

STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER IDENTIFICATION NUMBER: AL11967748	(X3) DATE SURVEY COMPLETED 12/04/2013
NAME OF PROVIDER OR SUPPLIER Windsor Of Venice	STREET ADDRESS, CITY, STATE, ZIP CODE 600 Center Rd Venice, FL 34292	
SUMMARY STATEMENT OF DEFICIENCIES (FINDINGS PRECEDED BY TAG AND REGULATORY IDENTIFYING INFORMATION)		

List of Tags Cited:

St - A - 0030 - 58a-5.0182(6) Fac - 429.28 Fs - Resident Care - Rights & Facility Procedures S-S= D
St - A - 0052 - 58a-5.0185(3) Fac - Medication - Assistance With Self-Admin S-S= D
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# 201301046 which was conducted at Windsor of Venice an Assisted Living Facility (ALF) on

The following is a description of non-compliance:

0030-Resident Care - Rights & Facility Procedures 58A-5.0182(6) FAC; 429.28 FS
Based on observation, record review and interviews, the facility failed to maintain an environment to enhance each resident's dignity by clearing tables before assisting residents at the conclusion of the meal; failed to respond to resident complaints in reference to food services and failed to treat residents with personal dignity and individuality in reference to their food choices.

The findings include:

1. On _____ at 11:40 a.m., during an interview with Resident #6, she stated that her only complaint about the meal time is that staff starts clearing the table and she is left sitting there. The resident stated she is in a wheelchair and needs help to get back to her _____. Resident #6 stated this happens frequently and she will be one of a few residents left waiting to be assisted. The resident stated she has sat there waiting for up to 15 minutes before but that it "Seems like a long time." The resident stated she will ask the staff person clearing the table to take her to her _____. _____ will be told that they "Can't right now" and that staff continue clearing the table. Resident #6 stated, "Residents should come before dirty dishes" and stated this practice makes her feel "Upset."

On _____, during observation of the noon meal, staff was observed clearing tables before assisting all of the residents from the dining.

2. Interview with Residents #2 and #3 on _____ at 9:23 a.m., revealed that the food service in the facility was disorganized. They both stated that sometimes the meals served _____ due to time lapse for preparation to delivery. Both stated that sometimes they got toast that is _____ or too dry. Their favorite meal is breakfast and least favorite dinner. Dinner is usually too small of a meal and service is poor.

3. Resident #5 stated during an interview on _____ at 10:10 a.m., that the food service in the facility is very disorganized and food is _____ at times. Resident #5 said that there are only 2 servers at all times and they call 2-3 Certified Nursing Assistants (CNAs) to help since there is not enough staff to in the dining area. Resident #5 stated that the quality of meat is bad. "You have to chew and chew again and again." Resident #5's favorite meal is breakfast. Lunch is ok but dinner is bad. Resident #5 stated that "Soup de jour" is leftovers from lunch and its very salty. Resident #5 said that few nights ago it was pizza night and everyone was offered only one slice of pizza. No seconds were offered. This resident also said about a week ago they were served for dinner only half a scoop of chicken salad with 2 slices of bread.

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Resident #5 said she no longer participates in the food committee because every time you go to the meeting you tell them what you want to be change but the continuing doing whatever they like.

4. Residents #9 and #10 stated during interview on _____ at 11:40 a.m., that food service is very disorganized. They stated that last Sunday it was only one server and two CNAs responsible for drinks only. They were about 60 residents at the time waiting to be served. They said that some time about a week ago they were served at evening only half a scoop of chicken salad and 2 slices of pita bread, dry not even toasted. They said that they no longer participate in the food committee because they believe that even if they address any issues nothing will ever change. They stated, "They sit there and write everything. Next day everything is the same."

5. Resident #7 stated during interview on _____ at 1:55 p.m., that food service was very disorganized. He said that sometimes he gets his soup but they forget to give him crackers. When he was asked if he asks for seconds he said, "I don't like to complain."

6. Interview with Food Manager on _____ at 11:30 a.m., revealed that the last food committee meeting took place _____. He said that the main issue brought up was the lack of service on a timely manner. He said that mainly residents complained that their food is _____ some times and the service not quick enough. He said that they were working on that issue and that why they had 2 serves plus 3-4 CNAs serving as well at meal times.

