

STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: AL11968845	(X3) DATE SURVEY COMPLETED 07/26/2018
NAME OF PROVIDER OR SUPPLIER DISCOVERY VILLAGE AT NAPLES, LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 8417 SIERRA MEADOWS BLVD NAPLES, FL 34113	
SUMMARY STATEMENT OF DEFICIENCIES (FINDINGS PRECEDED BY TAGS AND REGULATORY IDENTIFYING INFORMATION)		
0000 - Initial Comments An unannounced off hours complaint survey was completed on at Discovery Village, an assisted living facility (license #12700) in Naples, Florida. The complaint contained two allegations, of which one was substantiated with a deficiency. The following is description of the deficiency. 0093 - Food Service - Dietary Standards - 58A-5.020(2) FAC Based on record review and interview, the facility failed to ensure the approved menu was followed. The facility also failed to honor residents' choices for food items, when the food item was documented as "always available". This practice involved 6 (Resident #2, #3, #4, #5, #6 and #7) of 7 residents interviewed for quality of food. The findings included: 1. On at 8:15 a.m., Resident #2 was interviewed in reference to quality of food service. Resident #2 said, "often I do not get food I request. I am a and many foods are not available that I should have." During observation of Resident #2 during lunch on at 12:00 p.m., the resident said, "as an example, see I asked for a vanilla ice cream float and I got a chocolate ice cream. The staff said they were out of vanilla ice cream." Resident #2 also said, "last night the menu said they were to receive roasted potatoes but were served potato salad. Resident #7 was seated at the table on at 12:00 p.m., with Resident #2. She confirmed during dinner meal they did not get roasted potatoes. She also said, "Yes they are always out of food items." Resident #7 also added, "Things are pretty good today, I guess because the state is here." 2. During observation of breakfast on at 8:00 a.m., Resident #3 was seated at the table with Resident #4. Resident #3 asked for english muffins and staff said they were out of english muffins. At the same time, Resident #4 requested a glass of V8 Juice, and staff said we are out of the juice. 3. Interview with Resident #5 and #6 on at 10:30 a.m., revealed the following concerns in		

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reference to food service. Resident #6 said, "they have orange juice on the menu for breakfast, when I asked for the juice staff says they do not have orange juice, this happens a lot. In addition, I like rye bread, and they are always out of rye bread. The menu says they have the food items, but staff always tells me they are out of the items on the menu." Resident #6 also said, "the menu said roasted red potatoes were to be served for super last night and we got potato salad. This happens all the time; they keep switching foods on us." The daily approved menu designed for resident choices and daily selection documented: "Always Available choices", which includes many varieties of juices to include orange juice and V8 juice. Documented in the section for bread which includes many varieties was rye bread. The menu for Sunday , evening meal documented roasted red potatoes are to be served. The substitution menu file failed to include potato salad and which was substituted for roasted red potatoes. The food committee minutes dated , documented the Director of Culinary (DC) was questioned by residents about the facility being out of food items. The DC stated in the minutes "DC explained what had happened and stated the servers tell residents we are out of an item and we are not out of the food item, the servers just don't look." Also documented, "DC explained the method of operation. DC stated at the beginning of the month budget allows ordering more of what is on the menu. DC aim is to save what she can so the money left in the budget can be used for something special later in the month." The DC was interviewed on at 2:00 p.m., related to the resident's complaining the facility is always running out of food. The DC said I think I know what the problem is, "the servers are lazy, and when residents asked for a food items the staff does not want to get the food item for the resident." The DC added, "I guess I am going to have to retrain the servers." Class III		