

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

PRINTED: 03/29/2018
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 495096	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 03/30/2017
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NAME OF PROVIDER OR SUPPLIER WESTMINSTER-CANTERBURY OF RICHMOND	STREET ADDRESS, CITY, STATE, ZIP CODE 1600 WESTBROOK AVE RICHMOND, VA 23227
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
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F 000	INITIAL COMMENTS An unannounced Medicare/Medicaid standard survey was conducted 3/28/17 through 3/30/17. Corrections are required for compliance with the following 42 CFR Part 483 Federal Long Term Care requirements. The Life Safety Code survey/report will follow. One complaint was investigated during the survey. The census in this 158 certified bed facility was 152 at the time of the survey. The survey sample consisted of 21 current Resident reviews (Resident #1 through #21) and three closed record reviews (Resident #22 through #24).	F 000		
F 371 SS=E	FOOD PROCURE, STORE/PREPARE/SERVE - SANITARY CFR(s): 483.60(i)(1)-(3) (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. (i)(2) - Store, prepare, distribute and serve food in accordance with professional standards for food service safety.	F 371		4/21/17

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE Electronically Signed	TITLE	(X6) DATE 04/10/2017
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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 371	<p>Continued From page 1</p> <p>(i)(3) Have a policy regarding use and storage of foods brought to residents by family and other visitors to ensure safe and sanitary storage, handling, and consumption. This REQUIREMENT is not met as evidenced by: Based on observation, staff interview and facility documentation review, the facility staff failed to prepare and store food in accordance with professional standards for food service safety.</p> <p>Employee-A, a dietary department cook, failed to ensure his hair was properly restrained.</p> <p>The findings included:</p> <p>On 3/28/17 at 2:15 p.m. an initial inspection tour of the kitchen was performed with the Kitchen Manager (Admin-C). Kitchen staff were observed performing hand hygiene, preparing food and running dishes through the dishwasher. Staff were observed to have hair nets, beard restraints or baseball type hats in use when appropriate.</p> <p>On 3/28/17 at approximately 2:30 p.m., Employee-A was observed near the sink where potatoes were soaking. He was wearing a baseball type hat with approximately 2 inches of wavy hair hanging down the back and sides of the hat. When asked if he'd been educated to wear a hair net since his hair hung below the hat, Employee-A stated "No, as long as I have the hat on it's ok."</p> <p>On 3/28/17 at 2:45 p.m. Admin-C was questioned why Employee-A did not use a hair net to restrain his hair. Admin-C stated "Our local health department does not require us to wear a net, they say the hat is enough." The facility policy on</p>	F 371	<p>1. Corrective actions taken by the facility for residents affected by the practice:</p> <p>The staff member involved was coached and counseled on proper hair length and type of tapered haircut that he must have when wearing a cap as a hair restraint. Proper placement of a hairnet if hair is longer than the rim of the cap and not tapered tightly to the head and neck. This is documented in his education file. Completed 3/28/17.</p> <p>2. How will the facility identify other residents having the potential to be affected by the same practice:</p> <p>All residents have the potential to be effected by this practice, so Parsons Healthcare Dining Staff, as well as the main kitchen will be in-serviced on proper use of hairnets, caps, or other hair restraints. This will be documented with in-service sing in sheets. Will be completed by 4/21/17.</p> <p>3. Measures or systemic changes that will be put into place to ensure that the practice will not recur:</p> <p>A) The facility's Dining training guide will</p>		

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F 371	<p>Continued From page 2</p> <p>hair restraints was requested.</p> <p>During the course of the survey, meal preparation and food plating was observed in 10 kitchens that the facility had on their 3 floors. All the dietary staff observed on the units had appropriately restrained hair, wore disposable gloves when applicable and performed proper hand hygiene.</p> <p>On 3/29/17 at 4:20 p.m., the Administrator, Director of Nursing and Registered Dietitian (Employee-B) were informed of Employee-A's hair not being properly restrained. When Employee-B questioned why it was a concern, surveyor explained that the baseball hat did not adequately cover or restrain his hair since it hung approximately 2 inches down the side and back of his neck. Employee-B voiced understanding.</p> <p>Facility policy titled "Requirements for personnel handling food" was reviewed and included: "...5. Food handlers must wear hair nets, beard nets or head covering. Long hair should be properly restrained off of the shoulders..."</p> <p>On 3/30/17 at 10:15 a.m. an observation of the kitchen was conducted with Admin-C present. Employees observed had appropriate hair restraints in use. No further information was provided by the facility staff.</p>	F 371	<p>be adjusted to reflect training and skills testing during orientation on the proper length of hair to wear a cap as a hair restraint and the proper donning of a hairnet.</p> <p>B) The Dietary Director/Designee will audit during a meal service on all households and in the main kitchen for proper hairnet/cap placement to ensure hair is properly restrained during meal service twice a week x 2 weeks, then weekly times x 4 months. Will be completed by 4/12/17.</p> <p>4. How the facility plans to monitor its performance to make sure the solutions are sustained:</p> <p>A) Dietary Director/Designee will submit recommended changes of the dining training guide that reflects hands on training and skills testing during orientation on proper hair length/tapered haircut that employees must have when wearing a cap as a hair restraint. The updated dining training guide will be submitted for review at the next regularly scheduled QAPI meeting.</p> <p>B) The Dietary Director/Designee will report the findings of their audits on proper use of hairnets/caps as hair restraints to the QAPI committee for review and further recommendations, if needed, at the next regularly scheduled meeting.</p>		