7. Record review of the food committee meetings revealed the following: During a meeting that took place on _____ and again during the meeting on _____. Residents addressed the issue of not having enough serves in the dining area and lack of communication and _____ between kitchen and servers. During the meeting that took place on _____ residents also complained about servers overall "Attitude." They also stated that weekends are really bad and two servers are not enough. Resident also stated at the same meeting that they "Felt that the chicken salad and pita bread servings were not adequate and seemed chintzy for the amount they were paying." Also, residents complained of the quality of beef that was served and that there was always only ice cream. Chef advised that there is always second dessert available. Residents stated that they are told there are no other choices. Also, residents requested a tour of the kitchen and chef said he could see if he could arrange. During the meeting on _____ residents asked about sausage patties and why they have been served that only once. Residents still complained that the service provided was disorganized and the servers needed more training. Residents again asked for more servers to be hired and were told that cannot be done due to budget issues. That's why CNAs were assisting as servers as well. Residents again requested to tour the kitchen and again Chef replied that he will schedule a tour. Residents again complained about the quality of meat served. In a meeting on _____ residents again complaint for the disorganized service issue at the dining area, the quality of meat, (roast beef) lack of sausages-patties. Furthermore residents stated that servers don't ask them what they want and if they do by the time they answer they are already gone. Also, they said that in one occasion only one server was in the dining area.

Class III

0052-Medication - Assistance with Self-Admin 58A-5.0185(3) FAC

Based on observations, record review and interviews, the facility failed to identify the medications for 3 (Residents #6, #7, and #11) of 3 residents observed receiving assistance with self-administration of their medications. In addition, the facility failed to assist 2 (Residents #6 and #7) of the 3 residents to self-administer

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the medications in accordance with physician's orders.

The findings include:

1. On [redacted] at 8:35 a.m., Resident #7 was observed being assisted with his medications by Staff A. Staff A was observed removing a bottle of [redacted] taking a plastic spoon to remove the powered medication and placing the medication in a plastic drinking cup. The Pharmacy label directed the resident was to receive one packet of the [redacted] daily. The directions on the back of the container indicated that one Tablespoon equaled one dose of the medication. The surveyor asked Staff A how she knew what dose to pour from the container and she stated she takes a heaping teaspoon and that equaled one packet of the medication (or one dose). The surveyor discussed with Staff A that the back of the container listed one Tablespoon was one dose. Staff A poured the [redacted] that she had removed with the spoon for the resident into a measured medication cup and the amount was only half of the dose the resident was ordered to receive.

Staff A was observed removing Resident #7's medications from the pharmacy packaging, placing the pills into a souffle cup (paper medication cup) and handing them to the resident. Staff A did not identify the medications to the resident as she was removing them from the packaging or when she had given the souffle cup to the resident.

On [redacted] during an interview with Resident #7 at 1:45 p.m., he stated that he does not know what medications he received that morning and that staff never tell him what medications he is taking. Resident #7 stated he just assumes they know what they are doing.

2. On [redacted] at 8:45 a.m., Resident #11 was observed being assisted with her medications. Staff A was observed removing the medications from their containers and placing them in a souffle cup. Staff A, using a plastic spoon, then took one pill at a time from the cup and placed the pill in the resident's hand. Staff A did not identify the medications to the resident.

3. On [redacted] at 8:57 a.m., Resident #6 was observed being assisted with her medications. Staff A was observed taking the medication, Nexum 40 milligrams, from the pharmacy container and placing the medication into a souffle cup. The Pharmacy label indicated the medication was to be given before breakfast. The surveyor asked Staff A if the resident had already eaten breakfast and Staff A confirmed the resident had.

Staff A was observed removing the medications from their containers and placing them in a souffle cup. Staff A placed the souffle cup with the medications on a table next to the resident for her to take. Staff A did not identify the medications that she had placed in the souffle cup to the resident.

On [redacted] at 11:40 a.m., during an interview Resident #6 stated she always takes her medications after breakfast as she does not like to take them on an empty stomach. Resident #6 stated she used to know all of the medications she was on, but was not sure anymore. The resident stated that staff does not tell her what medications she is receiving and that she should probably ask them.

Class III

0092-Food Service - General Responsibilities 58A-5.020(1) FAC

Based on observation and interview, the facility failed to follow safe and sanitary procedure in food preparation.

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The findings include:

On 12/04/2013 at 12:30 p.m., Staff B was observed walking in the kitchen without a hair net. Staff C was observed walking in the kitchen without a hair net on 12/04/2013 at 12:33 p.m. Both staff walked out immediately.

