Agency for Health Care Administration

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	AL11966016	A. BUILDING: _____ B. WING _____	R 05/13/2022

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
ROYAL OAKS MANOR	1833 SEMINOLE BLVD LARGO, FL 33778

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
{A 000}	Initial Comments A first revisit to a complaint investigation (#2022000604) was conducted on at Royal Oaks Manor. Deficiencies were identified at the time of the survey.	{A 000}		
{A 093} SS=D	59A-36.012(2) FAC Food Service - Dietary Standards (2) DIETARY STANDARDS. (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. (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 serve the standard minimum portions of food according to the Dietary Reference Intakes. (c) All regular and therapeutic menus to be used by the facility must be reviewed annually by a licensed or registered dietitian, a licensed	{A 093}		

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{A 093}	Continued From page 1 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. 1. Daily food servings may be divided among three or more meals per day, including snacks, as necessary to accommodate resident needs and preferences. 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. (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. (e) Therapeutic diets must be prepared and served as ordered by the health care provider. 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 residents to comply with the therapeutic diet must be identified on the menus developed for use in the facility. 2. The facility must document a resident's refusal to comply with a therapeutic diet and provide	{A 093}		

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notification to the resident's health care provider of such refusal.
(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.
(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 .
(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.

This Statute or Rule is not met as evidenced by:
Based on observation, record review, and interview, the facility failed to follow their approved menu. Additionally, the facility failed to document dietary substitutions made.

Findings Included:

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{A 093}	Continued From page 3 A review of the menu approved by the Registered Dietician, conducted on , revealed that the menu had a rotating 4-week cycle, and pizza and corndogs were never listed on the weekly menus or the alternate menus. An attempted review of the dietary substitution log, conducted on , revealed that there had been no documentation of substitutions until lunch on the day of the revisit survey on In an interview with Staff A conducted on at 11:40am she stated she only works three days on the weekends each week and stated " I can only cook what I have here. She stated she puts the menu up on the board once she sees what she has in the kitchen to cook. She then stated, "I do not fill out the substitution log, I just can't do that." She stated that they were on cycle 2 of the menu and fish was listed for lunch. In an interview with Resident #7 conducted on at 11:50am he stated the food was edible and he felt that he got bigger portions than others. He stated that he mixes tea with water, so his portion would go further. In an interview with Resident #2 conducted on at 11:51am she stated "she feeds us like birds. Her two-year-old grandchild eats more than we do. The only time the tea tastes good is when[Staff A] or [Staff B] are here. The portions are still small. They were better for about a week after you left." She further stated there have been no changes in the meals and the iced tea and	{A 093}		

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{A 093}	Continued From page 4 juice is still watered down. In an interview with Resident #3 conducted on at 11:52pm she stated "We get one chicken . . and a tablespoon of boxed mashed potatoes. There is no change, the portions are very small. I have lost . . since I got . . . from rehab. I weigh myself at the store and . . . . myself on Tuesday. There are no snacks in the afternoons or nights. Dinner is always a sandwich with one piece of bologna and one piece of cheese. We sometimes get chips but a small amount and that is it. That has to last us from 4:30pm until 8:30am the next morning. Breakfast is one egg, half a slice of toast and 4 see-through thin slices of banana and I mean see-through. The tea is like water. If it says to add two scoops of tea, they add one scoop, and with orange juice it is double the amount of water that is required. Everything has no flavor. If they run out of coffee, they make three total, but if they run out before they get to a table, they will not make another pot. It is too bad for them. The alternate menu has been on the wall the many years I have been here, and you cannot get an alternate. It is this is what we are serving, take it or leave it. We share amongst ourselves. The owner loves to get corn dogs and we have it once or twice a week. I read the label and they have zero nutritional value and I showed her. The tea is good today because [Staff A] is the only one who follows directions. She is the only person who seasons her food. No one uses any seasoning whatsoever. They do not provide salt or pepper." In an interview with Resident #4 conducted on . . . . . at 12:22pm he stated "the food is not good. I am not talking about the people that cook it. I am talking about the quality of it. I am a big guy and having one piece of pizza is not enough	{A 093}		

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for me. Stuff like that occurs too much. Pizza, hot dogs, corn dogs, fish Friday. The portions are small. A typical breakfast is eggs, bad orange juice that is frozen and put in water and is watered down too much. The milk is in the freezer, and I wonder why since it makes it watery. Sometimes we do not get it because it is frozen. I never get enough to eat."

