Agency for Health Care Administration

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	AL11963757	A. BUILDING: _____ B. WING _____	

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
VICTORIA VILLA	5151 S.W. 61 AVENUE DAVIE, FL 33314

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A 000	Initial Comments An Assisted Living Facility complaint survey CCR#2013006457, was conducted on _____. Victoria Villa ALF, had deficiencies found at the time of the visit.	A 000		
A 092 SS=D	58A-5.020(1) FAC Food Service - General Responsibilities Food Service Standards. (1) GENERAL RESPONSIBILITIES. When food service is provided by the facility, the administrator or a person designated in writing by the administrator shall: (a) Be responsible for total food services and the day to day supervision of food services staff. (b) Perform his/her duties in a safe and sanitary manner. (c) Provide regular meals which meet the nutritional needs of residents, and therapeutic diets as ordered by the resident ' s health care provider for resident ' s who require special diets. (d) Maintain the in-service and continuing education requirements specified in Rule 58A-5.0191, F.A.C. This Statute or Rule is not met as evidenced by: Based on observation, interview and record review, the facility failed to ensure a clean and sanitary kitchen environment and failed to ensure the distribution of food was done in a sanitary manner to prevent potential contamination. The findings include: On _____ at 9:35 a.m. an initial preliminary kitchen tour was conducted. The kitchen is	A 092		

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accessed via walking through a staff kitchen lounge and proceeding through a Dutch style half door down a step into the kitchen. Prior to entering the kitchen a request was made to the Kitchen Assistant #1 for a hair net. Kitchen assistant #1 was observed to not be wearing a hair net. Kitchen Assistant #1 stated she is not sure where the hair nets are kept and proceeded to ask the Assistant Administrator who stated she knows they are here somewhere but also was not able to locate where they may be kept. In lieu of a hair net a clear purple plastic shower cap was provided to this surveyor. Upon entering through the half door to the kitchen the wall next to the opening apparatus was noted to be caked in a black substance. Kitchen Assistant #1 was observed to be finishing up cleaning the breakfast dishes and wiping down the stainless steel counter tops and wiping the crumbs from the counter to the floor. The kitchen floor was observed to have numerous crumbs on it. Kitchen Assistant #1 was not observed to sweep up the kitchen floor. Further observations during the preliminary initial kitchen tour include the following:

1a) The gas stove was observed to have a caked black goo substance around the elements.

b) The griddle next to the stove was observed to have dried egg bits and dried food drips down the side of the griddle. This was brought to the attention of Kitchen Assistant #1. (The menu for the day was reviewed revealing residents were served hot oatmeal and french toast for breakfast.)

c) The toaster sitting on the counter was observed to have an oily residue on the entire toaster with crumbs embedded in the residue.

d) The can opener attached to the counter was noted to be excessively rusty with an oily residue on it.

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e) Two blender bases on the counter were observed to have an oily residue on them with crumbs embedded in the residue.
f) Metal trays stored under the counter against the wall were observed to have crumbs in them.
g) A yellowish discolored cardboard container of Clabber Girl baking soda on a shelf above the counter was dated [illegible]. Additionally, clear containers of spices stored on the shelf were observed to have an oily residue on them.
h) The chest freezer lid was opened to reveal crumbs in the bottom of the freezer and drips of a yellow substance on the upper shelf.
i) The side by side refrigerator next to the chest freezer was opened to reveal the rubber gasket on the bottom of the fridge side door was partially disintegrated with an orangey black substance across the bottom and an excessively rusted bottom hinge. Inside the fridge revealed undated mustard and ketchup bottles with gooey drips around the tops. Opening up the vegetable bin revealed a Styrofoam container of green beans which were shriveled in appearance and had a fuzzy white substance on a few of the beans. An interview with Kitchen Assistant #2 at this time revealed the green beans were for the birds at the facility. Kitchen Assistant #2 confirmed that this refrigerator was used for resident food and bird food. Opening up the freezer side of the fridge revealed 11 small bowls of ice cream uncovered and open to the air. Kitchen Assistant #2 stated the ice cream was from last night's dinner.
j) Observation of the walk in freezer revealed crumbs on the floor and this surveyor's shoes were sticking to the floor. Observation of the walk in refrigerator revealed the walls and door had black colored stains on them. The floor was observed to have crumbs on it. On the top shelf observation was made of 3 semi opaque

