

STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: AL11963790	(X3) DATE SURVEY COMPLETED 11/20/2018
NAME OF PROVIDER OR SUPPLIER GRAND VILLA OF DEERFIELD BEACH	STREET ADDRESS, CITY, STATE, ZIP CODE 1050 SOUTHWEST 24TH AVENUE DEERFIELD BEACH, FL 33442	

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

0000 - Initial Comments

An unannounced licensure complaint survey, CCR# 2018013518, was conducted on _____ at Grand Villa of Deerfield Beach, License # 8697. The facility had a deficiency identified at the time of the survey.

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

Based on observation, interviews and record reviews, the facility failed to ensure that the dietary needs of the residents are met daily and in a safe manner, for all residents (Resident #1-131). As evidence of the facility failure to:

- 1) ensure the food is served attractive and at safe palatable temperatures
- 2) follow the menu and include the portion sides recommended by the registered Dietitian.
- 3) serve food in a timely manner.
- 4) meet the resident's needs by offering a variety of meals adapted to the food habits for all residents residing in the facility.

The findings included:

During a confidential phone call conducted on _____ at 08:40 AM, revealed a recent assessments was conducted on _____. The main complaints identified from the residents were regarding the facility not having enough staff in the dining room.

On _____ at 10:43 AM, an interview was conducted with resident # 4. He stated that the soup is too watery. He says you only receive a small portion. He goes on to state that the wait is too long in the dining room. He says you get coffee in the middle of your meal.

On _____ at 10:45 AM, an interview was conducted with Resident # 5. He stated the breakfast is the best meal of the day because if you don't want to eat powdered eggs; then they will give you regular eggs. He stated the other meals are garbage. He also stated they serve a low grade of meat. He thinks the food isn't good. He says if you don't want the main entrée, you can have a salad or a sandwich. He stated that he often chooses an Omelet instead of the main entrée.

On _____ at 11:55 AM, an observation of dining was conducted. The residents had been seated in the dining room since 11:30 AM. There were approximately 54 residents in the dining room, many of whom did not have soup delivered to their tables until 12:10 PM. There were only 3 servers assigned to the dining room. The soup served was to be vegetable soup, noted to be extremely watery. The main entrée was served at 12:25 PM.

**AGENCY FOR HEALTH CARE
ADMINISTRATION**

PRINTED: 12/07/2018
FORM APPROVED

STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: AL11963790	(X3) DATE SURVEY COMPLETED 11/20/2018
NAME OF PROVIDER OR SUPPLIER GRAND VILLA OF DEERFIELD BEACH	STREET ADDRESS, CITY, STATE, ZIP CODE 1050 SOUTHWEST 24TH AVENUE DEERFIELD BEACH, FL 33442	
SUMMARY STATEMENT OF DEFICIENCIES (FINDINGS PRECEDED BY TAGS AND REGULATORY IDENTIFYING INFORMATION)		
During a confidential staff interview conducted on 11/20/2018 at 12:10 PM, the individual stated, "We could use more help". During random confidential interviews conducted on _____ between 9 AM and 3 PM with Residents, numerous concerns were voiced regarding the meals served at the facility and the dietary staff. The interviews revealed the following. The facility has insufficient dietary staff and the wait time is too long, the food is not good quality, need more variety with the meals and the food is served _____. Review of the Resident Council minutes dated _____ revealed the following concerns. "There is not enough staff to clear the dishes from the table before the next course is served". During confidential interviews with the dietary staff on 11/20/2018 at 01:50 PM, they all agreed that they needed additional help. They each indicated they have been asking for additional help for a while because it's hard to serve hot food with Staff D performing room service duties, leaving only 3 staff in the dining room. On _____, a review of the 4-week menu cycle calendar revealed the 4-week menu does not provide the portion sizes. Therefore, the chef could not confirm the facility is serving portion sizes as approved by the Dietician. A review of the 4 week cycle menu for cycle 3 included the following menu items were to be served on _____. The menu noted the following lunch meal for _____; cream of mushroom soup, fried chicken, oven roasted pork loin, with caramelized apples, herb roasted potatoes, normandy blend vegetables, fresh zucchini and squash, roll and lemon bundt cake. However, the facility served the following menu; egg plant, breaded pork cutlet with hunter sauce, and jazzed up rice, seasoned green beans, steamed yellow squash, hot roll, and bread pudding. A review of the menu suggestions to the Food Service Manager completed by the residents revealed the following. _____; the bacon either well done or not cooked enough, cream basket needed, hot tea, sugar and juice needed, menus were not read properly, and sausage substitute is ham, raw bacon, more French fries. _____; clear oil needed, greasy bacon, _____ chicken wings, more _____ soup, vegetables must not cook all the way. _____; more Kosher hot dogs, sugar free services, and hot food. Class III		