STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X3) DATE SURVEY COMPLETED
	AL11963720	**10/20/2017**
NAME OF PROVIDER OR SUPPLIER **SOLARIS SENIOR LIVING VERO BEACH**	STREET ADDRESS, CITY, STATE, ZIP CODE **3855 INDIAN RIVER BLVD VERO BEACH, FL 32960**	

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

0000 - Initial Comments

An unannounced licensure complaint survey, CCR# 2017007446, was conducted on at Solaris Senior Living Vero Beach, License # 8672. The facility had deficiencies at the time of the investigation.

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

Based on observation, interview, and record review it was determined the facility failed to post an activities calendar in common areas were residents normally congregate in the West Unit (Memory Care Unit).

The findings include:

An observational tour of the West Unit (Memory Care Unit) was conducted with the Administrator, on beginning at approximately 8:30 AM. Copies of the daily activities calendar were located on a table outside of the secured/locked door to this unit. The Administrator entered the code for this secured/memory care unit (West Unit) and upon entrance she was asked where the activity calendar is posted. She replied that it is not posted in the West Unit (Memory Care) and that it is available to family members on the table outside of this unit. She stated she was not aware the activities calendar needed to be posted in the West Unit (Memory Care).

Class III

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

Based on observation and interview it was determined the facility failed to post in full view in a common area accessible to all residents and in close proximity to a telephone accessible to the residents, the telephone numbers for lodging complaints against a facility or facility staff for the Long-Term Care Ombudsman Program; , Rights Florida; The Agency Consumer Hotline; and the Florida hotline.

Based on interviews and record review it was determined the facility failed to be able to demonstrate their written grievance procedure for receiving and responding to resident complaints is implemented upon receipt of a complaint.

The findings include:

1) An observational tour of the West Unit (Memory Care Unit) was conducted with the Administrator, on beginning at approximately 8:30 AM. The Administrator entered the code for this

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secured/memory care unit (West Unit) and upon entrance she was asked where the advocacy numbers are posted. She replied that they are not posted in the West Unit (Memory Care). She stated she was not aware the advocacy numbers needed to be posted in the West Unit (Memory Care).

2) During entrance conference conducted with the Administrator on beginning at approximately 8:30 AM, she was asked for a copy of the facility's Grievance policy and procedure and for a copy of the grievance logs/forms for the past 6 months. She stated they do not have any grievance logs/forms. The Administrator stated if a concern is express by a resident that they just address it. She acknowledged they do not have a system in place to track any complaints/grievances or a method to show they have an effective method for resident grievance resolution.

During interview conducted with Resident #1, on beginning at approximately 10:00 AM, she was asked where she usually eats her meals. She replied she eats her lunch and dinner in the dining . She was asked if the temperature of the food is satisfactory. She replied, "No, it is usually luke warm at best." She was asked if she ever reported her concerns to anyone. She stated it has been discussed in resident council meetings on multiple occasions. She stated the council was told to ask the staff to heat up the food when it is not hot enough. She stated the staff generally will heat it up for you "but it is a pain in the neck as staff can get an attitude".

During interview conducted with Resident #2, on beginning at approximately 10:20 AM, she was asked where she usually east her meals. She replied she eats in the dining . She was asked if the temperature of the food is satisfactory. She replied, "No, it is too . They should have covers to keep the food warm". She was asked if she ever reported her concerns to anyone. She stated it has been covered during resident council meetings and they just tell them to have the staff heat up the food. She stated, "The staff don't like to have to do that, so I hesitate to ask anymore, I just eat the food".

a) Review of the Resident Council minutes for noted "meals are not hot enough." Residents were instructed that "waitress will heat up plate."
b) Review of Resident Council minutes for reflected "meals always cool or ."
c) Review of Resident Council minutes for indicated "can check the food that's coming out more, sometimes it is ."

During subsequent interview conducted with the Administrator, on beginning at approximately 12:20 PM, she was informed of the food palatability temperature concerns reported by Resident #1 and Resident #2. She acknowledged she was not aware there were any food palatability/temperature related concerns nor was she aware staff were not necessarily accommodating when asked to heat up food for residents. She acknowledged a more formal method to receive and respond to resident

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grievances/concerns needs to be initiated.

