

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER / SUPPLIER / CLIA IDENTIFICATION NUMBER 555861	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 04/06/2020
NAME OF PROVIDER OF SUPPLIER TWIN OAKS REHABILITATION & NURSING CENTER		STREET ADDRESS, CITY, STATE, ZIP 897 NORTH M STREET TULARE, CA 93274	
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 0804 Level of harm - Minimal harm or potential for actual harm Residents Affected - Some	Ensure food and drink is palatable, attractive, and at a safe and appetizing temperature. Based on observation, interview, and record review, the facility failed to serve palatable food for five of five sampled residents (Resident 1, Resident 2, Resident 3, Resident 4, Resident 5) and at appropriate temperatures per policy and procedure. This had the potential for food-borne illness and had potential for decreased caloric intake resulting in weight loss. Findings: During an interview on 3/2/20, at 1:06 PM, with the Complainant, Complainant stated, Resident 1 is not eating because of the food being served cold. During an interview on 3/3/20, at 10:07 AM, with Resident 2, Resident 2 stated, the facility meals had been horrible because there is no flavor and the food that is supposed to be hot is served cold. During an interview on 3/3/20, at 10:20 AM, with Resident 3, Resident 3 stated, she and the resident council (group of various residents that meet to discuss facility concerns) have complained about the meals served in the facility being cold and not tasting well but nothing had been done. During an observation on 3/3/20, at 10:39 AM, outside the facility dining area, the facility menu indicated the lunch meal would be herb crusted pork roast, mashed potatoes with gravy, zesty spinach, garlic bread, and triple fruit crisp. During an interview on 3/3/20, on 10:45 AM, with Resident 4, Resident 4 stated, the facility meals served are not good and are cold. During an interview on 3/3/20, at 10:50 AM, with Resident 5, Resident 5 stated, the facility meals have worsened over the last year. Resident 5 stated the food that is supposed to be served hot is always cold. During an interview on 3/3/20, at 11:33 AM, with Certified Dietary Manager (CDM), CDM stated, she was aware of the residents' complaints that the food is served cold. During a concurrent observation and interview on 3/3/20, at 12:18 PM, with Dietary Aide (DA) 2, in the facility kitchen, DA 2 was observed taking out a large container of chicken noodle soup from the facility fridge and poured it into two bowls. DA 2 then placed the two bowls of cold chicken noodle soup into the microwave for one minute. After the one minute passed, DA 2 heated the soup for 17 more seconds. DA 2 then checked the temperature of the chicken noodle soup and stated the temperature was 106 degrees () Fahrenheit (F). DA 2 stated, I don't want it (soup) too hot and proceeded to send the soup out to be consumed. During a concurrent observation and interview on 3/3/20, at 12:52 PM, with CDM and Registered Dietitian (RD), outside the 200 hallway, a meal test tray was checked for temperature and palatability. Temperatures were checked for the following regular meal and substitute meal items: a. Roast pork had a temperature of 123 F. b. Mashed potatoes with gravy had a temperature of 132 F. c. Spinach had a temperature of 115 F. d. Fruit Crisp had a temperature of 77 F. e. Chicken tenders had a temperature of 134 F. f. Substitute meal spinach had a temperature of 108 F. g. Substitute meal mashed potatoes had a temperature of 133 F. CDM and RD stated the hot food items should have had a temperature of 140 F or above and the cold food item (fruit crisp) should have had a temperature of 41 F. RD and CDM tasted the spinach portion of the meal and stated it was bland with no flavor. CDM stated soup should be 165 F. During a review of the RESIDENT COUNCIL MINUTES . (RCM), dated 10/25/19, the RCM indicated, the resident council brought forth concerns to the facility that meals were cold. During a review of the RCM, dated 2/29/20, the RCM indicated, the resident council brought forth a concern that all meals were served cold in all resident areas. During a review of the facility's policy and procedure (P&P) titled, MEAL SERVICE. Dated 2018, the P&P indicated, Meals that meet the nutritional needs of the resident will be served in an accurate and efficient manner, and served at the appropriate temperatures. Hot food serving temperature must be at or above minimum holding temperature of 140 F. The temperature of the foods should be periodically monitored throughout the meal service to ensure proper hot or cold holding temperature. Soups and hot beverage. 170-190 F . Meat, casserole, potatoes, rice, pastas, beans, vegetables, gravies, sauces, and hot cereal. 160-180 F. Temperature of the food when the resident receives it is based on palatability. The goal is to serve cold food cold and hot food hot. Fruit or Cold Dessert . (equal to or less than) 50 F.		
