

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 015369	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 05/20/2021
NAME OF PROVIDER OR SUPPLIER Oaks on Parkwood Skilled Nursing Facility		STREET ADDRESS, CITY, STATE, ZIP CODE 2625 Laurel Oak Drive Bessemer, AL 35022	
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)		
F 0803 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	<p>Ensure menus must meet the nutritional needs of residents, be prepared in advance, be followed, be updated, be reviewed by dietician, and meet the needs of the resident.</p> <p>20304</p> <p>Based on observation, interview, review of the facility's policies titled Food Preparation Principles and Menus, Cycle and Meal Schedule, and review of the facility's Diet Spreadsheet, the facility failed to ensure:</p> <p>1.) the portion size for fruit juice as documented on the Diet Spreadsheet for Day 4 - Wednesday, dated 5/19/2021, was served to residents at breakfast;</p> <p>2.) the portion size for Scalloped Potatoes and for Pureed Scalloped Potatoes as documented on the Diet Spreadsheet for Day 4 - Wednesday, dated 5/19/2021, was served to residents at lunch; and</p> <p>3.) portion sizes were identified for Mixed Vegetables on the Diet Spreadsheet for Day 4 - Wednesday, dated 5/19/2021, for the lunch meal.</p> <p>This had the potential to affect 85 of 85 residents receiving meals from the kitchen.</p> <p>Findings include:</p> <p>During an interview with Resident Identifier (RI) #23 on 5/18/2021 at 11:42 AM, RI #23 reported the facility was serving smaller portion sizes for meals.</p> <p>During an interview with RI #31 on 5/18/2021 at 4:40 PM, RI #31 reported portion sizes for meals had decreased.</p> <p>A review of the facility's policy titled Food Preparation Principles, effective 6/2018, revealed the following:</p> <p>. PURPOSE: To assure that the nutritive value of food is not compromised.</p> <p>STANDARD: . Food should be prepared . in sufficient quantity; .</p> <p>PROCESS:</p> <p>1. The cook, or designee, should prepare menu items following the written menus and recipes.</p> <p>(continued on next page)</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.

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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<p>F 0803</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>A review of the facility's policy titled Menus, Cycle and Meal Schedule, effective 11/2019, revealed the following:</p> <p>. PURPOSE: To meet the nutritional needs of residents, in accordance with the dietary reference intakes of the Food and Nutrition Board of the National Research Council, standardized menus are utilized.</p> <p>PROCESS: .</p> <p>8. Menu changes should be indicated on the menu, prior to meal service and be of equal nutritive value.</p> <p>9. The reason for a menu deviation should be noted on the menu.</p> <p>During an observation of breakfast service on 5/19/2021 at 8:01 AM, pre-portioned commercially packaged 4-ounce (1/2 cup) juice cups were seen placed on resident trays. Upon reviewing the facility's Diet Spreadsheet for Day 4 - Wednesday, dated 5/19/2021, a 3/4 cup (6-ounce) serving of juice was documented to be served to residents receiving Regular Diets, Dental Soft (Mechanical Soft) Diets, Pureed Diets, and Finger Food Diets.</p> <p>On 5/19/2021 at 8:40 AM, the surveyor verified the juice containers were 4-ounce servings by the information on the labels. Also at this time, Employee Identifier (EI) #1, the Registered Dietitian (RD) and Director of Food & Nutrition Services, also verified they were 4-ounce juice servings.</p> <p>On 5/19/2021 at 8:50 AM, the surveyor looked throughout the kitchen for any posting of scoop/dipper sizes and equivalents, but did not see anything posted with that information.</p> <p>During an observation of lunch service on 5/19/2021 at 11:10 AM, EI #3, the AM Cook, used a #12 scoop/dipper (3 ounces) for the Scalloped Potatoes and a #10 scoop/dipper (3 3/4 ounces) for the Pureed Scalloped Potatoes. Upon reviewing the facility's Diet Spreadsheet for Day 4 - Wednesday, dated 5/19/2021, a 4-ounce spoodle was documented to be used for the Regular Diets and the Dental Soft (Mechanical Soft) Diets. A #8 scoop/dipper (4 ounces) was documented to be used for the Pureed Diets.</p> <p>Also, during the observation of lunch service on 5/19/2021 at 11:10 AM, EI #3, the AM Cook, was observed using a 3-ounce slotted spoodle to serve a mixture of vegetables (Broccoli/Squash/Green Beans/Red Bell Pepper), which she identified as Mixed Vegetables, from the trayline for the residents. EI #3 also used a #10 scoop to serve a pureed item that she identified as Pureed Mixed Vegetables. The facility's Diet Spreadsheet for Day 4 - Wednesday, dated 5/19/2021, was reviewed, but it did not document anything about Mixed Vegetables for lunch. A review of the facility's Week I (May 16th - 22nd) Menu revealed Mixed Vegetables for the Wednesday, 5/19/2021, lunch meal, but it did not include any further information about the Mixed Vegetables.</p> <p>(continued on next page)</p>		