Class

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

Based on observation, interview, and record review it was determined the facility failed to conspicuously post the menu or make the menu easily available to residents in the West Unit (Memory Care Unit). In addition, based on interviews it was determined the facility failed to consistently provide food a palatable temperatures for 2 of 3 sampled residents interviewed (Resident #1 and Resident #2).

The findings include:

1) An observational tour of the West Unit (Memory Care Unit) was conducted with the Administrator, on beginning at approximately 8:30 AM. She was asked where the menu is posted or how it is easily available to the residents that reside on this unit. She ackowledged the menu is not posted and is not available to the residents on this unit.

2) During interview conducted with Resident #1, on beginning at approximately 10:00 AM, she was asked where she usually eats her meals. She replied she eats her lunch and dinner in the dining . She was asked if the temperature of the food is satisfactory. She replied, "No, it is usually luke warm at best." She was asked if she ever reported her concerns to anyone. She stated it has been discussed in resident council meetings on multiple occasions. She stated the council was told to ask the staff to heat up the food when it is not hot enough. She stated the staff generally will heat it up for you "but it is a pain in the neck as staff can get an attitude".

During interview conducted with Resident #2, on beginning at approximately 10:20 AM, she was asked where she usually east her meals. She replied she eats in the dining . She was asked if the temperature of the food is satisfactory. She replied, "No, it is too . They should have covers to keep the food warm". She was asked if she ever reported her concerns to anyone. She stated it has been covered during resident council meetings and they just tell them to have the staff heat up the food. She stated, "The staff don't like to have to do that, so I hesitate to ask anymore, I just eat the food".

a) Review of the Resident Council minutes for noted "meals are not hot enough." Residents were instructed that "waitress will heat up plate."
b) Review of Resident Council minutes for reflected "meals always cool or ."
c) Review of Resident Council minutes for indicated "can check the food that's coming out more, sometimes it is ."

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Class III

0160 - Records - Facility - 58A-5.024(1) FAC

Based on interviews and record review, it was determined the facility failed to provide an effective grievance procedure for receiving and responding to resident complaints and recommendations as described in Rule 58A-5.0182, F.A.C., for 2 of 3 sampled residents (Resident #1 and Resident #2).

The findings include:

During entrance conference conducted with the Administrator on beginning at approximately 8:30 AM, she was asked for a copy of the facility's Grievance policy and procedure and for a copy of the grievance logs/forms for the past 6 months. She stated they do not have any grievance logs/forms. The Administrator stated if a concern is express by a resident that they just address it. She acknowledged they do not have a system in place to track any complaints/grievances or a method to show they have an effective method for resident grievance resolution.

During interview conducted with Resident #1, on beginning at approximately 10:00 AM, she was asked where she usually eats her meals. She replied she eats her lunch and dinner in the dining . She was asked if the temperature of the food is satisfactory. She replied, "No, it is usually luke warm at best." She was asked if she ever reported her concerns to anyone. She stated it has been discussed in resident council meetings on multiple occasions. She stated the council was told to ask the staff to heat up the food when it is not hot enough. She stated the staff generally will heat it up for you "but it is a pain in the neck as staff can get an attitude".

During interview conducted with Resident #2, on beginning at approximately 10:20 AM, she was asked where she usually east her meals. She replied she eats in the dining . She was asked if the temperature of the food is satisfactory. She replied, "No, it is too . They should have covers to keep the food warm". She was asked if she ever reported her concerns to anyone. She stated it has been covered during resident council meetings and they just tell them to have the staff heat up the food. She stated, "The staff don't like to have to do that, so I hesitate to ask anymore, I just eat the food".

a) Review of the Resident Council minutes for noted "meals are not hot enough." Residents were instructed that "waitress will heat up plate."
b) Review of Resident Council minutes for reflected "meals always cool or ."
c) Review of Resident Council minutes for indicated "can check the food that's coming out more, sometimes it is ."

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During subsequent interview conducted with the Administrator, on [redacted] beginning at approximately 12:20 PM, she was informed of the food palatability temperature concerns reported by Resident #1 and Resident #2. She acknowledged she was not aware there were any food palatability/temperature related concerns nor was she aware staff were not necessarily accommodating when asked to heat up food for residents. She acknowledged a more formal method to receive and respond to resident grievances/concerns needs to be initiated.

Class