

STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER IDENTIFICATION NUMBER: AL11965121	(X3) DATE SURVEY COMPLETED 09/17/2014
NAME OF PROVIDER OR SUPPLIER Homewood Residence At Naples	STREET ADDRESS, CITY, STATE, ZIP CODE 770 Goodlette Road, North Naples, FL 34102	
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

Specific Tag Findings:

An unannounced Complaint Survey, CCR# 2014007057 was conducted on at Homewood Residence of Naples, an Assisted Living Facility (ALF) located in Naples, Florida.

There were 4 Allegations named in the Complaint of which 1 was substantiated with a deficiency.

The following is a description of non-compliance:

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

Based on observation and interview, the facility failed to ensure 6 (Residents #1, #2, #3, #4, #5, and #6) of 6 residents received food served at a palatable temperature and free from contaminated dust particles blowing on the food.

The findings include:

During an interview on at 10:00 a.m. Resident #1 stated, "I hate the food here, I will order a toasted cheese sandwich or hot dog, instead of the meal. They give us fish all the time and the food is never hot. There is something in the kitchen that makes it cool off fast. The waitress told me there is a fan in the kitchen that makes the food Resident #1 stated, "They start making the food at 4 o'clock and we don't get the food until 5 o'clock. I worked in the school system and I know how it is supposed to work. You can't make food an hour ahead of time and expect it to still be hot."

During an interview on at 1:05 p.m. the Dietary Manager said, "Occasionally we run out of things and we have to offer a substitution. I always try to make sure it is of equal nutritional value. If I would run out of green beans, I would substitute with broccoli or Kale. If I run out of tilapia, I might have flounder or shrimp."

During an interview on at 11:40 a.m. the Dietary Manager said, "The way the food line is designed, the blower is above the steam table, pulling air from the outside and hitting the steam table. It is a challenge to keep the food hot. This has been a problem for a long time, ever since I started working here 2 years ago."

During an interview at 11:50 a.m. the Maintenance Director said, "Yes, we are aware there is an issue with the air diverter in the kitchen. We actually had a mechanical contractor here today to fix the problem. There are 5 vents blowing air down on the steam table. We are going to permanently off 4 vents and add air to the bottom which will deflect the air back to the exhaust."

During observation of kitchen steam table on at 10:50 a.m., cool air from the blower was blowing directly on to the steam table.

Temperatures of hot foods being served at the noon meal on at 11:30 a.m. include:

Fried flounder 148 degrees
Sliced processed turkey, 1/2 inch thickness 152 degrees
Bacon 135 degrees
French Fries 138 degrees

Resident #3 requested flounder for her lunch meal at 12:30 p.m., the temperature of the flounder being served

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was 126 degrees on the steam table.

During an interview on _____ at 12:05 p.m. Resident #2 said, "The flounder was _____ it's _____ most of the time. The French fries and greasy and _____."

During an interview with Resident #3 on _____ at 12:45 p.m. she commented, the food is always _____ when she gets it and would like a hot meal once in a while. "This flounder I just got, is _____ not even hot."

During an interview on _____ at 12:07 p.m. Resident #4 said, "The flounder was lukewarm; I couldn't even eat it all. The food is never hot enough."

During an interview on _____ at 12:09 p.m. Resident #5 said, "No, the food is never hot. I eat what I can."

During an interview on _____ at 12:15 p.m. Resident #6's family member said, "The food here is dreadful, I came to eat with my mother and ordered a Turkey, lettuce, tomato sandwich, like a BLT. The bread wasn't even toasted. The turkey is a thick piece of meat with gristle all through it. Couldn't even eat it. I feel sorry for the people who live here. I am going to the Administrator with this sandwich, it is terrible. I'm not paying for it."

A second observation of the steam table on _____ at 2: 20 p.m., revealed a large amount of dust covering the vents on the air blower. Each time the blower would start, dust particles from the vents would _____ onto the food on the steam table. The dietary Manager and the Maintenance Director were made aware that the kitchen could no longer operate until all dust was removed from the vents.

A referral was also made to the Health Department. The Health Department authorized the Maintenance Director to clean the vents and someone would be in to inspect.

The Health Department arrived at 4:35 p.m., inspected the air blower, and re-opened the kitchen.

Class III



RICK SCOTT
GOVERNOR

ELIZABETH DUDEK
SECRETARY

, 2014

Administrator
Homewood Residence At Naples
770 Goodlette Road, North
Naples, FL 34102

CCR# 2014007057

Dear Administrator:

This letter reports the findings of a state licensure survey that was conducted on 2014 by a representative of this office.

Attached is the provider's copy of the State (5000-3547) Form, which indicates the deficiency that was identified on the day of the visit. Section 408.811(4), Florida Statutes, requires that you correct this deficiency 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 to verify that the necessary corrections are in place to correct the deficiency 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

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