

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 105283	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 08/12/2024
NAME OF PROVIDER OR SUPPLIER Lakeland Hills Center		STREET ADDRESS, CITY, STATE, ZIP CODE 610 E Bella Vista Dr Lakeland, FL 33805	
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 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards.</p> <p>50570</p> <p>Based on observation, interview, and record review, the facility did not ensure food was stored, prepared, and handled safely in accordance with professional standards for food service safety. The facility failed to ensure food and beverages were labeled, dietary staff members donned gloves as necessary, cleanliness of a drying rack, cookware was sanitized and clean, plates were not chipped, and the thermometer was calibrated appropriately in one of one kitchen.</p> <p>Findings included:</p> <p>On 8/12/24 at 9:30 a.m., a tour of the kitchen with the Certified Dietary Manager (CDM) and the Senior Registered Dietitian (Sr RD) revealed three clear containers of red juice in the walk-in cooler. An observation of the three containers of red juice revealed no date on them. Further observations of the three containers revealed they had blank labels. The CDM stated the juices should have been labeled to include a use by date. He stated he would educate staff immediately. The CDM stated all dietary staff were expected to label and date the foods and beverages that were put in the cooler and freezers. At 9:37 a.m., an further observation of the walk-in cooler revealed two plates of food, covered in plastic wrap, and not labeled or dated. The plates were cottage cheese and pineapple and a salad. The CDM stated the two plates of food should have been labeled. He proceeded to remove the two plates from the walk-in cooler.</p> <p>On 8/12/24 at 9:40 a.m., an observation of the three-door freezer revealed a box of frozen broccoli and a box of frozen pepperoni that were both open to the air. The Sr RD removed the boxes from the freezer, and stated she would dispose of them.</p> <p>On 8/12/24 at 9:50 a.m., an observation of the rack, where the insulated dome lids were drying, revealed an unknown black colored residue. The CDM stated the drying rack was cleaned one time a week and wiped down as necessary. The CDM stated the schedule was on the wall and pointed to where the cleaning schedule was located. An observation of the daily cleaning schedule revealed the following, Week of: 8/5/24. Further observation of the daily cleaning schedule revealed missing entries for multiple items and days.</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 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>On 8/12/24 at 9:54 a.m., an observation of a large drying rack revealed a pot that contained a white substance at the bottom that appeared greasy, along with a flaky reddish-brown spot on the side. An observation of the drying rack by the three-compartment sink revealed a pan that had a few spots of a flaky/dried reddish-brown substance. The CDM and Sr RD were present and confirmed the pot and pan observed were dirty. The CDM stated the cooks were supposed to clean the pots and pans as they go.</p> <p>On 8/12/24 at 9:57 a.m., an observation of the three-compartment sink revealed it was set up and in use by the CDM. He stated the first sink was for washing, the second sink was for rinsing, and the third sink was for sanitizing. The CDM stated the sanitizer was checked with a test strip at the start of each shift, at each water change, and should be written on the log. An observation of the sanitizer solution log for August 2024 revealed entries were missing for multiple dates. The CDM and Sr RD stated they expected the log to be filled out.</p> <p>On 8/12/24 at 11:00 a.m., an observation of Staff A, [NAME] revealed she was putting prepared food on the steam table for the lunch tray line. She stated the digital thermometer she was going to use, to determine the temperature of the food, was calibrated that morning. Staff A stated she ran the thermometer under hot water until it reaches 80 degrees Fahrenheit, she removed the thermometer from the water and watched the temperature drop until it stabilizes. She stated this was how she calibrated the digital thermometer.</p> <p>On 8/12/24 at 11:10 a.m. to 11:44 a.m., an observation of Staff A revealed she used the same gloves throughout the following tasks: touched the pen and logbook multiple times to write down the meal temperatures, tear open and remove individual sanitizer wipes to wipe down the thermometer in between taking temperatures of the foods, and the removal of two prepared foods in their pans to two clean pots to reheat the foods on the stove. An observation at 11:21 a.m. revealed Staff A had cooked meat on her right gloved fingers while she was taking the temperature of the cooked fish. An observation at 11:28 a.m. revealed Staff A was stirring the cooked meat on the stove with a ladle then placed her gloved finger into the ladle containing the food. An observation at 11:29 a.m. of Staff A revealed she was stirring cooked noodles on the stove with a ladle then placed her gloved finger into the ladle containing the food.</p> <p>On 8/12/24 at 11:24 a.m., an observation of the plate warmer revealed two plates with missing pieces on the rim.</p> <p>On 8/12/24 at 11:42 a.m., an interview with the Sr RD revealed there were two methods used to calibrate the digital thermometers. She stated one method was an ice bath where the temperature should reach 32 degrees or the boiling water method to which the temperature should reach 200- 220 degrees. The Sr RD stated the cooks calibrated the thermometers. She stated herself and the CDM educate staff on how to calibrate the thermometers. The Sr RD stated there was an education calendar to include topics under food safety, physical safety and clinical nutrition.</p> <p>On 8/12/24 at 11:44 a.m., an observation of Staff A revealed the right thumb of her glove was ripped. During the time of the observation, Staff A was handling prepared food on the steam table.</p> <p>(continued on next page)</p>		

