

AGENCY FOR HEALTH CARE
ADMINISTRATION

PRINTED: 07/16/2013
FORM APPROVED

STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER IDENTIFICATION NUMBER: AL11965923	(X3) DATE SURVEY COMPLETED 04/23/2013
NAME OF PROVIDER OR SUPPLIER Gracious Age	STREET ADDRESS, CITY, STATE, ZIP CODE 1401 Magnolia Avenue Sanford, FL 32771	
SUMMARY STATEMENT OF DEFICIENCIES (FINDINGS PRECEDED BY TAG AND REGULATORY IDENTIFYING INFORMATION)		

List of Tags Cited:

St - A - 0093 - 58a-5.020(2) Fac - Food Service - Dietary Standards S-S= D

Specific Tag Findings:

0000-Initial Comments

A complaint inspection was conducted on CCR #20-3949.

A deficiency was identified at the time of the visit.

0093-Food Service - Dietary Standards 58A-5.020(2) FAC

Based on record review, interview and observation the facility failed to ensure that an alternative is offered to residents at the afternoon and evening meals for 10 of 10 residents interviewed.

Findings:

. at 8:30 AM Telephone interview with the Ombudsman office who stated they have had several complaints over the past two years concerning the issue of having no alternative/variety to the meals offered. Those complaints have not been substantiated.

An interview was conducted on at 11:35 PM with resident #2 who stated that he has issues with the food in the facility. He has talked to the facility Administrator and the owners. He has had many meetings with the facility Food Service Managers. He feels he gets no resolution on this issue. The bottom line is if you don't like what is on the menu you can order a peanut and butter sandwich. You have to order the sandwich in the morning or if you wait for lunch or dinner and decide you don't like the meal you are "SOL". That means you don't get it. He stated he keeps food in his he will have something to eat like crackers and such. There have been facility meetings about the menu and residents have been able to voice what they don't like on the menu and changes have been made to the menu. The resident stated it has not affected his weight. He has gained weight.

Interview conducted on at 11:40 AM with resident #6 who stated there are no substitutions to the meals. You have to eat what they give you. The food they serve is good. Fresh, appropriately cooked and hot food is hot and food is Good deserts most nights but no alternatives. It has not affected his weight he has gained weight

Interview conducted on at 11:50 AM with resident #3 who stated that she has had issues with the alternatives offered regarding meals. She feels there are no alternatives. If you don't like the meal your only other choice is peanut butter and jelly sandwiches. If you ask for the sandwich in the evening you can't have it. Your only choice is the meal that is prepared, nothing else. There is a large chalk board outside the dining tells you the changes for the day. Like today instead of mashed potatoes we are having French fries. The issue of no alternatives has not affected her weight.

Interview conducted on 04/23/2013 at 12:05 PM with resident #4 who stated that she generally likes the

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food served. It is fresh and well cooked. She stated there are no alternatives to the meal being served. You can ask for a peanut butter and jelly sandwich and that is all. She has never asked for one she generally eats what is served. The issue of no alternatives has not affected her weight she has gained weight.

Interview conducted on 04/23/2013 at 2:00 PM with resident #1 who stated that the only alternative to the meals served is peanut butter and jelly sandwiches. You have to put your order in in the morning if you want the sandwich for lunch or dinner. If you don't you can't have it. The food over all is good. They do have meetings and talk about the menu and what is on it. The owner and administrator have made changes to the menu if people say they don't like something. The meal for today was hamburger and mashed potatoes the mashed potatoes were substituted for French fries. This is a meal everyone likes. Everyone likes the fruited Jell-O as well. No alternatives have not affected her weight she has gained weight.

Interview conducted on 04/23/2013 at 2:20 PM with resident # 5 who stated that there are no alternatives to meals. They have had facility meetings and discussed the menu and changes have been made but not to the issue of alternatives. The resident stated that the meal to day was great Hamburger and French fries. The issue of no alternatives has not affected her weight. She eats at every meal.

Interview conducted on 04/23/2013 at 1:20 PM with resident #7 who stated the only alternative is peanut butter and jelly sandwiches. The meal to day was very good. If there are substitutions to what is served it is posted on the chalk board outside the dining hall. So we know in the morning what changes might be made. The issue has not affected her weight.

Interview conducted on 04/23/2013 at 1:30 PM with resident #8 who stated she does not know what the alternatives are she eats what is in front of her. She finds the food to be good most of the time. If she doesn't like something she just leaves it. She has snacks in her room. The issue of no alternatives has not caused weight loss.

Interview conducted on 04/23/2013 at 1:45 PM with resident #9 who stated she has snacks and things in her room. She will eat if she does not like the meal being served. She is told the only alternative to the meals is peanut butter and jelly. The resident stated she has not lost weight.

Interview conducted on 04/23/2013 at 12:50 PM with resident #10 who stated she has been told that if she didn't like the choice of a meal she could have a peanut butter and jelly sandwich. She liked the meal served today and feels overall the meals are good.

Interview conducted on 04/23/2013 at 2:30 PM with Food Service Manager who stated that it is the policy of the facility to have residents request changes in the morning at breakfast. He does not have a list of alternatives to offer. Peanut butter and jelly sandwiches are usually the only choice. Sometimes he has chicken nuggets to offer.

The menu was reviewed on 04/23/2013 at 2:40 PM. The registered dietitian does have a variety of foods on the planned menu. Review of the Substitutions list for the past year revealed that there are very few substitutions to the planned meal. Substitutions are of equal nutritive value to what was on the menu.

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Interview conducted by telephone on 04/23/2013 with the Administrator who stated she recently met at length with the registered dietitian to revamp their menu based on the requests from the residents. The dietitian completed the new menu on 4/11/2013. A copy was provided to the surveyor. The administrator and the owner have been discussing the issue of alternatives at the lunch and dinner meals. They will call the dietitian and discuss with her appropriate alternatives that they can offer in addition to the peanut butter and jelly sandwiches.

Class III



RICK SCOTT
GOVERNOR

ELIZABETH DUDEK
SECRETARY

, 2013

Administrator
Gracious Age
1401 Magnolia Avenue
Sanford, FL 32771

Dear Administrator:

Re: CCR #2013003949

This letter reports the findings of a state licensure survey that was conducted on . 2013 by representative(s) of this office.

Attached is the provider's copy of the State (5000-3547) Form, which indicates the deficiencies that were identified on the day of the visit. Section 408.811(4), Florida Statutes, requires that you correct these deficiencies within thirty days of the date of this letter unless the Agency has approved another timeframe. Staff from this office will conduct a review after . 2013, to verify that the necessary corrections are in place to correct the deficiencies identified on your survey.

The Quality Assurance Questionnaire has long been employed to obtain your feedback following survey activity. This form has been placed on the Agency's website at <http://ahca.myflorida.com/Publications/Forms.shtml> as a first step in providing a web-based interactive consumer satisfaction survey system. You may access the questionnaire through the link under Health Facilities and Providers on this page. Your feedback is encouraged and valued, as our goal is to ensure the professional and consistent application of the survey process.

Thank you for the assistance provided to the surveyor(s). Should you have any questions please call Lorraine Henry at

Sincerely,

Theresa DeCanio, RN
Field Office Manager

LH/be
Enclosure

