STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X3) DATE SURVEY COMPLETED
	AL11965225	02/28/2018
NAME OF PROVIDER OR SUPPLIER **GOLDEN POND COMMUNITIES**	STREET ADDRESS, CITY, STATE, ZIP CODE **400 LAKEVIEW ROAD** **WINTER GARDEN, FL 34787**	

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

0000 - Initial Comments

A complaint investigation #2017013837 was conducted on . . Golden Pond Communities Assisted Living Facility License #9626 had deficiencies at the time of the visit.

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

Based on interviews and the call log and grievances, the facility failed to ensure the residents were treated with consideration for their needs, and did not timely answer calls for assistance for 4 of 4 samples residents who requested help through the call light system used by the facility and did not have evidence of a response to a grievance for 1 of 3 sampled residents (#2).

Findings:

Observations during the tour revealed residents used pendants to request assistance from the staff.
On at 9:25 AM, resident #3 said the staff did not respond timely to her request for help when she pressed her pendant.

On at 9:45, Staff B arrived and asked the resident how she could help her while clearing her call light pendant. Resident #3 said I wanted my grits warmed, and I called over 15 minutes ago, someone already warmed the grits. Staff B said she was taking care of another resident and could not leave her to see what the resident needed. Staff B denied it was 15 minutes since the resident requested help. Staff B explained when the resident's press their pendants for assistance, the show on their beepers. Staff B was asked if another staff that could have answered the pendant for resident #3. She said there was other staff; however, she had no way of contacting her to ask for assistance because the staff did not have a beeper.
Review of the call light log revealed the following:

Resident #3 requested assistance on at 7:18 AM, the pendant was not cleared until 8:19 AM a time lapse of 61 minutes and at 9:26 AM, and the pendant was not cleared until 9:44 AM a time lapse of 18 minutes.

On at 9:50 AM, resident #4 said she rarely used her call light and when she did the facility, staff would respond.

Review of the call light revealed she requested assistance on at 7:11 AM and the pendant was not cleared until 7:43 AM a time lapse of 32 minutes.

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On at 3 PM, the administrator said she was not aware of the delay in the answering of the pendants this morning. She said Resident #3 would use her call light a lot and would only want company. She was requested to investigate the reason for delay and provide the result to the agency. On , the administrator provided a statement from staff B via email that noted she forgot to clear the pendant on until after she finished providing care, because she rushed from another resident's .

Review of the facility's grievance log revealed that on an email was sent from the family member of resident #2 to the facility. The email indicated resident #2 waited over an hour a week ago, over the weekend, for a response when she needed assistance using the . The log did not contain a documented response or resolution to the grievance.

A facility note dated on at 10:20 am indicated that the family member for resident #2 phoned the facility and said the resident's call light was not being answered in a timely manner. The staff member went to the resident's assisted her with toileting, bathing, and dressing.

During an interview with resident #2 on at 11:02 am, she said within the last month or two she had to put herself to bed on four or five occasions because there was only one person working.

Review of the facility's call response log revealed that on at 9:09 am, the resident's call light alarmed and the call was cleared at 10:34 am. The time lapsed was 85 minutes and 37 seconds.

Review of the facility's call response log revealed that on at 5:41 am the call light alarmed for resident #13 and the call was cleared on at 6:13 am. The time lapsed was 32 minutes and 16 seconds.

During an interview with resident #13 on at 2:12 PM, she said she woke up that morning at about 5 am and there were no staff present. She had to wait a while for someone to assist her.

On at 3 PM, the administrator said she knew resident #2 waited 85 minutes for assistance on . She was unable to provide an explanation and said resident #2 called all of the time. In addition, she confirmed the call log for resident #13 indicated a time lapse of 32 minutes on and she was unable to provide an explanation.

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Class III

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

Based on observations, menu review and interview, the facility did not follow the menu prepared by the dietitian by not providing a Caesar salad or substitution for the meal.

Findings:

Review of the menu for the day that was prepared by the dietitian revealed it noted chicken pizza, Balsamic roasted vegetables and Caesar Salad and beverage choice and ice cream.
Observations on at 9:30 AM in building 404 revealed there were menus placed on the table that listed what would be served for the day. For lunch, it noted Chicken Pizza, Balsamic roasted veggies and Ice Cream. (Caesar salad was omitted).

Observations during lunch on at 12 PM in building 404 revealed the residents were being served soup, there were served the chicken pizza, green peas and carrots.

On at 12:40 PM, the food service manager was informed that Caesar salad was listed on the menu and was not served. The food service manager said the Caesar salad was served. He said they served soup every day that was not listed on the menu and the salad would be located next to it on the table and the certified nursing assistants (CNA's) would place it in little bowl because the residents did not want it on their plates.

Review of the substitution log revealed it noted on the reason for not serving Caesar salad was that there was "no Caesar salad."
At 1:10 PM on , another visit was made to the 404 building there was no salad observed next to the soup, several "CNA's" were asked if they served Caesar salad for lunch and they said it was not served. Resident #3 was observed sitting at the dining table and was asked about the salad. She said it was supposed to be served. She was asked at the time why did she not eat her carrots and green peas. Resident #3 said she was tired of eating that and would have like a salad instead.

The food service manager was informed at the time the salad was not served, he was asked why. He stated he did not know. He was asked to provide the menu that was used to prepare the food and it was the same menu for the day. He was asked at the time who prepared the food for the day and he stated it was the food service assistant manager.

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The food service assistant manager said at the time, she served what was on the menu that was placed on the resident's table and showed it to the agency staff, this menu did not list the Caesar salad and she also stated there was no ingredients for the Caesar salad, she said she was informed she could have made another type salad.
Observations of the inside of the refrigerator at the time revealed there was a large bag of spinach, cucumbers, there were items available for a salad but not Caesar.
The food service manager said at the time, another type of salad could have been made. The food service assistant manager said, the residents did not eat the salad much. She was asked at the time if the residents were offered the salad and she said they were not offered.

During an interview with resident #8 on at 10 am, she said the facility did not always serve the food that was listed on its menus.

Observations made on at 1:18 PM revealed residents #9 and #10 were sitting at the same dining . They both said that although the facility's menu indicated that salad would be served that day for lunch, it was not. They both said they would have liked to have salad. Resident #10 said salad was not served because the facility did not have the supplies to make a salad.

Class III