STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X3) DATE SURVEY COMPLETED
	AL11910644	03/22/2017
NAME OF PROVIDER OR SUPPLIER **APOLLO GARDENS RETIREMENT RESIDENCE**	STREET ADDRESS, CITY, STATE, ZIP CODE **2718 JOHNSON STREET HOLLYWOOD, FL 33020**	

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

0000 - Initial Comments

An unannounced complaint survey for CCR# 2016014598 was conducted at Apollo Gardens Reirement, an Assisted Living Facility (license #7341) in Hollywood, Florida. The facility had deficiencies identified at the time of the survey.

0026 - Resident Care - Social & Leisure Activities - 58A-5.0182(2) FAC

Based on observation and interview, the facility failed to consult with residents in selecting, planning and scheduling activities, and failed to provide a diversified individual and group activities adapted to resident needs, abilities and preferences 6 days a week for 48 out of 48 residents (Resident #1-#48)

This is evidenced by:

Observation of residents upon entrance to the facility on at 8:45 am, found 2 residents sitting in front of the building smoking and at least 15 residents were sitting in the courtyard some speaking to each other but mostly sitting in silence. Resident #2 was sitting in a wheelchair on the deck just outside the dining . Resident #9 was noted in a wheelchair in the courtyard area. There was no direct staff or other resident interaction with him. There were 4 residents, including Resident #1, in the activities .

On at 10:00 am found at least 20 residents sitting in the courtyard area, mostly sitting in silence. A few residents were conversing among themselves, 2 -3 were noted to be watching television on the back deck, but there were no individual or staff lead activities taking place, there was no music playing. There were four residents in the activity , intermittently monitored by staff. At: 11:40 am, several resident were waiting on lunch to start in the area outside the dining . No activities were taking place.

Observation on at 1:15 pm after lunch, there were no activities noted taking place in the activities in the courtyard where the residents were placed by staff after lunch. Observation again at 2:20 pm, there were no activities taking place in the activity anywhere in the facility and Resident #1 was taken to her care and a nap, Resident #2 remained in his wheelchair just outside the dining and Resident #9 remained in the courtyard.

Review of the facility's activities calendar posted in the activity a large calendar on the wall for the month of . Activities scheduled for today include word game and poker. There are no time frames documented on the calendar. Other activities scheduled for the month included bingo, memory game, word game, Yahtzee, and movie. Friendly visits are scheduled for every Saturday and

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Sunday of the month. There is no indication as to the types of movies being offered. There was nothing planned for , the calendar simply said Happy St. Patrick's Day. It is to be noted that activities not be large enough to accommodate the entire population of the facility.

During an interview with Staff B, a direct care aide, she stated that for activities, the residents go to the TV dinner and "do their own thing" and the ones who are not capable of doing activities, the staff will do their nails, feed them and talk to them.

During confidential interview #1 on , who wished to remain anonymous, stated "It would be nice to have something to do other that watch TV. They have some games like poker but there is a group of people (other residents) who are there in charge and they get to say who plays. She/He confirmed that there are no resident council meetings or opportunity to provide input on the activities that are planned stating.

During confidential interview #2 on , who also wished to remain anonymous, said that "Only 5-6 people go to the activities and play bingo and card games but that's not how to have fun." She/He stated they need something different where a lot of people can participate and they need something geared for those who can't do the games. She/He confirmed that there have been no resident council meetings and no one has asked her/his input on the activities that are planned .

During an attempted interview with Resident #1 found she was unable to communicate and would not be able to participate in the activities scheduled. Resident #2 would not be able to participate in the activities scheduled. Resident #9 did not respond appropriately to the questions asked and also would not be able to participate in the activities scheduled.

During an interview on at 2:30 pm, Staff A stated that activities take place after lunch in the activities . She stated that they have "an activities person that usually does it but he is out shopping today." She confirmed that word games, poker and bingo are the activities that take place and there were no staff leading the activities at this time. When asked what was being done with the residents that were in the courtyard all day, no information was given. She confirmed that there have been no recent meetings with the residents gathering input on planned activities.

Class III

0030 - Resident Care - Rights & Facility Procedures - 58A-5.0182(6) FAC; 429.28(1-2) FS

Based on interview and record review, the facility failed to demonstrate that a grievance policy is in place

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for responding to recommended changes to facility policy and procedures and to provide an environment where residents felt comfortable reporting grievances to staff without fear of retaliation , for 3 of 3 resident reviewed. The facility also failed to ensure residents were free of physical for 1 of 3 resident reviewed.

This is evidenced by:

1. During an interview on at 9:35 am with Staff A and the Administrator by phone the following was revealed. The facility does not keep a written log of grievances and the residents come to the desk and tell them and they take care of it. Staff A confirmed that the residents don't use the suggestion box, they come to the desk and tell the staff. The facility does not have any documentation or evidence of receipt or resolution of any grievances. The residents will tell her what the problem is and she will leave it on a sticky note for the Administrator who will take care of it. Staff A later presented a binder which she said was the grievance log, the information in the binder contained information dated between 2011 and 2015.

