

STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: AL11968545	(X3) DATE SURVEY COMPLETED 05/31/2017
NAME OF PROVIDER OR SUPPLIER DISCOVERY VILLAGE AT THE FORUM LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 2619 FORUM BLVD FORT MYERS, FL 33905	

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

0000 - Initial Comments

An unannounced complaint survey for CCR# 2017005369 was conducted on at Discovery Village at the Forum, an assisted living facility (license #12420) located in Fort Myers, Florida.

The complaint contained 1 allegation, which was unsubstantiated.

The following is description of the deficiency.

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

Based on policy review and staff interview, the facility failed to honor residents rights related to grievances.

The findings included:

On , a review of the Grievance Log revealed there are no completed grievances or complaint forms.

Review of grievance policy titled "Resident's Complaint / Grievance / The Right to Report" documented "On an on-going basis, residents are allowed to voice problems to the provider or staff in charge, at any given time on an individual basis. The problem or grievances shall be also documented on a complaint Log as well as follow-up actions taken by the provider to resolve such problems. The provider shall ascertain feedback from the residents in order to determine if interventions made for resolution are satisfactory to the resident(s) who made the complaint."

On at 8:49 a.m., during an interview with the Executive Director, she said there is 1 grievance from a year ago. She stated, "When a resident has a complaint I try to meet with them and resolve it. This is we are handling it in real time." She said she and the Director of Nursing were trying to figure out what the complaint was because there have been family members that have asked her to do something and she told them she could not because that would be considered a . She said she had not put their concerns on a grievance form. At 4:00 p.m., she explained her position on grievances is they are answered in 'real time' so it does not need to go on the grievance log. She wanted to know if every time a resident complains about something she is supposed to complete a grievance.

On at 12:45 p.m., during an interview Resident #6's daughter she said in , her mother had and the physician put her on . She said she talked to the staff about her concerns but does not think it was addressed as a grievance. She said she was upset because she felt she had to prove it to the physician what her mother had.

**AGENCY FOR HEALTH CARE
ADMINISTRATION**

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FORM APPROVED

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On at 4:30 p.m., during an interview Resident #14 said during their meeting (resident council meeting) if a resident wants to voice a concern or grievance, she tells the resident to go to that department person and tell them. She said, that is the way the Executive Director wants it. Class III		