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<p>F 0803</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>El #3, the AM Cook, was interviewed on 5/19/2021 at 1:31 PM. When asked how she knew what to prepare for meals, El #3 said there was a menu posted on the wall. El #3 was shown the Diet Spreadsheet for Day 4 - Wednesday with the Regular Diet, Dental Soft (Mechanical Soft) Diet, Pureed Diet, and Finger Food Diet menus and asked if this was what was posted for today. El #3 said yes. When asked how she knew what scoops/dippers or spoodles or ladles to use to portion the food items, El #3 said it was listed on the Diet Spreadsheet. El #3 was reminded that a #12 scoop was used for Scalloped Potatoes at lunch, but the Diet Spreadsheet indicated a 4-ounce spoodle. When asked if she knew the scoop/dipper equivalent for a 4-ounce spoodle, El #3 said, No. When asked if there was anything posted in the Kitchen to document what an equivalent scoop/dipper would be, El #3 said, Not that I know of. El #3 was reminded that a #10 scoop/dipper was used for the Pureed Scalloped Potatoes at lunch, but the Diet Spreadsheet indicated a #8 scoop/dipper. El #3 said she used the #10 scoop/dipper because that is what she had. When asked if she had spoken to El #2, the Dietary Manager, or El #1, the RD, about it, El #3 said no.</p> <p>El #1, the RD and Director of Food & Nutrition Services, was interviewed on 5/20/2021 at 8:53 AM. El #1 was asked why the juice portion served at breakfast on 5/19/2021 was less than the amount listed on the Diet Spreadsheet; a 1/2 cup (4-ounce) serving was used instead of a 3/4 cup (6-ounce) serving. El #1 said they normally use four ounces, but agreed that what was served did not match what was listed on the menu. El #1 was asked if there was a scoop/dipper portion size chart or a scoop/dipper and spoodle conversion chart readily available in the Kitchen for staff to refer to for guidance. El #1 said we don't have it posted, but portion sizes are posted on the spreadsheet and the spreadsheet is posted on the wall. El #1 further said the proper food portion would correspond with the scoop/dipper or spoodle size that was listed on Diet Spreadsheet. El #1 was asked why portion sizes were included for the menu items on the Diet Spreadsheet and if there was any importance in doing that regarding nutrition for the residents. El #1 said portion sizes are included to make sure that the residents get the proper nutrients. Upon being asked what was the potential problem for residents if Kitchen staff did not adhere to the menu portion sizes, El #1 said they won't eat enough, which would lead to potential weight loss and skin break down. When asked why a #10 scoop/dipper (3 3/4 ounces) was used for Pureed Scalloped Potatoes instead of a #8 scoop (4 ounces) as indicated on the Dietary Spreadsheet for lunch on 5/19/2021, El #1 said it should be around 4 ounces and that it was a cook error. El #1 was asked why a #12 scoop (3 ounces) was used for Scalloped Potatoes for lunch on 5/19/2021 instead of a 4-ounce spoodle, as indicated on the Dietary Spreadsheet, or else an equivalent #8 scoop (4 ounces). El #1 said it was a cook error. El #1 was asked why there was no information about Mixed Vegetables included on the Diet Spreadsheet for lunch on 5/19/2021. El #1 said, more than likely, El #2, the Dietary Manager, made an error when the Diet Spreadsheet was created. El #1 further said the Diet Spreadsheet comes from the menu and mixed vegetables got omitted when the spreadsheet was created. El #1 was asked what was the potential problem in not including the Mixed Vegetable information on the Diet Spreadsheet. El #1 said the cooks look at the menu and use the Diet Spreadsheet for portions. El #1 further said vegetables should be a 4 ounce portion size.</p> <p>El #4, the Regional RD/Director of Nutritional Services, was interviewed on 5/20/2021 at 9:58 AM. When asked why are portion sizes included for the menu items on the Diet Spreadsheet, El #4 said portion sizes are included on the spreadsheet to direct the server as to the correct portion to serve. When asked if portion size had any importance regarding nutrition for the residents, El #4 said to insure that they meet the daily food recommendation for the day. El #4 was asked what was the potential problem for residents if Kitchen staff did not adhere to the menu portion sizes. El #4 said potentially they may not receive an adequate diet.</p> <p>(continued on next page)</p>		