During an interview on , Resident #11 who wished to remain anonymous said that she/he did not know the procedure to file a grievance at the facility, and stated that she/he would rather not say anything to cause trouble. Interviews with Residents #3 and Resident #4 both wished to remain aninymous and confirm they did not know the process of filing a grievance with the facility and would not do so because they did not want to cause trouble or get kicked out. It is to be noted each resident was interviewed separately and in private.

During a follow-up interview with Staff A at 2:00 pm, she confirms that the facility has no documentation of resident council or other informal meetings, logs of resident complaints or grievances.

2. During an initial tour of the facility with Staff A on at 9:00 am, Resident #1 was observed in the activities a Geri-chair with a tray table across the front on the chair which blocks the resident from freely moving her arms and legs. Record review for resident #1 revealed that she was admitted to the facility on with diagnosis to include . Resident #1 was admitted to a local hospice service on . Attempts at interview the resident failed.

Further observations throughout the survey on at 12:45, Resident #1 remained in the activity no facility staff in the area. She was noted to be grunting and banging/pushing on the tray table in front of her until staff walked in the her lunch tray and began assisting her .

During an interview on at 2:15 pm with Staff C, CNA assigned to care for Resident #1, she

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confirms that Resident #1 was left in the chair with the tray table in front of her since this morning. She says they normally provide incontinence care to the residents in the morning around breakfast and after lunch. There was no information offered as to why the tray remained in place when meals are not being served.

During an interview on at 2:20 pm with Staff A, LPN, she was made aware of the findings and said that Resident #1 usually has a hospice staff with her but she called out today. She says that the staff are supposed to remove the tray and let her move around and she will instruct the staff.

Class III

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

Based on observation, interview and record review, the facility failed to substitute menu items with an items of comparable nutritional value and maintain a substitution log as required. The facility failed to ensure the residents nutritional needs were met by offering a variety of meals adapted to the residents preferences.

The findings include:

Observation of lunch service on at 12:10 am, the residents were served fish sticks, green beans, apple sauce, 1/2 slice of bread with butter. Residents #6, #7, #8, and #10 were observed to eating cereal with milk instead of the fish sticks. All four residents confirm that they were not offered an alternate meat or protein source by the staff.

During an interview with on at 12:15 pm with the cook, he says there were meats available in the freezer, which was observed. When asked why there was no alternate meat offered, cooked or ready for those residents who do not want fish sticks, he said "They like the cereal." Due to a language barrier, Staff A was asked for assistance with translating and again the cook was asked why an alternate protein source was not offered to the residents by the staff but no further information was given repeating "They like the cereal."

A follow-up inquiry with the Residents with Staff A present, Residents #7 and Resident #8 said they were to fish in which Staff A said she did not know and needed to document that information. Residents #6 and #10 said they did not like the fish sticks. Residents #6, #7, #8, #10 were then offered chicken patties by Staff A. Two of the residents accepted and one declined saying that she already ate the cereal but she would not mind the chicken patty next time.

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A copy of an alternate menu of meals that a resident could request if they did not like or want what was being served, and also the substitution log documenting changes to the scheduled menu was requested. Review of the form presented was titled, Alternate/Substitution Menu dated and stated: The following food items will be substituted by the facility as the main entree' and soup for variation. Under the lunch section, the only alternate/ substitute was (1 cup) Ravioli with 3 oz Beef.

Upon further inspection, the posted menu for the week was titled Menu which is slightly different from the Regular Diet menu. The selection for on the Menu was originally: 8 oz Chicken Soup, 3 oz Beef slices on 1 , 1 cup tossed salad (no tomato) 1 T Vinegar Oil, 1/2 cup apple sauce, 8 oz beverage / water. Chicken soup, beef slices and , and salad were crossed out and fish sticks, potato chips, and green beans were written in. There was no replacement noted for the soup. The residents were served. Green beans, Apple sauce, fish sticks, 1/2 slice of bread with butter and beverage of choice. There was no soup or potatoes served.

During a confidential resident interview on , confirmed that there are no resident council meetings or opportunity to provide input on the food that is served "Just like activities, it's the same thing over and over." She/He stated that today was the first time they had apple sauce, usually the just have 2 slices of canned peaches for dessert. She/he stated, you can tell what day it is by what's being served and they never offer another meal if you don't like what they serve, you just eat cereal, but nobody is going to complain because a lot of people will have nowhere to go if they get kicked out.

During an interview on with Resident #3 who also wished to remain anonymous, said that there is no variety with the food. She/he stated that they have oatmeal every morning. There is no bacon in the morning and she/he would like to have that once in a while. She/He confirmed that there have been no resident council meetings and no one has asked her/his input on the menu. We just eat what's served.

During an interview with Staff A on at 12:30, the findings were reviewed and she confirmed the residents were not offered another protein during the meal service, no soup or potato chips were served, and there is no substitution log for the past 6 months. She stated that according to the Administrator, they document the substitutions on the posted menu by crossing out what is scheduled and writing in what is being served such as what was posted for today, but could not produce the last six months. Staff A stated, I see this is something we need to work on.

Class III