Food Manager stated during interview on 12/04/2013 at 12:35 p.m., that they ran out of hair nets. He placed an order and expected them to come in the next day.

Class III

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

Based on record review and interview, the facility failed to offer variety of foods adapted to resident food habits and preferences and to be served attractively and in palatable temperatures.

The findings include:

1. Interview with Residents #2 and #3 on 12/04/2013 at 9:23 a.m., revealed that the food service in the facility was disorganized. They both stated that sometimes the meals served were dry due to time lapse for preparation to delivery. Both stated that sometimes they got toast that is hard or too dry. Their favorite meal is breakfast and least favorite dinner. Dinner is usually too small of a meal and service is poor.

2. Resident #5 stated during interview on 12/04/2013 at 10:10 a.m., that the food service in the facility is very disorganized and food is served at times. Resident said that there are only 2 servers at all times and they call 2-3 Certified Nursing Assistants (CNAs) to help since there is not enough staff to help in the dining area. This resident stated that the quality of meat is bad. "You have to chew and chew again and again." Resident #5's favorite meal is breakfast. Lunch is ok but dinner is bad. Resident #5 stated that "Soup de jour" is leftovers from lunch and its very salty. Resident #5 said that few nights ago it was pizza night and everyone was offered only one slice of pizza. No seconds were offered. Also said about a week ago they were served for dinner only half a scoop of chicken salad with 2 slices of bread. Resident #5 said she no longer participates in the food committee because every time you go to the meeting you tell them what you want to be change but the continuing doing whatever they like.

3. Residents #9 and #10 stated during interview conducted on 12/04/2013 at 11:40 a.m., that food service is very disorganized. They stated that last Sunday it was only one server and two CNA's responsible for drinks only. They were about 60 residents at the time waiting to be served. They said that some time about a week ago they were served at evening only half a scoop of chicken salad and 2 slices of pita bread, dry not even toasted. They said that they no longer participate in the food committee because they believe that even if they address any issues nothing will ever change. They stated "They sit there and write everything. Next day everything is the same."

4. Resident #7 stated during interview conducted on 12/04/2013 at 1:55 p.m., that food service was very disorganized. He said that sometimes he get his soup but they forget to give him crackers. When he was asked if he asks for seconds he said, "I don't like to complain"

5. Interview with Food Manager on 12/04/2013 at 11:30 a.m., revealed that the last food committee meeting took place 12/03/2013. He said that the main issue brought up was the lack of service on a timely manner. He said that

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mainly residents complained that their food is some times and the service not quick enough. He said that they were working on that issue and that why they had 2 servers plus 3-4 CNAs serving as well at meal times.

6. Record review of the food committee meetings revealed the following: During a meeting that took place on and again during the meeting on Residents addressed the issue of not having enough servers in the dining area and lack of communication and between kitchen and servers. During the meeting that took place on residents also complained about servers overall "Attitude." They also stated that weekends are really bad and two servers are not enough. Resident also stated at the same meeting that they "Felt that the chicken salad and pita bread servings were not adequate and seemed chintzy for the amount they were paying." Also residents complained of the quality of beef that was served and that there was always only ice cream. Chef advised that there is always second dessert available. Residents stated that they are told there are no other choices. Also, residents requested a tour of the kitchen and chef said he could see if he could arrange. During the meeting on residents asked about sausage patties and why they have been served that only once. Residents still complained that the service provided was disorganized and the servers needed more training. Residents again asked for more servers to be hired and were told that cannot be done due to budget issues. That's why CNA's were assisting as servers as well. Residents again requested to tour the kitchen and again, Chef replied that he will schedule a tour. Residents again complained about the quality of meat served. In a meeting on residents again complaint for the disorganized service issue at the dining area, the quality of meat, (roast beef) lack of sausages-patties. Furthermore residents stated that servers don't ask them what they want and if they do by the time they answer they are already gone. Also, they said that in one occasion only one server was in the dining area.

Class III



RICK SCOTT
GOVERNOR

ELIZABETH DUDEK
SECRETARY

, 2013

Administrator
Windsor Of Venice
600 Center Rd
Venice, FL 34292

Re: CCR #2013010466

Dear Administrator:

This letter reports the findings of a complaint survey that was conducted on , 2013 by representatives 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 , 2014 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 surveyors. 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

