STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X3) DATE SURVEY COMPLETED
	AL11968957	10/31/2018

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
GRAND VILLA OF DELAND	350 E INTERNATIONAL SPEEDWAY BLVD DE LAND, FL 32724

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

0000 - Initial Comments

A complaint investigation (CCR# 2018011921) was conducted at Grand Villa of DeLand (Lic #12792) on , 2018. Deficienct practice was identified at the time of the visit.

0030 - Resident Care - Rights & Facility Procedures - 58A-5.0182(6) FAC; 429.28(1-2) FS 429.27

Based on facility record reviews and interviews, the facility failed to respond to written grievances for seven (7) of eleven (11) sampled residents.

The findings include:

A review of the facility's Policy and Procedure for Grievances showed the facility outlined steps to take following a grievance being filed. It mandated that following the receipt of the grievance, staff should fill out form RES-57, which then gets directed to the Executive Director or designee. Steps were outlined as to how to complete the investigation, including determining the cause of the issue and how to prevent reoccurence. Section 4, which addressed resolution, instructed staff to document on the RES-57 form the outcome of the investigation and stated "the resolution is to be communicated to the individual (s) making the grievance. If the resolution does not meet the needs of the individual, additional steps shall be taken in order to bring resolution to the griever."

The grievance log contained listing from Residents #5 through #11, including the following details:

Resident #5 (No date provided) had a grievance filed for missing property for several small items missing from the apartment over the past two months (, and 2018). It stated "these are seemingly insignificant items, including keys that are needed for file cabinet and small safe, a mirror (hand-held), birthstone ring (not valuable) two items of clothing, etc."

Resident #6 had a grievance dated , filed by his son, about a missing wallet. Information included was that they checked his did not find it, and they are not sure when it came up missing. It was a brown leather wallet with $150.00, VA card. The family checked the , and nurse's station had been checked.

Resident #7 had a grievance dated for missing $59.00 out from his wallet, and the last time he saw it was 3 weeks prior to that.

Resident #8 had a grievance dated for a missing white sweater and handmade quilt. There was information that she only wanted housekeeping and as few people as possible to come in her .

Resident #9 had a grievance dated . He discovered his men's gold & sapphire rings (2) and his double laced gold necklace were missing. He was looking for them on Wednesday . The last time he saw them was about 2 months prior to the grievance being filed.

Resident #10 had a grievance dated . The details included that the resident left on a field trip on , and she made sure her apartment was shut. When she and friend returned several hours later, they found her door ajar. The form referenced that items had previously been stolen from her apartment.

Resident #11 had a grievance dated . Her cell phone is missing, along with several other items.

The forms were not filled in to completion, and the following information was missing: the name of the person responsible for the grievance resolution, the resolution of the grievance, the date the grievance was resolved, and the signature of the person who resolved the grievance. Additionally, at the bottom of form RES-57, an area was listed for the Executive Director to fill in any additional steps to prevent reoccurence and follow up with the individual filing the grievance. None of the forms had this information filled in.

In the area of the form designated for the details of the investigation, only (1) of the (7) residents had information filled in (Resident #6), but the details were not clear to indicate who filled it in.

On at 1:02 PM Interim Executive Director (ED) and Regional Quality Assurance Manager entered the Wellness Center with the grievance book, and stated that the previous ED would have addressed all of the concerns in the resident council meeting. The Interim ED was then asked if that was the facility's policy, and she stated, "No, that is just how she did it". They were then asked if they had found any documentation where the police had been notified of any of the thefts, and she stated, "Oh, there is a file in the office, and we are still looking".

On at 1:28 PM the ED returned with a file. She was asked about the missing money and the wallet for Resident #6. She said the wallet was found. When asked if that was documented anywhere, she said she would look and see if she could find anything.

On at 2:01 PM an interview was conducted with the Quality Assurance Manager in regards to the grievances not being completed, and she confirmed that they had failed to follow policy and complete the grievances. She then reviewed the sampled grievances and stated that the grievance for

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Resident #5 was already reviewed in the file for the police, however, under further review she realized that it was two different grievances. She confirmed that the police should have been called on the thefts, but could not speak to why they were not notified. She then stated that the wallet for Resident #6 had been returned to his son, they had just failed to document that they returned it to him.

On at 2:28 PM the son of Resident #6 was interviewed and he stated that they had never found his dad's wallet, and that it had never been returned to him.

On at 2:36 PM an interview was conducted with Resident #7 and he confirmed that he had at least $59.00 stolen out of his wallet, plus whatever other money he had in there. He stated, "I can tell you it was $59.00 for sure, because my son-in-law gave it to me, and I had my other money in there too, but I'm not sure how much." He provided details of how he took the wallet out of his safe and stated he does not think he will ever get it back, and "I guess it was my fault for leaving my wallet out, I will never do that again". He was then asked if the facility had ever followed up with him about it, and he stated, "No, I reported it right away, but I have never heard anything else about it from them".

On at 2:55 PM an interview was conducted with Resident #8 in regards to her grievance and her missing items, and she stated that no one had found her belongings, and no one had told her anything about them since she reported them.

Photographic Evidence Obtained

Class III