

Agency for Health Care Administration

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: AL11943102	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 08/13/2019
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NAME OF PROVIDER OR SUPPLIER SAVANNAH COURT OF THE PALM BEA	STREET ADDRESS, CITY, STATE, ZIP CODE 2090 N. CONGRESS AVENUE WEST PALM BEACH, FL 33401
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A 000	<p>Initial Comments</p> <p>An unannounced licensure complaint survey, Complaint Number 2019007592, 2019007817 and 2019010216 was conducted on at Savannah Court of the Palm Beaches. The facility had deficiencies identified at the time of the survey.</p> <p>Deficient practice identified for Complaint Number 2019007592.</p>	A 000		
A 093 SS=D	<p>58A-5.020(2) FAC Food Service - Dietary Standards</p> <p>(2) DIETARY STANDARDS.</p> <p>(a) The meals provided by the assisted living facility must be planned based on the current USDA Dietary Guidelines for Americans, 2010, which are incorporated by reference and available for review at: http://www.flrules.org/Gateway/reference.asp?No=Ref-04003, and the current summary of Dietary Reference Intakes established by the Food and Nutrition Board of the Institute of Medicine of the National Academies, 2010, which are incorporated by reference and available for review at: http://iom.edu/Activities/Nutrition/SummaryDRIs~/media/Files/Activity%20Files/Nutrition/DRIs/New%20Material/5DRI%20Values%20SummaryTables%2014.pdf. Therapeutic diets must meet these nutritional standards to the extent possible.</p> <p>(b) The residents' nutritional needs must be met by offering a variety of meals adapted to the food habits, preferences, and physical abilities of the residents, and must be prepared through the use of standardized recipes. For facilities with a licensed capacity of 16 or fewer residents, standardized recipes are not required. Unless a resident chooses to eat less, the facility must</p>	A 093		

AHCA Form 3020-0001
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X8) DATE

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A 093	<p>Continued From page 1</p> <p>serve the standard minimum portions of food according to the Dietary Reference Intakes.</p> <p>(c) All regular and therapeutic menus to be used by the facility must be reviewed annually by a licensed or registered dietitian, a licensed nutritionist, or a registered dietetic technician supervised by a licensed or registered dietitian, or a licensed nutritionist to ensure the meals meet the nutritional standards established in this rule. The annual review must be documented in the facility files and include the original signature of the reviewer, registration or license number, and date reviewed. Portion sizes must be indicated on the menus or on a separate sheet.</p> <p>1. Daily food servings may be divided among three or more meals per day, including snacks, as necessary to accommodate resident needs and preferences.</p> <p>2. Menu items may be substituted with items of comparable nutritional value based on the seasonal availability of fresh produce or the preferences of the residents.</p> <p>(d) Menus must be dated and planned at least 1 week in advance for both regular and therapeutic diets. Residents must be encouraged to participate in menu planning. Planned menus must be conspicuously posted or easily available to residents. Regular and therapeutic menus as served, with substitutions noted before or when the meal is served, must be kept on file in the facility for 6 months.</p> <p>(e) Therapeutic diets must be prepared and served as ordered by the health care provider.</p> <p>1. Facilities that offer residents a variety of food choices through a select menu, buffet style dining, or family style dining are not required to document what is eaten unless a health care provider's order indicates that such monitoring is necessary. However, the food items that enable</p>	A 093		

