STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X3) DATE SURVEY COMPLETED
	AL11922257	**10/23/2017**
NAME OF PROVIDER OR SUPPLIER **VICTORIA GARDENS ALF**	STREET ADDRESS, CITY, STATE, ZIP CODE **701 WEST 9TH STREET** **RIVIERA BEACH, FL 33404**	

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

0000 - Initial Comments

An unannounced licensure complaint survey, CCR# 2017007607, was conducted on at Victoria Gardens ALF, License # 5594. The facility had deficiencies at the time of the investigation.

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

Based on interview, record review, and observation it was determined the facility failed to establish a grievance procedure to facilitate each resident's right to present grievances to the staff of the facility or any other person for 1 of 3 sampled residents (Resident #3).

The findings include:

During interview and record review conducted with the Administrator, on beginning at approximately 10:00 AM, she was asked for the facility's Grievance policy and procedure and documentation of resident (or their representative's) grievances for the past 6 months. The Administrator acknowledged the facility does not have a method to document resident complaints/grievances. She stated they used to utilize a suggestion box, but she does not know what happened to that. The Administrator located the facility's policy and procedure for "Resident Complaint/Grievance." This document indicated the resident council monthly meeting is used as a medium for residents to express themselves in terms of complaints or grievances related to any issue that affects them in their living environment. This document also reflects the staff initiating these meetings documents grievances and complaint voiced by the residents as well as intervention done by appropriate staff to each complaint for satisfactory solution. Also noted is that residents are allowed to voice problems to staff in charge at any given time. The Administrator was asked for copies of these resident council meeting minutes for the past 6 months. She was unable to locate any documentation of resident council minutes. She was asked if she recalled any resident's voicing complaints in the past 6 months. She stated Resident #3 consistently complains that he does not get enough food to eat. She stated he gets the same amount of food as the other residents. She was asked if Resident #3's physician was contacted about possibly changing his diet to double portions or if the facility had attempted to address this resident's concern in any other manner. She acknowledged they had not. She was asked if there was any documentation related to this resident's complaints. She acknowledged this repeated concern is not documented anywhere that she is aware of.

During interview conducted with Resident #3, on beginning at approximately 11:45 AM, he stated he does not get enough food to eat. He weighed 312 pounds upon admission on . His current 1823 form (health assessment) noted a regular diet. He is not ordered to receive double portions or any nutritional supplements. However, he was not served all of the food noted on the menu

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for noon meal service, specifically coleslaw (per menu) or the substituted baked beans. This resident indicated he has expressed this concern to the staff of this facility on multiple occasions and he still does not receive enough food to eat.

Class III

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

Based on observation, interview, and record review it was determined the facility failed to provide all items noted on the menu (or an item of similar nutritive value); and failed to note any substitutions before or at the time the meal is served, for 14 of 16 current residents of this facility including 1 of 3 residents interviewed (Resident #3).

The findings include:

The weekly menu that was posted in the dining area, on at 12:00 PM, indicated the following items were to be served for lunch:
a) 6 oz soup of the day
b) 3 oz fish filet
c) 1
d) 1/2 cup cole slaw
e) 1/2 cup of applesauce

During dining observation of the lunch meal, on beginning at approximately 12:05 PM, the residents of this facility (including Resident #3) was served:
a) 6 oz soup
b) 3-1 oz fish sticks
c) 1
d) 1/2 cup cubed fruit

During interview and observation of this lunch meal conducted with the Administrator, on beginning at approximately 12:25 PM, she was asked why the 1/2 cup of cole slaw was not served. She replied, "We are allowed to make substitutions to the menu." She was asked what item was substituted. She replied, "baked beans." She was asked to show this surveyor the baked beans that were served to the residents. Observation of the residents still in the dining of the plates of the residents that had already eaten, did not reveal baked beans. The Administrator proceeded to uncover a pan in the kitchen that contained baked beans. She acknowledged that the baked beans had not been served to the residents during this meal service and that several residents had already left the dining . The

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Administrator was then asked how baked beans (a starch) would be a food substitution of similar nutritive value for cole slaw (a vegetable). She acknowledged that it would not be of similar nutritive value. The Administrator also acknowledged that the posted menu did not reflect the substitution of the baked beans for the cole slaw or the cubed fruit for the applesauce.

