bits of food, crumbs, plastic packaging, and ice. <p>2. Continued observation and interview on 7/16/24 at 3:50 p.m. with DM B in the Warren kitchenette revealed:</p> <ul style="list-style-type: none"> *There were at least three containers of unlabeled and undated food items in the resident refrigerator. -DM B was aware of those containers and had planned on throwing those items away if no one had claimed them by supper that night. *There was a flying insect inside the supplement refrigerator. 	F 812	<p>reviewed in QAPI monthly to determine if additional audits must be completed. -AN 08/05/2024.</p>		

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F 812	<p>Continued From page 3</p> <p>*The cupboard under the sink appeared to have water damage and an unidentifiable black stain. *The drawers and cupboards had an extensive collection of crumbs, dust, dirt, and other unidentifiable particles. *DM B indicated she was not aware of the state of the drawers and cupboards in that kitchenette.</p> <p>3. Continued observation and interview on 7/16/24 at 4:00 p.m. with DM B in the East kitchenette revealed: *That kitchenette was in a similar state as the Warren kitchenette with crumbs and other particles in the drawers and cupboards. *The cupboards were covered with dried food splatters. *DM B indicated that staff were supposed to clean the kitchenettes at the end of each day.</p> <p>4. Interview on 7/17/24 at 2:16 p.m. with administrator A about the leaking sink revealed that she was briefed on the situation that day, and indicated the maintenance department had planned to assess the situation that day.</p> <p>5. Interview on 7/17/24 at 3:45 p.m. with DM B about the concerns in the dietary department revealed: *The staff had cleaning tasks to perform and document every day. *Each role had different task assignments. *She reviewed the cleaning checklists weekly to ensure the areas were cleaned. *She said that she may have missed a week "here and there." *In reference to the insects, she said, "It's hot outside. There's going to be bugs. Sometimes they get in and go towards the garbage." -They had since taken out the trash multiple</p>	F 812		

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F 812	<p>Continued From page 4</p> <p>times and replaced the trashcan lids to deter the bugs.</p> <p>*They discovered a crack in the seam of the sink, which she stated was the cause of the leaking.</p> <p>6. Review of the dietary department cleaning checklists from April 2024 to July 2024 revealed that staff had signed off on the tasks each week as having been completed.</p> <p>7. Review of the provider's 8/31/18 Cleaning Schedules policy revealed: *Policy: "The Food and Nutrition Services Staff shall maintain the sanitation of the Food and Nutrition Services Department through compliance with written, comprehensive cleaning schedules developed for the community by the Director of Food and Nutrition Services or other qualified nutrition professional. **Note: Community satellite kitchens will be held to the same sanitary standards as the main kitchen, utilizing a comprehensive cleaning schedule specific to each kitchen." **The Director of Food and Nutrition Services or other qualified nutrition professional shall record all cleaning and sanitation tasks for the Food and Nutrition Services Department."</p> <p>8. Review of the provider's 8/31/18 Operation and Sanitation policy revealed: *"...5. When equipment is not functioning correctly or there are cracks and chips in the walls or floors, write a work order to request repair/maintenance of the equipment and follow up to assure repair work is completed."</p> <p>9. Review of the provider's 9/1/18 "Environmental Safety" policy revealed: *Policy: "All work areas shall be provided with</p>	F 812			

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F 812	<p>Continued From page 5</p> <p>adequate lighting, ventilation, and humidity control."</p> <p>*Procedure: -"1. Food and Nutrition Services personnel should report safety problems immediately to the Director of Food and Nutrition Services or other clinically qualified nutrition professional. -2. The Director of Food and Nutrition Services or other clinically qualified nutrition professional is responsible for communicating any safety problems immediately to the Administrator and maintenance."</p> <p>10. Review of the provider's 2/2/12 Floor Safety policy revealed: *Policy: "Floors shall be maintained in a safe manner." *Procedure: -"1. Floors should be kept clean and dry." -"...8. Any spills occurring should be cleaned immediately."</p> <p>11. Review of the provider's 8/31/18 Hoods and Filters policy revealed: *"...5. Hoods must be kept free of grease and dust at all times. -a. Because of a potentially high fire hazard, it is important that hood filters be part of a strictly enforced cleaning schedule and be free of grease and dust at all times. *...11. Hood light fixtures must be cleaned every two weeks or when soiled. Hood lights must have protective guards over them and be in good operating condition."</p> <p>12. Review of the provider's 3/9/20 Food Storage policy revealed: *Policy: "...Food items should be stored, thawed, and prepared in accordance with good sanitary</p>	F 812		

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F 812	<p>Continued From page 6</p> <p>practice. Any expired or outdated food products should be discarded." *Procedure: "...Leftovers should be dated according to 'Refrigerated Leftover Storage.' ...Food brought to the community from an offsite kitchen must have that kitchen inspected by appropriate federal, state, or local authorities." **Raw Meat -1. Raw meat is to be stored in drip-proof containers separately from cooked meats and other raw foods at temperatures of 41 [degrees Fahrenheit] or less."</p> <p>13. Review of the provider's 8/31/18 Dishmachine policy revealed: **Sanitation of Equipment: -Frequency: After each meal --1. Carefully remove top wash arms, scrap trays, and all curtains. --2. Thoroughly clean and replace dishmachine. --3. Remove debris and rinse interior of machine. --4. Wipe exterior of machine and soap dispenser. Dry and polish with cloth... -Frequency: Weekly --1. Clean dishmachine exterior with delimiting solution. --2. Check to see if dishmachine is clean (wash arms, top and bottom; scrap trays and rinse jets). Place all items in their proper place, including curtains..."</p>	F 812		