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<p>F 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>On 8/12/24 at 11:57 a.m., an observation of Staff B, Dietary Aide revealed he placed plastic lids onto bowls containing pineapple cake. At the time of the initial observation, he was not wearing gloves. During the observation, the Sr RD approached Staff B. Further observation revealed he stopped what he was doing, walked away from the bowls, then returned shortly after and was wearing gloves. Observations of Staff B revealed he continued the task of placing plastic lids on the bowls with the pineapple cake.</p> <p>On 8/12/24 at 12:03 p.m., a second observation of the plate warmer revealed two plates with missing pieces on the rim were still there. The Sr RD was present during the observation and was made aware. Further observations revealed the Sr RD removed the two plates from the warmer.</p> <p>On 8/12/24 at 2:49 p.m., an interview with the Sr RD revealed staff were expected to wear gloves when they touch a ready to eat food or if they have bandages on their hands. She stated she expected gloves to be changed if the gloves became soiled, if staff needed to touch clean items, gloves became ripped, if staff touched their face or clothing, or if they were changing activities.</p> <p>Photographic Evidence Obtained.</p> <p>A review of the facility's policy and procedure titled, Storage, dated June 2024, revealed a procedure for refrigerator storage to include the following:</p> <p>11. Label all prepared items with the product name, preparation date and use by date.</p> <p>Further review of the facility's policy and procedure for, Storage revealed the following under freezer storage:</p> <p>8. Cover all prepared items with plastic wrap or foil to prevent off-flavors, drying, and/or cross-contamination.</p> <p>A review of the facility's policy and procedure titled, Preparation, dated January 2024, revealed a procedure for preparation to include the following:</p> <p>2. Use single-use gloves while preparing and serving all ready-to-eat foods.</p> <p>3. Change gloves: a. With each new task.</p> <p>A review of the facility's policy and procedure titled, Cooking, dated June 2024, revealed a procedure for cooking to include the following:</p> <p>1. Handle food safely before and after it is cooked to prevent contamination and bacterial growth.</p> <p>A review of the facility's policy and procedure titled, Cleaning and Sanitizing, dated June 2024, revealed the following under the policy, The facility promotes a safe, clean, and sanitary environment for its employees, residents and visitors. The Food and Nutrition Services team maintains clean and sanitary kitchen facilities. Walls, floors, ceiling, equipment, dishware and utensils are clean and/or sanitized and in good, working order. Further review of the policy revealed procedures to include the following:</p> <p>7. Food and Nutrition Services staff will follow appropriate procedures for cleaning and sanitizing kitchen equipment.</p> <p>(continued on next page)</p>		

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<p>F 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>11. Three-Compartment Sink Procedure for Pots, Pans, Cooking Utensils and Equipment: ii. Record PPM [parts per million] on the Sanitizer Solution Log.</p>		