STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER IDENTIFICATION NUMBER:	(X3) DATE SURVEY COMPLETED
	AL11965970	12/15/2014
NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE	
Shady Oaks Rest Home	**1208 Kennedy Rd Daytona Beach, FL 32117**	
SUMMARY STATEMENT OF DEFICIENCIES (FINDINGS PRECEDED BY TAG AND REGULATORY IDENTIFYING INFORMATION)		

List of Tags Cited:
St - A - 0000 - - Initial Comments
St - A - 0030 - 58a-5.0182(6) Fac; 429.28 Fs - Resident Care - Rights & Facility Procedures
St - A - 0160 - 58a-5.024(1) Fac - Records - Facility

Specific Tag Findings:

0000-Initial Comments
An unannounced licensure complaint survey, CCR #2014010313, was conducted on Shady Oaks Rest Home had deficiencies found at the time of the visit.

0030-Resident Care - Rights & Facility Procedures 58A-5.0182(6) FAC; 429.28 FS
Based on staff and resident interviews the facility failed to provide consideration with due recognition of personal dignity and individuality by not providing an environment for the residents to socialize or have activities in the main living the hours of 9 AM and 9 PM (at a minimum) for 13 of 13 residents reviewed. In addition the facility failed to post the telephone numbers for lodging complaints against a facility or facility staff in full view in a common area accessible to all residents for 13 of 13 residents reviewed.

1). The findings include:

During an interview with the Administrator on at 10:20 AM he stated there is a "lights out" policy for the main common area and the dining area at 7:00 PM. He said residents are asked to go to their resident after the evening medication pass that is typically completed by 7:00 PM.

During interview with Resident #1 on at 10:45 AM he stated he would like to be able to spend time in a common area after 7:00 PM. He stated he is in a semi-private I would prefer to visit with other residents or watch the larger screen TV in the main common area. He said "7:00 PM is too early to go to our

During an interview with Resident #2 on he stated he does not like the early closing of the main living the evening. He said he would really like to be with other residents or watch the larger screen TV in the living He said he " wishes the common area could be open later than 7:00 PM."

During an interview with Resident #4 on at approximately 11:15 AM he stated he would like to stay up later in the evening and his too small. He said "it would fun to be up together with the others and not have to go to our I hope we can do that."

During an interview with Resident #7 she stated "if the living open later (she) would come out more" and she "would like to watch movies together at night instead of going to our

2) The Findings Include:

During a tour of the facility on at 11:30 AM there was no posters found providing phone numbers for the Florida Hotline, the Agency for Health Care Administration or the Ombudsman's office.

During an interview with the Administrator at 11:45 AM agreed there were no phone numbers posted for the Florida Hotline, the Agency for Health Care Administration or for the Ombudsman's office posted in the facility.

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SUMMARY STATEMENT OF DEFICIENCIES
(FINDINGS PRECEDED BY TAG AND REGULATORY IDENTIFYING INFORMATION)

During a conversation with the manager on ... at 11:50 AM he stated he would go online and print out the posters that were needed.

Class III

0160-Records - Facility 58A-5.024(1) FAC
Based on observation and staff interview the facility failed to have a written procedure for receiving and responding to resident complaints or for residents to recommend changes to facility policy and procedures for 13 of 13 residents reviewed.

The findings include:

The Administrator was unable to provide a policy for receiving and responding to resident complaints or for residents to recommend changes to facility policies and procedures.

During an interview with the Administrator on ... at 1:50 PM he stated he will need to develop a policy for responding to resident complaints. He said he is unable to locate a policy at this time. He stated the facility does not maintain a grievance or complaint log because he has not received any complaints from residents in the past several years.

Class III

RICK SCOTT
GOVERNOR

ELIZABETH DUDEK
SECRETARY

, 2015

Administrator
Shady Oaks Rest Home
1208 Kennedy Road
Daytona Beach, FL 32117

RE: CCR #2014010313

Dear Administrator:

This letter reports the findings of a state licensure complaint 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 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 **02/06/2015** 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 .

Sincerely,

Jana Meyering

Jana Meyering, QIDP
Health Facility Evaluator Supervisor
Division of Health Quality Assurance

JS/JM/sm
Enclosure

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