

**AGENCY FOR HEALTH CARE
ADMINISTRATION**

PRINTED: 01/25/2019
FORM APPROVED

STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: AL11965113	(X3) DATE SURVEY COMPLETED 01/07/2019
NAME OF PROVIDER OR SUPPLIER ALMOST HOME BEACHES	STREET ADDRESS, CITY, STATE, ZIP CODE 100 WEST FIRST STREET ATLANTIC BEACH, FL 32233	
SUMMARY STATEMENT OF DEFICIENCIES (FINDINGS PRECEDED BY TAGS AND REGULATORY IDENTIFYING INFORMATION)		
0000 - Initial Comments A complaint investigation, CCR 2018015871, was conducted at Almost Home Beaches on Almost Home Beaches had a deficiency at the time of the investigation. 0160 - Records - Facility - 58A-5.024(1) FAC Based on interview and record review the facility failed to maintain required records in a manner that makes such records readily available at the licensee's physical address for review by a legally authorized entity. The findings include: The facility did not have a grievance procedure for receiving and and responding to resident complaints and recommendations. During an entrance conference held on at 9:43am with the administrator she was asked to provide a copy of the facility's grievance policy and procedure as well as the grievance log for last 90 days. She replied: "We don't have a grievance policy if they have an issue they just write it out or if the staff have an issue they just write it out. It comes to me, I pass it on to [the owner], and she acts on it. I tell them that if they have a grievance with me then hopefully we can talk it out and work it out and if we can't talk it out and bring a conclusion then we bring [the owner] in as a mediator. If the family members have an issue then they bring it to me. I don't keep record of any of that." During an interview with the administrator on at 1:18pm she was asked again about the policy and procedure for filing a grievance. She stated that "the information to report a complaint is a part of the residents contract and there is no additional information." She also stated that "they (the staff) are advised during their walk through (initial orientation) that if they have a grievance they can come to me and if they can't work it out then we'll get [the owner] to act as a mediator." She stated that there is no grievance log and no records are kept. A review of the admissions packet and resident contract did not reveal information as to how a resident and/or resident representative could file a grievance. Class III		