

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  055899	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  09/04/2024
NAME OF PROVIDER OR SUPPLIER  Royal Palms Post Acute		STREET ADDRESS, CITY, STATE, ZIP CODE  630 W. Broadway Glendale, CA 91204	
For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)		
<p>F 0808</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Ensure therapeutic diets are prescribed by the attending physician and may be delegated to a registered or licensed dietitian, to the extent allowed by State law.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 47882</b></p> <p>Based on observation, interview, and record review, the facility failed to serve therapeutic pureed textured diet (food that have a soft, pudding-like consistency as prescribed by the physician) in accordance with resident's plan of care and preference for one of three sampled residents (Resident 1).</p> <p>Resident 1 had a tooth extraction of the lower gums 8/19/2024 that resulted in soreness of the gums verbalized to the staffs to be served a pureed textured diet (two days from the day of tooth extraction), but the facility continued to serve Resident 1 regular textured diet (food that does not require modification).</p> <p>This deficient practice resulted in Resident 1 ' s frustration of being served regular textured diet and refusal to eat meal due to discomfort which could result in weight loss and decline in overall health of the resident.</p> <p>Finding:</p> <p>A review of the admission record indicated Resident 1 was originally admitted to the facility on [DATE], and readmitted [DATE], with diagnoses that included congestive heart failure (a condition that develops when your heart doesn't pump enough blood for your body's needs), diabetes (disease that occurs when blood sugar is too high), and anemia (a problem of not having enough healthy red blood cells or hemoglobin to carry oxygen to the body's tissues).</p> <p>A review of Minimum Data Set (MDS, a standardized assessment and care screening tool), date 6/26/2024, indicated Resident 1 ' s cognitive skills (ability to make daily decisions) was intact. The MDS indicated Resident 1 required setup or clean-up assistance (helper sets up or cleans up; resident completes activity) with eating.</p> <p>(continued on next page)</p>		

Any deficiency statement ending with an asterisk (\*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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<p>F 0808</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>During a concurrent observation and interview on 9/4/2024 at 12:30 PM with Resident 1 ' s room, Resident 1 ' s tray had pureed textured diet, but the diet ticket indicated regular textured diet. Resident 1 stated, he received the pureed textured diet because surveyor was in the building. Resident 1 stated, he always preferred pureed textured diet since his tooth extraction on 8/19/24, and because his lower gums were still sore. Resident 1 stated, the facility continues to send him regular textured diet, and often requests for the meal to be replaced, or sometimes not, which gets frustrating. Resident 1 stated sometimes he would refuse to eat his meal. Resident 1 stated, he mentioned the concern about wrong texture of food served him to the nurses, DS (Dietary Supervisor) and the IDT team (different health care disciplines to help people receive the care they need) including the Administrator (ADM), Director of Nurses (DON), Social Service Director (SSD) and Rehab Director, but the staffs still serve him regular textured diet.</p> <p>A review of facility document titled Onsite Skilled Dental Care dated 8/19/2024, indicated Resident 1 had a tooth extraction.</p> <p>A review of Resident 1 ' s care plan (CP) for Resident Preferred Puree diet consistency due to status post extraction, dated 8/19/2024, the CP indicated intervention included a) RD (Registered Dietician) consult F/U (follow up) treatment as indicated and PRN for appropriate recommendation, b) monitor for significant change and call MD and notify MD if will affect quality of life, c) respect resident wishes.</p> <p>A review of facility document titled Nursing-Dietary Communication Form dated 8/23/2024 and 8/24/2024 indicated Resident 1 requested for pureed food.</p> <p>A review of Resident 1 ' s diet ticket (a paper slip that goes with the resident ' s tray indicating the diet and texture of the food), dated 8/29/2024, 9/2/2024/ and 9/4/2024 indicated Resident 1 was served regular textured diet.</p> <p>A review of facility document titled Diet Type Report, dated 9/4/2024, indicated Resident 1 ordered diet texture was regular texture.</p> <p>During an interview on 9/4/2024 at 12:40 PM with DS in Resident 1 ' s room. DS stated, he was told by Resident 1 about two weeks ago that he wants pureed diet, he was not sure why the current order remained regular textured diet. DS stated, he told the dietary staff that Resident 1 preferred pureed diet but did not tell the nursing. DS stated, this may be the reason the preferred pureed textured diet was not ordered or extended per resident ' s request.</p> <p>A review of Resident 1 ' s facility document titled Order Listing Report - Category: Dietary, Status: Active Completed Discontinued dated 9/4/2024, indicated Resident 1 was ordered pureed textured diet for two days on 8/20/2024 and the current active diet order was for regular textured diet.</p> <p>During an interview on 9/4/2024 at 1:15 PM with SSD, SSD stated, she had IDT with Resident 1 and the team on 8/26/2024. SSD stated, Resident 1 ' s main concern during the meeting was his diet preference for pureed textured diet due recent tooth extraction. SSD stated, she was not aware that the pureed textured diet ended on 8/22/2024 and was not extended to present, considering it was preferred by Resident 1.</p> <p>(continued on next page)</p>		

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<p>F 0808</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>During an interview on 9/4/2024 at 1:50 PM with DS, DS stated, Resident 1 requested for pureed textured diet two (2) weeks ago, and he should have notified nursing to extend the order so there was no confusion in preparing Resident 1 ' s food tray. DS stated, it was important to provide the right therapeutic diet for the resident to improve nutrition, intake and prevent weight loss.</p> <p>During an interview on 9/4/2024 at 2:10 PM with DON, DON stated, not extending the order of pureed textured diet was an oversight (unintentional failure) in the process of communicating the diet request of Resident 1. DON stated, after the IDT on 8/26/2024, she thought Resident 1 was still on pureed textured diet, she should have verified the order. DON stated, it is important to follow Resident 1 ' s preferred diet request, because if not it may cause weight variance, affect Resident 1 ' s nutrition that may affect his food intake and weight.</p> <p>A review of facility document for Job Description of Dietary Service Manager, dated 9/2020, indicated; a) Responsible for planning, organizing, developing, and directing the overall operation of the Dietary Department, and b) maintains a record of diet orders and food preferences, ensures an accurate menu and tray card is available for each meal for each resident.</p> <p>A review of the facility ' s policy and procedure (P&amp;P) titled Food Nutrition Services, revised 2017 indicated; a) each resident is provided with a nourishing palatable, well-balanced diet, that meets his or her daily nutritional and special dietary needs , taking into consideration the preference of each resident, b) the multidisciplinary staff, including nursing staff, the attending physician, and the dietitian will assess each resident ' s nutritional needs, food likes, dislikes, and eating habits, as well as physical, functional, and psychosocial factors that affect eating and nutritional intake and utilization, and c) Reasonable efforts will be made to accommodate resident choices and preferences.</p> <p>A review of the facility ' s policy and procedure (P&amp;P) titled Therapeutic Diets, revised 2017 indicated; a) therapeutic diet are prescribed by the attending physician to support the resident ' s treatment and the plan of care and in accordance with his or her goals and preferences, b) Diet will be determined in accordance with the resident ' s informed choices, preferences, treatment goals and wishes and c) the dietician, nursing staff, and attending physician will regularly review the need for, and resident acceptance of prescribed therapeutic diet.</p>		