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containers, one with white contents, one with green contents and one with tan colored contents. The containers were not dated. An interview with Kitchen Assistant #1 at 9:45 on , revealed the containers were the puree lunch meals for the 8 residents that ate puree meals, she stated she prepared last evening for today's lunch meal. Kitchen Assistant #1 stated the meal consisted of chicken, mashed potatoes, carrots and broccoli. Review of the menu for the lunch meal on , documented beans and hot dog casserole and home fries.

k) A black double shelf serving cart was observed to have crumbs embedded in the handle grips. The top of the cart was observed to be soiled with drips.

l) Kitchen Assistant #2 was observed to be taking clean dishes out of the dishwasher with her bare hands and placing them on the dirty serving cart as described in letter k.

m) The shelf next to the side by side refrigerator had a plastic tub of peanut butter dated with peanut butter smeared on the outside of the tub around the lid.

n) The fire extinguisher attached to the wall leading into the dry storage pantry was observed to be covered in white dust.

o) Cans stored on metal shelves in the dry pantry were observed to have crumbs on the lids.

p) The metal shelves storing the canned goods were observed to be excessively rusty with yellowed and pealing masking tape identifying food items that did not coincide with what was stored there.

q) Observation of the food cans revealed a dented 7 pound can of vanilla pudding; a 6 pound can of pineapple chunks was dented; a 5.43 pound of instant potatoes was dented. A 6 pound can of sliced beats had a written date of another 6 pound can of sliced beets had a written

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date of [redacted] and a 6 pound can of dark red kidney beans had a written date of [redacted] It was not determined if the date was when the cans were delivered or if that was an expiry date as there was no imprinted expiry date on the cans.
r) Inside a cardboard box an original opened bag of egg noodles was observed to be wrapped in cellophane wrap and not in a sealed container.
s) At 10:00 a.m. Kitchen Assistant #1 was observed using a rag to clean off the griddle, flicking crumbs onto the floor.
t) Upon completing the preliminary initial kitchen tour at 10:05 a.m. Kitchen Assistant #2 was observed in the staff kitchen area wheeling in a small black cart enclosed on all sides with a plug resting on the top. An interview was conducted with Kitchen Assistant #2 at this time, stated this is a heating cart that they use to bring meals to residents in the other building of the facility which is plugged in to keep the food warm. Kitchen Assistant #2 was asked to open up the cart door which revealed it was full of dirty dishes and a jug of juice. The inside of the cart was observed to have clear sticky looking drips down the interior sides and inside the door.

On [redacted] at 10:15 a.m. a facility tour was conducted of the main building and adjacent building with the Assistant Administrator.

On [redacted] at 11:00 a.m., additional kitchen observations were made. Kitchen Assistants #1 and #2 were observed to be wearing hair nets at this time. Observations were made to reveal the following:
2a) At 11:00 a.m. Kitchen Assistant #1 was observed preparing the lunch meal. She was observed to be cutting up potatoes with her bare hands, placing them on a large metal tray,

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A 092	Continued From page 5 smoothing them out over the tray with her bare hands and then covered them with wax paper and placed them in the walk in fridge. b) At 11:05 a.m. Kitchen Assistant #2 was observed to be lining up coffee cups on the dirty tray referenced above. She was observed to be handling the cups with her bare hands and picking them up with her fingers inside and outside the cups. She was observed to be picking up cutlery with her bare hands touching the eating ends of the forks, spoons and knives. c) At 11:25 a.m. Kitchen Assistant #1 was observed to be cleaning the counter with a rag and wiping the crumbs from the counter to the floor with some crumbs landing in the trays beneath the counter. The crumbs observed on the floor under the bottom shelf of the counter and in the trays observed on the initial kitchen tour were still there indicating a clean up was not performed after the breakfast meal. An interview was conducted with Kitchen Assistant #1 at this time who stated they sweep and mop before and after lunch and dinner. d) At 11:27 a.m. Kitchen Assistant #1 was observed to retrieve dinner plates stacked on the shelf above the center counter which were out in the open and not covered. She was observed to lay out the dinner plates on the center counter with her bare hands touching the center of the plates as she arranged them in single order. Crumbs were observed to be on the counter where the clean dishes were being placed. Kitchen Assistant #1 stated at this time this is how they prepare for meals. She further stated, the residents that have a puree diet are served in a divided dish and she proceeded to pick one up from the upper shelf of the center counter with her bare hands touching the inside rim of the plate. Observation looking up at the ceiling above the rows of uncovered plates revealed 2 white	A 092		