In an interview with Resident #5 conducted on [redacted] at 12:31pm he stated the portion sizes needed to be bigger.

In an interview with Resident #6 conducted on [redacted] at 12:35pm he stated sometimes he does not eat because meals are too close together. He stated "breakfast is at 7:30am or 8:15am depending. Lunch starts at 11:30am and sometimes 12:00pm, dinner is 4:30pm. There is no menu posted."

In an interview with Resident #8 conducted on [redacted] at 12:45pm he said "there were some changes when you left and then it went [redacted] to normal. We started getting bacon or sausage for breakfast for about a week. It is the same thing. It feels like they don't care. The girls in the kitchen got nothing to work with for food and tell us not to be mad at them because there is nothing in there to make. Tea and orange juice is watered down. We got real orange juice after you left but it is [redacted] to normal now. We get lots of [redacted] and I am a [redacted], so I like to stay away from them. We got one chicken [redacted] the day before yesterday and like three tablespoons of potatoes and three carrots and couple pieces of collard greens. I don't eat the potatoes and the chicken [redacted] is not going to do it, and that was our mail meal of the day. They always say do you know what this costs? They

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cannot keep the refrigerator full with enough food and have to make up stuff to make meals. There is no set menu and no menu posted."

In an observation with the Administrator in the kitchen on [redacted] at 1:00pm there were seven small (5-slice) pizzas, four bags of French fries, three gallons of frozen milk, two boxes of corn dogs, three turkey tv dinners, two bags of collard greens, two pies and ice cream. No snacks were observed being offered to residents on survey.

In an interview with Resident #1 conducted on [redacted] at 1:12pm stated "the cooks cook the same things. We don't get enough variety and they just say there is none left when I ask for extras. We have had sausage or bacon only three times since I have been here for years. We had biscuits and gravy once by [Staff A]. Today was a better meal than normal. We will have pizza for dinner like yesterday and I got one slice and asked for more but did not get more." He stated on the days [Staff A] was not there they would get eggs, banana slices and half a slice of toast for breakfast. He further stated lunch may be frozen fish, corndogs, hot dogs and an occasional meatloaf. He stated "we have had hamburgers three times in almost 7 to 8 years I have been here. I went to the store and got some vegetables, apples, and ice cream. The only fresh fruit we get is bananas. We never get peaches or pears and we used to get fruit cocktail, but only two or three tablespoons of it."

In an interview with Staff A conducted on [redacted] at 1:47pm she stated "I find sometimes that we do not have what we need to make the meal on the menu. We try to follow the

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menu, but I do not log the substitutions."

In an interview with the Administrator conducted on _____ at 1:54pm she stated snacks are given at 10:00am or 10:30am every day and they get fruit.

In an observation of the Administrator speaking with a Resident at 2:00pm on _____ she stated she gives seconds but then throws it out and tells the resident "You know food is expensive."

In an interview with Staff B conducted on _____ at 2:15pm she stated there have been no changes with meals and that they have to get creative with what is in the kitchen, especially the sandwiches. She said there were substitutions and stated " for example, if we do not have enough pizza, we fix corndogs or some sandwiches. Sometimes it happens that there is not another piece of pizza. The last time we had the small frozen pizza."

In an interview with Resident #9 conducted on _____ at 2:20pm she stated that things have slowly gone _____ to the way they were. She said it was good for a week or so. She stated "it is chicken, hot dog and pizza and I get one piece. If I wanted another, I may not get it. It is unbelievable what is going on here and you guys are not seeing it. We can ask for something and they say if you do not like it, there is the door. We only get tea and coffee for meals and outside of that, you have to drink from the tap. We do not get a snack, just three meals a day."

In an interview with the Administrator conducted

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{A 093}	Continued From page 8 on . . . . . at 2:51pm she stated "I told them to give them coffee after meals but some want it every meal. Three people put it in a big cup with ice and do not drink it. I use one coffee container a day and it costs. Sometimes we tell them no more coffee because if someone asks at 3:00pm then everyone follows, and I need to control it. I don't know what happened with snack today, maybe I was short staffed. I don't know." Class III	{A 093}		