STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X3) DATE SURVEY COMPLETED
	AL11964856	**04/04/2018**
NAME OF PROVIDER OR SUPPLIER **BROOKDALE TEQUESTA**	STREET ADDRESS, CITY, STATE, ZIP CODE **211 VILLAGE BLVD** **TEQUESTA, FL 33469**	

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

0000 - Initial Comments

An unannounced licensure complaint survey, CCR# 2018001042, was conducted on at Brookdale Tequesta, License #9321. The allegations were substantiated. 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 and record review, it was determined the facility failed to demonstrate that upon receipt of a grievance from a resident and/or representative, that the facility's grievance policy and procedure are implemented.

The findings included:

Review of Resident #1's file revealed a 30 day move out notice from the representative dated . The notice shows that the representiative was going to bring Resident #1 home and provide more stimulation. The notice stated, "He just sits in a chair all day long".

A further review of the notice of move out for Resident # 1 dated shows the following reasons for move-out. 2 person transfer - pays for it, but never sees it. 2. Transportation is always late for doctor appointments. 3. Activities Coordinator on medical leave. Group activities in place. Assisted Living Facility does not provide 1:1 ratios as concerns/issues by the family member for Resident # 1.

On at 03:30 PM, an interview was conducted with the Operations Manager and the Assistant Administrator. The Operations Manager acknowledged the findings and stated she was going to provide the facility with the proper forms to address the issue regarding conducting a grievance policy and procedure investigation based on the facility policy.

On a review of the Grievance log revealed the following complaints have not been logged for the following dates: A review of the Grievance log for the month of 2017 reveals the following: - hydration schedule care plan meeting, - parking lot lights not working, - Memory Care Grievance log , - vacuuming door signage.

On at 03:15 PM, an interview was conducted with the Operations Manager. She stated she found a personal email directed to the Administrator; who was currently on medical leave. The family member for Resident # 1 complained that the Resident did not receive all of their medication when he was discharged.

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On [redacted] based on review of medical records by Administrative staff, there was no documentation to support any investigation into this complaint/concern.

A review of the Resident/Complaint Grievance Procedure policy effective date , last revised [redacted] states the following: A resident or the guardian on behalf of the resident has the right to express complaint(s) regarding the community or it's services(s). 1. Resident/guardian should discuss complaint with the associate or Supervisor. 2. If unable to resolve, the complaint should be submitted in writing to the Executive Director. The ED should respond in writing to the resident and/or resident's guardian within 14 days of receipt of the complaint.

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