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ceiling air vents above the counter, one at each end of the counter, which were covered in a black sooty looking substance.
e) At 12:15 p.m. observation was made of the dining . . . . . Tomato soup was being served to the residents by facility staff who were not wearing gloves and who were picking up and touching the rim of the bowls with their bare hands.
f) At 12:20 p.m. Dining Aides were observed to place dirty soup bowls and cutlery on the cart that brought the soup to the dining . . . . . .
g) At 12:25 p.m. observation was made of Kitchen Assistant #1 and #2 in the kitchen plating wieners and beans and hash brown potatoes. They were not wearing gloves. Additionally, Kitchen Assistant #2 was observed to lean over full plates of food to put food on plates that were out of close reach. The plates of food were not covered and were not on a surface to keep them warm. After the 38 plates were filled, Kitchen Assistant #2 was observed to put the plates of food on the same cart that was used to bring the dirty dishes back from the dining . . . . . The cart was not washed in between uses and still had crumbs embedded in the handle grips. The lunch meal was brought out to the residents in the dining . . . . . 12:33 p.m., 8 minutes after the first plate was filled.
h) At 12:33 p.m. Kitchen Assistant #2 was observed to take the cart with the plates of uncovered food up one step into the staff kitchen lounge, through the staff kitchen lounge into the main foyer which housed 3 large bird cages, through the large activity . . . . . into the dining . . . . . .
i) At 12:30 p.m. Kitchen Assistant #1 was observed to be heating up the puree chicken, mashed potatoes, carrots and broccoli all together in a large saucepan. The puree meals

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A 092	Continued From page 7 were plated at 12:35 p.m. and brought to the residents who were seated in the dining [redacted] next to residents who were served wieners and beans and hash brown potatoes. j) At 12:35 p.m. an interview was conducted with Kitchen Assistant #1 inquiring what the temperatures were of the tomato soup, wieners and beans, hash browns, and puree food before it left the kitchen. Kitchen Assistant #1 stated, she did not check the temperature of the food before it was served. Kitchen Assistant #1 was asked about portion sizes and was unable to provide a response. During the 12:25 p.m. observation of Kitchen Assistants #1 and #2 plating the food, Kitchen Assistant #1 was overheard to say to Kitchen Assistant #2 "watch how much you put on the plate, we don't want to run out." k) At 12:40 p.m. observation was made of the lunch meals for the residents in the adjacent building being delivered in the small black food cart. The cart was observed to have the same clear sticky looking drips down the interior sides and inside the door. l) At 1:00 p.m. observation was made of Kitchen Assistant #2 bringing the dirty dishes from the dining [redacted] to the kitchen on the cart that brought in the lunch meal. The dishes were loaded into the dishwasher and the cart placed to the back of the kitchen against the walk in freezer. The cart was not observed to be washed after use. After the lunch meal observation was conducted, an additional kitchen tour was conducted with the Assistant Administrator at 1:10 p.m. She was apprised of the previous observations and subsequent observations were made to reveal the following: 3a) At 1:10 p.m. Kitchen Assistant #2 was observed to bring the small black food cart into	A 092		

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the staff kitchen lounge and leave it there. The Assistant Administrator was asked to open it up to reveal a jug of juice. The clear sticky looking drips were brought to her attention and she stated that it was from the dirty lunch dishes. The Assistant Administrator was advised the clear sticky looking drips inside the cart were observed after the breakfast meal. At this time Kitchen Assistant #2 was walking by and the Assistant Administrator instructed her to clean the inside of the cart before using it again.

b) At 1:12 p. m. above the gas stove was a stainless steel shelf with a saucepan with a ladle handle sticking up out of the pot. The Assistant Administrator was asked to show it's contents to reveal a quarter full pot of a yellow liquid with black flecks floating on top. Kitchen Assistant #1 was asked what the pot contained and she said it is clarified butter that she used to make the french toast this morning.

c) Observation of the range vent hood revealed the inside to have a black oily residue. Two lights observed in the vent hood were covered in a black oily residue.

d) The griddle was observed to still be greasy with crumbs on top. The grease trap on the left upper corner was noted to have a brownish colored greasy looking substance oozing up and out of the hole. An inquiry was made to Kitchen Assistant #1 at 1:15 p.m. how and how often the grease trap is cleaned and she responded by saying she honestly does not know. Observation was made of an open area under the griddle which revealed chunks of what looked like charred material with a tarry black looking liquid substance pooling on the left side of the open area. Kitchen Assistant #1 stated, she was not sure what that opening was for.

e) Three boxes of dish wash chemicals were observed sitting on the floor under the sink and