Department of Health & Human Services
Centers for Medicare & Medicaid Services

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F 0803 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	This deficient practice was cited as a result of the investigation of complaint/report #s AL00041351, AL00041352, AL00041353 and AL00041354.		

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<p>F 0804</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Ensure food and drink is palatable, attractive, and at a safe and appetizing temperature.</p> <p>20304</p> <p>Based on observation, interviews, and review of a facility policy titled Food Preparation Principles, the facility failed to ensure residents received hot foods at palatable temperatures. This had the potential to affect 85 of 85 residents receiving meals in the facility.</p> <p>Findings include:</p> <p>Review of a facility policy titled Food Preparation Principles, effective 6/2018, revealed the following:</p> <p>. STANDARD: . Food . should be served . at proper temperatures.</p> <p>On 5/18/2021 at 5:52 PM, the surveyor observed Resident Identifier (RI) #6's supper meal. RI #6 received a bowl of chicken noodle soup with the meal. As RI #6 began to eat the soup, he/she reported to the surveyor the soup was cold. RI #6 said, Please stick your finger in it. I am not going to eat it. You can see I am telling the truth. The surveyor told RI #6 she would not put her finger in the soup, however, RI #6 could spoon some of the soup into the surveyor's hand. RI #6 did so and the surveyor observed the soup to be cool to touch.</p> <p>On 5/19/2021 at 8:48 AM, the surveyor observed RI #24's breakfast meal. RI #24 received a breakfast tray sixteen minutes after the cart arrived on the hall. RI #24 received two pancakes and coffee. RI #24 said the coffee was warm, but the pancakes were cold. RI #24 said he/she was not going to eat them. The surveyor asked, how could RI #24 tell it was cold. RI #24 replied he/she had touched it. RI #24 tried to hand the surveyor a pancake. The surveyor said to break a piece off and put it in her hand. RI #24 broke a piece off a pancake and placed it in the surveyor's hand. The surveyor observed the piece of pancake was cold to touch.</p> <p>A Group Meeting was conducted on 5/19/2021 at 10:00 AM, with a total of seven residents in attendance. During the meeting, six of seven residents complained of hot foods being served cold.</p> <p>An observation of lunch meal service was made on Wednesday, 5/19/2021. At 12:34 PM, a test tray requested by the surveyor was prepared. The test tray was the last tray placed on the last tray cart, that left the kitchen at 12:36 PM. The cart arrived on the hall at 12:38 PM. At 12:44 PM, three staff people began serving trays on the hall. There were 21 resident trays on the cart, plus the one test tray. At 12:46 PM, a 4th staff person began serving trays. At 1:10 PM, the last resident tray was served, 32 minutes after the cart arrived on the hall.</p> <p>At 1:12 PM on 5/19/2021, the test tray was sampled with Employee Identifier (EI) #1, the Registered Dietitian (RD) and Director of Food & Nutrition Services. At the time of the test tray, the Scalloped Potatoes measured 118 degrees Fahrenheit (F); they were not hot. The mixed vegetables were 114 degrees F and were also not hot. The chicken noodle soup measured 126 degrees, and was also not hot/palatable. The coffee was described as lukewarm, and was not at a palatable temperature.</p> <p>On 5/19/2021 at 1:23 PM, EI #1 said, All we can do is make sure the food is hot coming out of the kitchen. I cannot control how quickly the trays get passed out.</p> <p>(continued on next page)</p>		

