STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X3) DATE SURVEY COMPLETED
	AL11965330	**10/26/2017**
NAME OF PROVIDER OR SUPPLIER **ARCADIA OAKS ASSISTED LIVING**	STREET ADDRESS, CITY, STATE, ZIP CODE **1013 EAST GIBSON STREET** **ARCADIA, FL 34266**	

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

0000 - Initial Comments

A unannounced complaint survey for CCR#2017010169 was conducted on at Arcadia Oaks Assisting Living, an assisted living facility (License#9716) in Arcadia, Florida.

The complaint contained 3 allegations, of which 1 was substantiated and 2 were unsubstantiated.

The following is description of the deficiencies.

0009 - Admissions - Admission Package - 58A-5.0181(3) FAC; 400.0078(2)

Based on staff and resident interview and record review, the facility failed to provide residents with a written procedure for resolution of grievances upon admission.

The findings included:

On , at 8:55 a.m., Resident #4 said he had been missing three pairs of pants for two weeks. He said he had verbally told the Administrator he was missing the pants. Resident #4 said the Administrator had forgotten about it as soon as he had told her. He said there had been no response from the facility staff since he had reported the missing pants two weeks ago.

On at 9:53 a.m., Resident #1 said his wife (Resident #2) who stays with him at the facility, was missing several of her nightgowns. He said he had reported the missing nightgowns to the staff and had received no response. Resident #1 said he feels the nightgowns were lost because they did not have his wife's name written on them.

On at 10:36 a.m., the Care Supervisor said she did not have any knowledge of a written grievance procedure.

On at 12:10 p.m., the Administrator said she had no memory of Resident #4 reporting to her that he was missing clothing items. The Administrator said the grievance procedure at the facility was residents would report any concerns or issues to the staff and staff would document the issues in the patient's record on the "Communication Log." The Administrator said she would review the issues and follow up with the residents concerns. The Administrator said the grievance procedure was in the admission packet and given to residents on admission to the facility.

Review of Resident #1, #2, and #4's records showed no documentation of the missing clothing.

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Review of the Admission packet showed no documentation of a grievance procedure.

On at 2:20 p.m., the Care Supervisor verified there were no written grievance procedure in the admission packet.

Class III

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

Based on staff and resident interview and record review, the facility failed to respond to 2 residents' grievances (Resident #1 and #4) of 5 residents surveyed regarding missing clothing.

The findings included:

On at 8:55 a.m., Resident #4 said he had been missing 3 pairs of pants for 2 weeks. He said he had verbally told the administrator he was missing the pants. Resident #4 said the Administrator had forgotten about it as soon as he had told her. He said there had been no response from the facility staff since he had reported the missing pants 2 weeks ago.

On at 9:53 a.m., Resident #1 said his wife (Resident #2) who stays with him at the facility, was missing several of her nightgowns. He said he had reported the missing nightgowns to the staff and had received no response. Resident #1 said he feels the nightgowns were lost because they did not have his wife's name written on them.

On at 10:36 a.m., the Care Supervisor said she had no knowledge of Resident #4 or resident #1 missing clothing items. She said she would check the laundry for the missing items. The Care Supervisor said it was the staff's responsibility to ensure the clothing was labeled before going to the laundry.

On at 12:10 p.m., the Administrator said she had no memory of resident #4 reporting to her that he was missing clothing items. The Administrator said the grievance procedure at the facility was residents would report any concerns or issues to the staff and staff would document the issues in the patient's record on the "Communication Log". The Administrator said she would review the issues and follow up with the residents' concerns.

Review of Resident #1, #2, and #4's records showed no documentation of the missing clothing.

Class III

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