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A 093	<p>Continued From page 2</p> <p>residents to comply with the therapeutic diet must be identified on the menus developed for use in the facility.</p> <p>2. The facility must document a resident's refusal to comply with a therapeutic diet and provide notification to the resident's health care provider of such refusal.</p> <p>(f) For facilities serving three or more meals a day, no more than 14 hours must elapse between the end of an evening meal containing a protein food and the beginning of a morning meal. Intervals between meals must be evenly distributed throughout the day with not less than 2 hours nor more than 6 hours between the end of one meal and the beginning of the next. For residents without access to kitchen facilities, snacks must be offered at least once per day. Snacks are not considered to be meals for the purposes of the time between meals.</p> <p>(g) Food must be served attractively at safe and palatable temperatures. All residents must be encouraged to eat at tables in the dining areas. A supply of eating ware sufficient for all residents, including adaptive equipment if needed by any resident, must be on</p> <p>(h) A 3-day supply of nonperishable food, based on the number of weekly meals the facility has with residents to serve, must be on at all times. The quantity must be based on the resident census and not on licensed capacity. The supply must consist of foods that can be stored safely without refrigeration. Water sufficient for drinking and food preparation must also be stored, or the facility must have a plan for obtaining water in an emergency, with the plan coordinated with and reviewed by the local disaster preparedness authority</p> <p>This Statute or Rule is not met as evidenced by:</p>	A 093		

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NAME OF PROVIDER OR SUPPLIER

STREET ADDRESS, CITY, STATE, ZIP CODE

SAVANNAH COURT OF THE PALM BEA

**2090 N. CONGRESS AVENUE
WEST PALM BEACH, FL 33401**

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Based on observation and interview, the facility failed to ensure that meals served to residents are palatable/or served at palatable temperatures.

The findings include:

On and a Complaint Survey was conducted at the facility. During the survey on between 9:30 AM and 9:50 AM, this surveyor interviewed the Food & Beverage Director regarding the preparation and delivery of food to the residents. It was revealed that the facility has had some concerns voiced by residents regarding the temperatures of the meals served and the type of food served. He stated that they take the temperature of food right before serving. We also send the temp log to the Skilled Nursing Facility (SNF) side for them to take temperature as well. He further stated: "We do have residents complaining about food being, but we do take them (temperatures) before we serve it. In food committee meetings I have to explain to them that we have food temps that we have to follow, so we can't make it too hot cause they could experience"

Further interview Food & Beverage Director at 10:15 AM, this surveyor asked what the time is between taking the food up and serving it to the residents. He stated: "Normally ten minutes." He further stated: "From 25-30 minutes, the residents get their meals. We serve them soup, we serve them meals, we serve them desert. We follow the guidelines." He also stated that between soup and the main meal is about 20 minutes. He stated: "We don't start serving until the servers are ready to start bringing the food

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out. They take the food off the line where there is a heating element." The Food & Beverage Director was asked, if the ever run out of food. He stated, "We do batch cooking too. We cook what we know we are going to be used. When we use that we start cooking the rest." Stated no resident has not gotten the main meal because the food ran out. "It would be because they came really late. We don't run out of food."

A review of the Kitchen/Dining Room staffing schedule revealed that there are three employees (Servers) scheduled to work today (). On average, observation revealed that there are 3 servers for the breakfast and lunch. And an average of . . . for the dinner meals. (There were 2 employees observed by this surveyor during today's breakfast meal).

At 10:56 AM on , this surveyor requested to see the "Line" that was referenced. The director took this surveyor to the kitchen where the line was observed. It is the warming station where the cooked food is kept it heated stations (with hot water in the bottom) until time to serve. He stated the server will come and tell the person (kitchen assistant) "I'm ready for 4 salmon. He will take (motioning fixing a plate), fix the plate and she (server) will put it on her cart and take it out to the resident."

During confidential resident interviews conducted on and between 9 AM and 3 PM, residents voiced the following concerns regarding the meals. The food is always . . . and requires to be reheated. The food is not so good, taste bad. They run out of food and it is disgusting. The quality of the food is poor. The

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A 093	<p>Continued From page 5</p> <p>food variety is poor, same items served over and over. All voiced displeasure regarding the dietary services at the food.</p> <p>On _____ at 4:16 PM, this surveyor met with the Executive Director and Resident Care Director to discuss the findings of the survey. Information was provided regarding the allegations of the food being _____ and not palatable. They understood the findings.</p> <p>Class III</p>	A 093		