

**AGENCY FOR HEALTH CARE
ADMINISTRATION**

PRINTED: 07/21/2016
FORM APPROVED

STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: AL11968680	(X3) DATE SURVEY COMPLETED 07/13/2016
NAME OF PROVIDER OR SUPPLIER WINDSOR OF JACKSONVILLE	STREET ADDRESS, CITY, STATE, ZIP CODE 4000 SAN PABLO PARKWAY JACKSONVILLE, FL 32244	

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

0000 Initial Comments

An unannounced biennial licensure survey was conducted at Windsor Of Jacksonville(License #AL12539) on , 2016. Windsor Of Jacksonville had deficiencies identified during the survey.

0030 Resident Care - Rights & Facility Procedures

Based on resident interviews, facility grievance log, staff interviews, and facility policy and procedure the facility failed to develop a plan of action to correct and respond quickly to identified food quality concerns presented in the form of verbal complaints to staff, a written grievance and resident council meeting discussions.

The findings include:

During an interview with Resident #1 on at 10:35 AM she stated the food quality has gotten better in last month. They could get rid of a few things. She went on to say that the food has always been a problem-either too , doesn't taste good, meat too tough, etc. She stated the residents have talked about it at the resident council, but it doesn't seem to matter, it doesn't get much better. She keeps food in her apartment so if she doesn't like the meal prepared she can make something to eat in her . She stated that some residents will complain about the food at meal times.

During an interview with Residents #2 and #3 on at 11:05 AM Resident #2 stated he has no problem with the food. He knows there are residents that do not like the quality of the food but he thinks their expectations might be a bit high. There are meals that aren't so good but he gets an alternative. Resident #3 stated sometimes the food does not taste good or is not hot enough but she can have it reheated by the staff or order something else.

During an interview with Resident #4 on at 2:05 PM she stated the food has been just terrible ever since she's lived here. She stated she has complained on multiple occasions but it doesn't do any good. She stated that a couple of months ago there was a resident council meeting and 20 people attended it and they all complained about the food. She stated that nothing has changed since then and so she's decided she's not going to anymore resident council meetings. There have been meetings with the corporate administrators as well. She stated the food is always served . It doesn't matter what it is, it's always . The grease the fried food is cooked in is sometimes old. She doesn't think they change it often enough. The facility makes their own chips and one time recently the chips were not crisp. They were limp and soggy with grease. The meat is tough and the vegetables are either over cooked and soggy or undercooked and hard. About two weeks ago she went to the kitchen and asked for a club sandwich off the Bistro menu. She took it back to her . When she opened it

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she saw that there was only a thin layer of ham on the bread and some lettuce and tomato. She knew there should have been three types of meat on a club sandwich. She ate the sandwich and then went back to the kitchen to tell them that it wasn't made correctly. She found out the dietary staff member that made the sandwich was new. She stated that obviously, the dietary staff is not being trained appropriately. She stated she buys groceries every week to keep in her Her son complains to her that she spends more money on groceries than he and his family do and she shouldn't have to be buying food when they are already paying for it as part of the monthly fee to live at this facility. She stated that she doesn't complain to the administrator anymore because he is not interested in changing anything to make it better. She stated that when she complains in the dining . . . sends the food back, the servers get into trouble by the chef and that's not right. It's not their fault, they are just reporting to him that a resident is not happy and wants something else to eat. She stated "I've been cooking a t.v. dinner and taking it to the dining . . . eat so I can still see my friends and socialize." She has complained to the administrator in the past but now she doesn't anymore. She does not feel he is responsive to her concerns about the quality of the food. She stated, "Everyone will tell you that the food is terrible here."

Review of the resident council meeting minutes revealed a meeting was held on, 2016. 17 residents attended the meeting and when dining was discussed one resident asked if there were anyone in attendance that liked the food. All but one resident raised her hand. Complaints were voiced by others in attendance about the food quality. They complained about the food not being hot, too much breading on breaded food and not enough meat, pasta served with no sauce, bacon too salty. One resident voiced a complaint that she did not like having . . . sandwiches for dinner and would rather have a nice hot full meal at night. Many residents agreed. The staff member running the meeting replied to her that most other facilities have their largest meal at lunch time and a lighter meal in the evening and "It is better for you." He also told the residents that the dining services and food in Reflections (the memory care unit) is excellent and everyone gets served with special treatment. Several of the residents asked if they could eat in the Reflections unit every day. The residents complained that the nursing staff should not be serving food and the staff that is serving food is not trained to serve food. When they asked the chef about the service he told them that this facility has 6 times the number of . . . request that other facilities have. That takes staff away from the service in the dining There was a discussion about meetings that had been held in the past with "corporate VPs" about the food quality and the residents stated that the corporate representatives were only interested in the appearance of the food, not if it tasted good. Nothing had changed since those meetings and they had not received any feedback from those meetings. The residents were encouraged to attend the monthly meetings with the chef. The general consensus was that the chef just says 'I'm sorry' and does nothing about their requests. The administrator was in attendance at that meeting.

