RICK SCOTT
GOVERNOR

ELIZABETH DUDEK
SECRETARY

, 2014

Administrator
Grande, Llc (the)
725 Desoto Avenue
Brooksville, FL 34601

RE: CCR #2014010591 & 2014010718

Dear Administrator:

This letter reports the findings of a complaint survey that was conducted on . . . . 19, 2014 by a representative of this office.

Enclosed 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 surveyor. Should you have any questions please call this office at (386) 462-6201.

Sincerely,

Kriste J. Mehnella
Field Office Manager

KJM/amw
Enclosure

Alachua Field Office
14101 N W Hwy 441, Suite 800
Alachua, FL 32615-5669
Phone:(386) 462-6201; Fax:(386) 418-5300
AHCA.MyFlorida.com

STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER IDENTIFICATION NUMBER:	(X3) DATE SURVEY COMPLETED
	AL11967699	11/19/2014
NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE	
Grande, Llc (the)	725 Desoto Avenue Brooksville, FL 34601	
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

Specific Tag Findings:

0000-Initial Comments

An unannounced Complaint Survey CCR #2014010591 and CCR #2014010718 was conducted at The Grande in Brooksville, Florida on , 2014. Licensure deficiencies were identified as a result of the survey. The facility was not in compliance with 58A-5, FAC and Chapter 429, Part I, FS for survey.

0030-Resident Care - Rights & Facility Procedures 58A-5.0182(6) FAC; 429.28 FS
Based on interview, observation, and record review the facility failed to ensure the residents and staff was aware of the process to file a written grievance for 3 of 4 sampled residents, Residents #1, 2, and 4.

Findings:

An interview was conducted on 11 at 1:39 PM with Resident #4, and she stated they had a change in some of the big bosses around here lately. I haven't gotten to know the new people, so I don't feel comfortable complaining to them yet. When this surveyor asked the resident if she would be more comfortable if she could write the complaint down on a form, the Resident stated, yes, but we don't have anything like that here.

An interview was conducted on 11 at 1:46 PM with Resident #2, and he stated I have been here 15 to 16 months. I have voiced several complaints. I would tell my complaints to the people who work here. When this surveyor asked if the resident completed a written Grievance Form, the resident stated I was not even aware there was such a thing.

An interview was conducted on at 1:54 PM with Resident #1 when this surveyor asked the resident if she had completed a grievance form the resident stated she didn't know there were forms for that.

An interview was conducted on at 2:01 PM with Staff A, Resident Care Aide/Medication Technician and she stated I am not aware of a grievance form that I could give to the resident or their family if they had a complaint.

An interview was conducted on at 2:12 with Staff B, Resident Care Aide and she stated there is no paper we can complete and turn in that I know of for residents' complaints.

An interview was conducted on at 2:19 PM with the Interim Administrator and she stated I am unable to locate the grievances. I don't know if there are any grievances or not. When this surveyor asked why the staff and residents didn't know there were grievance forms that could be completed, the Interim Administrator stated she didn't know why they didn't know. When this surveyor asked where the forms are located for the residents' use, the Interim Administrator stated they are here in this log. When this surveyor asked how the residents were to have access to the log, the Interim Administrator stated they wouldn't be able to.

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Record review of the Policy and Procedure entitled "Resident's Grievances" showed under #7. Residents may file a written grievance using the Community's form for complaint/grievance and submit it to the Executive Director.

Class III