STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X3) DATE SURVEY COMPLETED
	AL11953671	01/16/2019
NAME OF PROVIDER OR SUPPLIER **LIVEWELL AT GRAND COURT LAKES, LLC**	STREET ADDRESS, CITY, STATE, ZIP CODE **280 SIERRA DRIVE** **NORTH MIAMI BEACH, FL 33179**	

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

0000 - Initial Comments

A complaint (CCR# 2018017851) survey was conducted on at Livewell at Grand Court Lakes, LLC. The facility had deficiencies identified at the time of survey.

0025 - Resident Care - Supervision - 429.26(7) FS; 58A-5.0182(1) FAC

Based on interviews, observation, and record review the facility failed to provide and services to meet the needs of one of 10 sampled residents that needed assistance with bathing and required a hospital bed.

Findings included

Interview on at 9:35 am Resident #1 stated that he had been living in the facility for four years, and he was not happy with the service the facility provided anymore. Resident #1 alleged that he intended to be as independent as possible, and he did his activities of daily living (ADLs) himself. However, he stated that staff did not want to help him wash his , which was the only thing he requested from them. He was not asking for shower. Resident explained that the staff are always in rush, and they did not want to take at least five minutes to help him wash his . Resident #1 stated, "It has been a long time that I do not have assistance to wash my , it is the only thing I asking for, and I even spoke with the Administrator about my needs. I cannot do it." In addition, Resident #1 stated, "I am requesting a fully powered hospital bed. My bed, is not working according my needs, it does not come down and I have to put stuff under the mattress. I ask for a working bed, and nobody do anything for me."

Observations during the interview on at 9:35 am found Resident #1's bed had clothes, sheets, and a piece of wood under the mattress, and had a hole at the front side of the headboard.

Record review revealed Resident #1 had is a , .

Interview on at 1:00 pm Staff A stated Resident #1 spoke with her about staff assisting him to clean his , and this was a long time ago. Staff A also stated that he was offered to have showers, too.

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

Based on observation, record review, and interview, the facility failed to honor resident rights of two of

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ten (2 and 10) sampled residents who requested a key to their room but was not provided.

Findings included:

Interview on at 2:04 pm Resident #10 stated, "The administration did not give me my key. I receive my key two or three months after I arrived from a family. I had a reunion with my son and when I cam my door was locked. I intended to open the door, and it was closed. Resident #2 was sleeping, and I did not want to call her to open the door for me. My son went to the office, and they came to open my door. I waited like five minutes, but I had to go to the bathroom, and it felt like five hours. It took me like two or three months to get my key as well as Resident #2.

Interview on at 1:10 pm Resident #2's daughter stated, "It took my mother several months to take her key. I have to call several times. My mother has precaution, and that door was closed."

Interview on at 2:05 pm Staff A stated, "We provide the key immediately as the residents move to their apartments. However, we have no documentation to prove that we provide Residents 2 and 10 their key, as soon as, they move to the facility.

Class III

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

Based on interviews and record review the facility failed to have a health care provider's diet order for one of 10 sampled residents.

Findings included:

Interview on at 2:04 pm Resident #10 revealed, "I am concern with my diagnosis of Fructose . For example, I cannot eat onions, and they give me a salad with onion today. I would like that they take in consideration my food. Every time I eat onion, I feel sick. The office request an order from my doctor, I brought it, but I do not see any different, they do not follow it; they cannot imagine how hard it is to me."

Interview on at 2:30 pm Staff A confirmed Resident #10 provided the information of her diagnosis.

Record review revealed Resident #10's file did not have the doctor order on file or progress notes written

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by the facility regarding the change in her diet.

Class III