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Review of the grievance log revealed a grievance was filed on . The resident wrote: "I ordered lunch-turkey-they brought 1 skimpy slice of turkey. I ordered more, but girl never returned with food." In the section that asks Was the problem resolved? The resident circled No. In the section that read Follow-up with family or resident the resident wrote "None" and underlined it. In the comment section the resident wrote: "I know girls have no control over food prep but no excuse for skimpy food or to ignore resident's requests."

During an interview with the administrator and the corporate consultant on at 4:25 PM the administrator stated that he was aware of the residents' complaints during the meeting of the resident council on , 2016. He stated he was in attendance at that meeting. He stated that it was just a few residents that always complain about the food. When asked what has been done to address the residents' complaints he stated the chef has his monthly meetings where he addresses the food complaints. The administrator provided no action plan to address the concerns raised by the group of residents in attendance at the resident council meeting on , 2016.

During an interview with Employee B, on at 4:45 PM she stated that sometimes the residents do complain about the food being or not tasting good.

Review of the monthly meeting notes for the chef's meeting revealed for the month of , 2016 it read: "No issues this month." For the month of , 2016 it read: "Add soda at night. No bones on chicken. Tim requested more Italian food." For the month of , 2016 it read the same as , 2016. For the month of , 2016 it read: "No Attendance."

Review of the menu substitution log revealed one substitution was made to the menu in the months of and , 2016. That substitution was for a desert.

During an interview with the Chef on at 5:25 PM he stated that he does not attend the resident council meetings and that he was not aware of the concerns expressed during the , 2016 meeting.

Review of the facility policy and procedure entitled QMP Complaints and Grievances effective / revealed it read: "Residents ...are encouraged to discuss any concerns, complaints or grievances with the Residence Director in order to resolve problems in a timely and satisfactory manner." "A resident ... may communicate a complaint or grievance about care or services ... or recommendation for a change in policy and procedure. Complaints or grievances may be made in person, in writing or may be reported anonymously. Complaints or grievances may be presented to: The Residence Director, The HCC or other department managers." "The Residence Director will respond in writing to the complainant within 7 days of the receipt of the complaint."

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Class III

0152 Physical Plant - Safe Living Environ/Other

Based on observation and interview, the facility failed to maintain a safe living environment in the facility due to failure to address a concern with particles found in the water in 1 of 94 resident ()

The findings include:

During an interview with Resident #9 on at 2:00 PM she stated the faucet in her kitchen sink gets full of sand and she has to call the maintenance man to pour out the sand. She stated the facet gets clogged every few weeks and she has to call the maintenance man. She stated the problem has been going on for a while. She likes to drink tap water and had been doing so before she saw the sand. She stated she also heard the some of the other apartments have the same problem. She wanted to know why the facility could not fix the problem.

On at 2:26 PM the facility maintenance worker was asked to come to He unscrewed the tip of the facet and numerous very small brown, black and tan particles were then observed in the sink. (Photographic evidence was obtained.) The maintenance worker stated he was aware of the problem of sand clogging the faucet. He confirmed he had emptied sand out of the faucet. He stated the person in charge of maintenance was aware of the problem but was out due to medical problems. He stated he did not know if he reported the problem to the Administrator. He stated we would never drink the water in Florida when he was asked about the safety of the water.

In an interview with the Administrator on at 3:00 PM, he stated he was not aware there was a problem anywhere in the facility with the water. He confirmed the Maintenance Director was out. The Regional Director was present during the interview. Both stated they would look into the problem. Further interview with both the Administrator and the Regional Director on at 4:00 PM. Both confirmed they did see small particles come out of the faucet and that they had called the utilities company to come and check the water.

Class III



RICK SCOTT
GOVERNOR

ELIZABETH DUDEK
SECRETARY

, 2016

Administrator
Windsor Of Jacksonville
4000 San Pablo Parkway
Jacksonville, FL 32244

Dear Administrator:

This letter reports the findings of a state licensure survey that was conducted on , 2016 by representatives of this office.

Attached is the provider's copy of the State (5000-3547) Form, which indicates the deficiencies that were identified on the day of the visit. Section 408.811(4), Florida Statutes, requires that you correct these deficiencies within thirty days of the date of this letter unless the Agency has approved another timeframe. **Please attach a summary of your corrective action for each deficiency, including completion dates, on your letterhead. Also include any additional documentation to support correction of identified deficiencies. Submit summary and documents to the Field Office no later than , 2016.** Staff from this office will conduct a review of the provided corrective action and supporting documentation to verify that the necessary corrections are in place to correct the deficiencies identified on your survey, which may include a desk review or onsite revisit.

The Quality Assurance Questionnaire has long been employed to obtain your feedback following survey activity. This form has been placed on the Agency's website at <http://ahca.myflorida.com/Publications/Forms.shtml> as a first step in providing a web-based interactive consumer satisfaction survey system. You may access the questionnaire through the link under Health Facilities and Providers on this page. Your feedback is encouraged and valued, as our goal is to ensure the professional and consistent application of the survey process.

Thank you for the assistance provided to the surveyors. Should you have any questions please call this office at -4201.

Sincerely,

Jana Meyering, CHDP
Health Facility Evaluator Supervisor
Division of Health Quality Assurance

LL/JM/sm
Enclosure
XG90

