STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER IDENTIFICATION NUMBER:	(X3) DATE SURVEY COMPLETED
	AL11942878	10/08/2013
NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE	
Palms Of Fort Myers	2674 Winkler Avenue Fort Myers, FL 33901	
SUMMARY STATEMENT OF DEFICIENCIES (FINDINGS PRECEDED BY TAG AND REGULATORY IDENTIFYING INFORMATION)		

List of Tags Cited:
St - A - 0092 - 58a-5.020(1) Fac - Food Service - General Responsibilities S-S= D
St - A - 0093 - 58a-5.020(2) Fac - Food Service - Dietary Standards S-S= D

Specific Tag Findings:
These are the results of an unannounced Complaint Survey, CCR# 2013008882 was conducted on through at Palms of Fort Myers, an Assisted Living Facility (ALF) located in Fort Myers, Florida.

The complaint contained 4 allegations. One of the allegations was confirmed with citation. Also, there was an unrelated citation issued to the facility as a result of the investigation.

The following is a description of non-compliance:

0092-Food Service - General Responsibilities 58A-5.020(1) FAC
Based on observations and staff interview, the facility failed to assure foods were stored and served under sanitary conditions. Failure to follow proper sanitation practices places residents, who are receiving oral diets, at risk of contracting food borne illness.

The findings include:

Observation made on during the lunch time tray line meal observation at 11:46 a.m. Staff B was observed to be using the same rubber gloved hands to pick up onion rolls after touching the tongs for the sliced beef. Observation made at 11:47 a.m., the same staff member was observed using a pair of metal tongs placing 3 onion rings on a plate. The staff member then proceeded to grab a dinner roll with the same gloved hands at 11:49 a.m., cut roll in half and placed the roll on the resident's plate that was served to a resident. Observation made at 11:49 a.m., Staff B was observed at 11:51 a.m. wiping crumbs with same gloved hands and then proceeded to grab 2 onion rolls with same gloved hands, placed 2 onion rings on each plate using metal tongs and at 11:53 a.m. and proceeded to grab 2 more onion rolls with the same gloved hands.

Observation made on at 11:37 a.m., Staff F grabbed 2 slices of bread with same gloved hands after touching the serving utensils without changing gloves. Observation made at 11:40 a.m., the same staff member was observed touching a scoop and spatula. At 11:41 a.m., Staff F grabbed 2 slices of cheese from the cooler adjacent to the steam table with the same gloved hands to make a grilled cheese for a resident. The staff member did not change gloves when placing the 2 slices of cheese between the two slices of bread. The same staff member was observed tapping the outside of hot plate using her fingers with the same gloved hands. The staff member then proceeded to touch the grilled cheese with fingers to see if it was done on one side.

Observation made on at 11:30 a.m. and again on at 12:00 p.m. on the 5th Floor Assisted Dining the reach in refrigerator there was an open lemon meringue pie that was not dated as when opened. Also there was a large of American cheese that was opened and not dated. There was a large plastic container of peaches that were not labeled or dated. There was a banana cream pie that was not labeled or dated. There were 2 large containers of raisins and brown sugar that were not dated as when opened.

Class III

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(FINDINGS PRECEDED BY TAG AND REGULATORY IDENTIFYING INFORMATION)

0093-Food Service - Dietary Standards 58A-5.020(2) FAC
Based on observations, review of the facility's current menu and staff interview, the facility failed to ensure that menus to be served shall be dated and planned at least one week in advance for both regular and therapeutic diets. Furthermore, it was determined that the facility failed to ensure that menus were followed.

The findings include:

Observation made on [redacted] at 11:15 a.m., the current menus posted on the 5th were not the ones that are currently being used for the lunch observation on [redacted] The menus that were posted in the dining [redacted] a Five Star Spring/Summer 2013 4 week menu. The residents were being served from the Palms of Ft. Myers Week 3 menu which included choices of the following items: cream of broccoli soup, vegetable lassagna, beef and chedder on onion roll, grean beans, french fries, bananna cake fruit.

Observation made on [redacted] at 12:03 p.m. The menu stated banana cake. The residents on the 5th floor was served instead of bananna cake, whipped cream, vanilla ice cream with chocolate syrup.

Review of the Top of the Palms Tuesday, [redacted] meal selections included the following choice: soup of the day; house salad or salad special; baked salmon; chicken ranch casserole; strawberry mousse; mixed vegetable blend; potato salad
Review of The Palms of Ft. Myers portion size menus lists that the residents are to receive a dinner roll.
Observation made on [redacted] during the meal service revealed that the kitchen had not sent up the dinner rolls from the main kitchen. The dinner rolls were brought up by the main kitchen at 12:00 p.m. In addition, the menu indicates that the each resident is to receive a half of cup of potato salad. Observations made revealed that dietary staff was using a #16 scoop in potato salad which is only 2 ounces and not the specified half of cup potato salad.

Observation made on [redacted] during the lunch meal at 11:30 a.m., revealed that no menus were posted on the 5th Floor Assisted Dining [redacted] The current correct menu was posted on [redacted] at 11:53 a.m. after surveyor intervention.

Interview conducted on [redacted] at 2:10 p.m., with Regional Director of Food and Dining the menus that the facility is currently using began on [redacted] They have noticed that the menus were not working in the independent sections of their facility, as well as their Assisted Living sections and were receiving complaints. They are in the process of revamping the menus. There have also been some glitches in the menu program and they are currently trying the address the issues.

Observation made on [redacted] at 12:30 p.m. of the memory [redacted] unit lunch revealed that the residents were brought into the dining area. Staff was observed pouring water and juice for the residents. The food on the steam table includes: salmon, chicken ranch casserole, potato salad, mixed veggies, roll, and strawberry mousse. However, there was no soup. The posted menu stated residents are to be served lentil soup.

During an interview on [redacted] at 12:47 p.m. the dietary staff stated the residents in memory care no longer receive soup due to the residents getting full before finishing their meals.

During an interview conducted on [redacted] at 1:02 p.m. the Memory [redacted] Director stated that soup was stopped due to residents being full after their soup and salads. The residents receive a mighty shake at 10 a.m.

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and 2 p.m. instead of the soup.

Class III

AHCA
FLORIDA AGENCY FOR HEALTH CARE ADMINISTRATION

RICK SCOTT
GOVERNOR

ELIZABETH DUDEK
SECRETARY

. 2013

Administrator
Palms Of Fort Myers
2674 Winkler Avenue
Fort Myers, FL 33901

Re: CCR #2013008882

Dear Administrator:

This letter reports the findings of a Complaint 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. Should you have any questions please call this office at (239) 335-1315.

Sincerely,

Harold D. Williams
Field Office Manager

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Enclosure: State Form

Headquarters
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