F 0806 Level of harm - Minimal harm or potential for actual harm Residents Affected - Few	Ensure each resident receives and the facility provides food that accommodates resident allergies, intolerances, and preferences, as well as appealing options. Based on observation, interview, and record review, the facility failed to follow the recipe for a substitute meal. This failure had the potential for unmet nutritional needs and weight loss. Findings: During an interview on 3/2/20, at 1:06 PM, with the Complainant, Complainant stated, Resident 1 was served a grilled cheese sandwich as a substitute meal item but the sandwich did not have very much cheese. During an interview on 3/3/20, at 10:29 AM, with Resident 3, Resident 3 stated, she had ordered a quesadilla and a grilled cheese sandwich last week and both had no cheese. During an observation on 3/3/20, at 12:36 PM, in the facility kitchen, Dietary Aide (DA) 2 was observed making two grilled cheese sandwiches as a substitute meal item. DA 2 used one slice of cheese for each sandwich. During an interview on 3/3/20, at 1:09 PM, with Certified Dietary Manager (CDM), CDM stated, for grilled cheese sandwiches two ounces (a unit of measurement) of cheese are to be used. CDM stated one slice of cheese is equal to one ounce. CDM stated two slices of cheese are to be used for each sandwich to have the appropriate nutritive value. During a review of the facility's policy and procedure (P&P) titled, RECIPE: GRILLED CHEESE SANDWICH NOON undated, the P&P indicated, a slice of cheese may weigh about one ounce. The recipe indicated to use two ounces of cheese per sandwich.		
F 0812 Level of harm - Minimal harm or potential for actual harm Residents Affected - Some	Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on observation, interview, and record review, the facility failed to: A. Label and date stored food items and not serve them to residents when considered expired. B. Throw out expired food items. C. Maintain food service equipment in a safe and sanitary condition. These failures had the potential for food-borne illness. Findings: A. During a concurrent observation and interview on [DATE], at 11:43 AM, with Certified Dietary Manager (CDM), in the facility kitchen, two large dry storage bins were noted with an unreadable label and not dated. CDM stated these two items were sugar and dry milk. CDM stated the items should be labeled in a manner that could be read and dated. During a concurrent observation and interview on [DATE], at 12:25 PM, with Dietary Aide (DA) 2, in the facility kitchen, DA 2 was observed pouring soup from an unlabeled, undated large container into two bowls. DA 2 heated the two soup bowls for two unknown residents in the microwave and sent them out to the dining area for the residents to eat. DA 2 stated the soup was chicken noodle soup and confirmed the large container of soup had no label or date. DA 2 asked other kitchen staff when was the soup was prepared and did not get an answer. DA 2 stated the soup should have been considered expired and not served. DA 2 nor the kitchen staff were aware which two residents the soup was sent out to. During an interview on [DATE], at 1:16 PM, with Director of Nursing (DON), the DON stated she was unable to determine which two residents received the soup and stated the facility will monitor for any adverse effects. B. During an observation on [DATE], at 11:39 AM, in the facility kitchen, a strong		
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 0812 Level of harm - Minimal harm or potential for actual harm Residents Affected - Some	<p>(continued... from page 1)</p> <p>foul smell was noticed in the three large containers. During a concurrent observation and interview on [DATE], at 11:41 AM, with DA 1, in the facility kitchen, DA 1 stated the foul smell was coming from an unlabeled, undated container of dry milk. The container was opened and the dry milk had a strong foul putrid smell. The dry milk was a white powder but had yellow streaks of color amongst it. During an interview on [DATE], at 11:43 AM, with CDM, CDM stated, the dry milk should be considered expired and thrown out. C. During a concurrent observation and interview on [DATE], at 12 PM, with CDM, in the facility kitchen, three oven mitts were noted to be used for serving lunch. The mitts were noted to be white from the bottom half but from midway up the mitts were covered in black, brown, red, and yellow food and debris. CDM stated the mitts were used every day to serve resident meals but was not sure when was the last time they were cleaned. CDM stated the mitts should get washed or replaced. During a review of the facility policy and procedure (P&P) titled, LABELING AND DATING OF FOODS dated 2018, the P&P indicated, All food items in the storeroom, refrigerator, and freezer need to be labeled and dated. Newly opened food items will need to be closed and labeled with an open date and used by the date that follow guidelines. Leftovers will be covered, labeled and dated.</p>		