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<p>F 0804</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>On 5/19/2021 at 3:56 PM, an interview was conducted with EI #6, a Certified Nursing Assistant (CNA). EI #6 was asked why would food be cold when delivered to residents. EI #6 replied trays not being passed in a timely manner. EI #6 was asked how often was hot food served cold. EI #6 replied it could be often as it takes a while to get all the trays out.</p> <p>On 5/19/2021 at 4:44 PM, an interview was conducted with EI #7, another CNA. EI #7 was asked when should residents' food that should be hot be received cold. EI #7 replied, it should not. EI #7 was asked what was the harm in residents' food being delivered cold. EI #7 replied it would not taste good and may not be pleasant to eat.</p> <p>On 5/20/2021 at 8:12 AM, an interview was conducted with EI #5, the Director of Nursing. EI #5 was asked when should residents get cold food. EI #5 replied never. EI #5 was asked why would food be cold when arriving to a resident room, if it was adequate temperature when leaving the kitchen. EI #5 replied the staff on the hall not getting the tray to the resident timely. EI #5 was asked what should be done if a resident complains of cold food. EI #5 replied the staff should warm it or get something else. EI #5 was asked what would the harm be of cold food. EI #5 replied the resident would not want to eat it, bad taste, not good texture, and it could cause other issues.</p> <p>EI #1, the RD and Director of Food & Nutrition Services, was interviewed on 5/20/2021 at 8:53 AM. EI #1 stated she was aware residents had complained of hot foods being served cold. EI #1 was asked what had been done to ensure food and beverages were served hot, as appropriate. EI #1 said when food leaves the kitchen, it is at the correct temperature. Upon being asked if she had discussed the cold food problem with nursing, EI #1 said yes. EI #1 further stated nursing told her they would take care of it. When asked what was the potential problem in serving residents cold food and beverages that should be served hot, EI #1 said they may not eat it and this could lead to weight loss and skin break down.</p> <p>EI #4, the Regional RD/Director of Nutritional Services, was interviewed on 5/20/2021 at 9:58 AM. EI #4 was asked what had been done to ensure food and beverages were served hot, as appropriate. EI #4 said food was served at the proper temperature from the kitchen at all meals. When asked what was the potential problem in serving residents cold food and beverages that should be served hot, EI #4 said the potential problem with serving hot food at a cold temperature was that it may not meet the resident's expectations and possibly result in them not consuming the food.</p> <p>On 5/20/21 at 11:32 AM, a follow-up interview was conducted with EI #5, the Director of Nursing. EI #5 was asked how long should it take for trays to be passed once they reach the hall. EI #5 replied they should be passed immediately upon reaching the hall. EI #5 was asked what would timely be if trays arrived to the unit at 12:38 PM and last tray removed from the cart was at 1:10 PM. EI #5 replied all trays for those that can feed themselves should be delivered within 10 to 15 minutes, and then pass trays to those requiring assistance with meals.</p> <p>This deficient practice was cited as a result of the investigation of complaint/report #AL00041354.</p>		