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the boxes were covered in a black dusty residue.
f) The sink rack by the 3 compartment sink was rusty and black in appearance.
g) A sack of avocados were observed sitting next to the hand sink with rags overlapping the sack.
h) A hall leading to the dry pantry storage [redacted] and open to the kitchen had a shelving unit with doors made of a lattice material. The slats of the lattice were observed to be caked in dust. The door tracks were observed to have crumbs in them. The Assistant Administrator stated this is where they store their emergency food supply.
i) An outside door at the end of the hall was observed to have sunlight shining through the upper right corner of the door providing an access for bugs to enter. This was pointed out to the Assistant Administrator who proceeded to open the door stating there is a screen door behind the door. The screen door was observed to not fit the opening of the door and did not go all the way to the top of the door jam.
j) In the dry storage pantry [redacted] door leading to the outside was observed to have sunlight shining through the upper right corner of the door providing an access for bugs to enter. The Assistant Administrator stated, this door does not have a screen.
k) Plastic bins of flour were observed to have flour spilled on the outside of the lids.
l) Boxes on the top of a wooden shelf were observed to be touching the panels of the drop ceiling. The Assistant Administrator was not sure what was in the boxes and stated the boxes should not be touching the ceiling.
m) Observation of the dropped panel ceiling revealed 3 areas of large yellow and black colored round stains that looked like leak stains.
n) The shelves of the wooden shelf were coated in what looked like a spilled yellow substance with

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a grayish dust on top.
o) A box of tomato juice with a box of cantaloupes sitting on top was observed stored on the floor. The Assistant Administrator stated, you can't store food on the floor.
p) Under the wooden shelf a large dusty box was observed to have a large greasy stain seeping through the cardboard. The Assistant Administrator stated, it looked like oil and pulled the box out to reveal it was labeled frying shortening oil. The box was not dated the day it was opened. The Assistant Administrator stated, oil can go rancid.
q) Further observation was made of elbow noodles and shell pasta opened bags in their original packaging and covered in cellophane wrap. The Assistant Administrator stated, the opened pasta should be stored in a sealed container.
r) An air conditioning unit next to the metal shelving unit in the pantry had a small white ledge which was covered in a black sooty looking dust.
s) The floor behind the chest freezer was observed to be covered in dust and crumbs.
t) The floor next to the dishwasher in the corner was observed to have black stains and visible dust.
u) Floor tiles in front of the walk in refrigerator were observed to be cracked with the cracks in the tile black in color.
v) Nearing the end of the kitchen tour Kitchen Assistant #2 was observed to be removing clean dishes from the dish washer and stacking them on the dirty cart. This was brought to the attention of the Assistant Administrator, who asked Kitchen Assistant #2 if those dishes were clean and when the Kitchen Assistant stated "yes" the Assistant Administrator stated you must wear gloves when handling clean dishes, pointing to a box of gloves stored above the sink. The Assistant

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A 092	Continued From page 11 Administrator was reminded the cart that the clean dishes were being stored on was dirty and after observing the crumbs embedded in the handle grip stated to Kitchen Assistant #2 the cart needs to be cleaned. w) The Assistant Administrator was asked during the kitchen tour why the residents who require a puree diet are not served the same food on the menu as the general population of residents. The Assistant Administrator was not aware the puree meals were not the same and was advised the puree lunch today consisted of chicken, mashed potatoes, carrots and broccoli. She stated she will look into it. x) The freezer side of the side by side refrigerator in the staff kitchen lounge had a [redacted] fly in the lower freezer bin. The kitchen tour with the Assistant Administrator concluded at 2:00 p.m. During the exit conference with the Administrator and Assistant Administrator on [redacted] at 2:30 p.m., the Administrator stated she has been apprised of the findings in the kitchen from the Assistant Administrator. The Administrator was asked how often she goes into the kitchen and she stated she "goes in the kitchen all the time." Class III	A 092		

AHCA
FLORIDA AGENCY FOR HEALTH CARE ADMINISTRATION

RICK SCOTT
GOVERNOR

ELIZABETH DUDEK
SECRETARY

, 2013

Administrator
Victoria Villa
5151 S.W. 61 Avenue
Davie, FL 33314

Dear Administrator:

Re: CCR #2013006457

This letter reports the findings of a complaint survey that was conducted on , 2013 by a representative from this office. Attached is the provider's copy of the State (3020) 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 (30) 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 representative. Should you have any questions please call this office at (561) 381-5840.

Sincerely,

Arlene Mayo-Davis
Field Office Manager

AMD/dso
Enclosure
XG90

Headquarters
2727 Mahan Drive
Tallahassee, FL 32308
http://ahca.myflorida.com

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Phone (561) 381-5840; Fax (561) 496-5924