During interview conducted with Resident #3, on beginning at approximately 11:45 AM, he stated he does not get enough food to eat. He weighed 312 pounds upon admission on . His current 1823 form (health assessment) noted a regular diet. He is not ordered to receive double portions or any nutritional supplements. However, he was not served all of the food noted on the menu for the above observed meal service, specifically coleslaw (per menu) or the substituted baked beans.

Class III

0123 - Fiscal - Resident Trust Funds - 429.27(3-4) FS; 58A-5.021(2) FAC

Based on interview and record review, it was determined the facility failed to at least once every 3 months, furnish the resident and his or her guardian, trustee, or conservator, if any, a complete and verified statement of all funds and property to which this subsection applies, detailing the amount received, together with their sources and disposition, for 3 of 3 sampled residents (Resident #1, Resident #2, and Resident #3).

The findings include:

During interview and record review conducted with the Administrator, on beginning at approximately 12:30 PM, the Resident Trust Funds Accounting for Resident #1, Resident #2, and Resident #3 was reviewed. The Administrator acknowledged that she has not balanced any of these resident's accounts in many months and sources and disposition is not noted in her record keeping practices. She also acknowledged that she does not provide an accounting of their funds to each of these residents (or their representatives) since they have resided at this facility.

a) Resident #1: date of admission is noted as
b) Resident #2: date of admission is noted as
c) Resident #3: date of admission is noted as

Class III

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

Based on interview, record review, and observation, it was determined the facility failed to establish an

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effective grievance procedure for receiving and responding to resident complaints and recommendations as described in Rule 58A-5.0182, F.A.C., for 1 of 3 sampled residents (Resident #3).

The findings include:

During interview and record review conducted with the Administrator, on beginning at approximately 10:00 AM, she was asked for the facility's Grievance policy and procedure and documentation of resident (or their representative's) grievances for the past 6 months. The Administrator acknowledged the facility does not have a method to document resident complaints/grievances. She stated they used to utilize a suggestion box, but she does not know what happened to that. The Administrator located the facility's policy and procedure for "Resident Complaint/Grievance." This document indicated the resident council monthly meeting is used as a medium for residents to express themselves in terms of complaints or grievances related to any issue that affects them in their living environment. This document also reflects the staff initiating these meetings documents grievances and complaint voiced by the residents as well as intervention done by appropriate staff to each complaint for satisfactory solution. Also noted is that residents are allowed to voice problems to staff in charge at any given time. The Administrator was asked for copies of these resident council meeting minutes for the past 6 months. She was unable to locate any documentation of resident council minutes. She was asked if she recalled any resident's voicing complaints in the past 6 months. She stated Resident #3 consistently complains that he does not get enough food to eat. She stated he gets the same amount of food as the other residents. She was asked if Resident #3's physician was contacted about possibly changing his diet to double portions or if the facility had attempted to address this resident's concern in any other manner. She acknowledged they had not. She was asked if there was any documentation related to this resident's complaints. She acknowledged this repeated concern is not documented anywhere that she is aware of.

During interview conducted with Resident #3, on beginning at approximately 11:45 AM, he stated he does not get enough food to eat. He weighed 312 pounds upon admission on . His current 1823 form (health assessment) noted a regular diet. He is not ordered to receive double portions or any nutritional supplements. However, he was not served all of the food noted on the menu for noon meal service, specifically coleslaw (per menu) or the substituted baked beans. This resident indicated he has expressed this concern to the staff of this facility on multiple occasions and he still does not receive enough food to eat.

Class III

0162 - Records - Resident - 58A-5.024(3) FAC

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Based on interview and record review it was determined the facility failed to ensure when they maintain a separate trust fund to receive funds due a resident, a copy of the quarterly written statement of funds is disbursed as required in section 429.27, F.S. for 3 of 3 sampled residents (Resident #1, Resident #2, and Resident #3).

The findings include:

During interview and record review conducted with the Administrator, on beginning at approximately 12:30 PM, the Resident Trust Funds Accounting for Resident #1, Resident #2, and Resident #3 was reviewed. The Administrator acknowledged that she has not balanced any of these resident's accounts in many months. She also acknowledged that she does not provide an accounting of their funds to each of these residents (or their representatives) since they have resided at this facility.

a) Resident #1: date of admission is noted as
b) Resident #2: date of admission is noted as
c) Resident #3: date of admission is noted as

Class III