

Tasted Like an Eraser

The nursing home dietary staff failed to prepare, distribute, and serve food in accordance with acceptable and safe temperatures based on professional standards for food service safety for six residents who received hot foods served at cold temperatures. In addition, the milk was served at a temperature of 53.4 degrees Fahrenheit (F) (should be less than 41 degrees F) and the chicken salad sandwiches were served at a temperature of 62.8 degrees F (should be below 41 degrees F). The deficient practices resulted in improper holding of food temperatures, food was stored, uncovered with a utensil left inside of the food, which had the potential to promote the growth of pathogens that cause foodborne illness.

For illustration, the summary below includes descriptions of four residents’ food service experience.

Resident 2 had no memory problems and no impaired decision-making.

During an interview, resident 2 stated she had never enjoyed the food at the nursing home since her admission. The resident stated that the nursing home’s food was tasteless, disgusting, and the roast beef tasted like an eraser with mushy overcooked vegetables. The resident added that the coffee was served cold, and staff would get an attitude when they were asked to heat the cold coffee. The resident stated she was afraid of retaliation, so she avoided telling staff she was unhappy with the food.

Resident 1 had no memory problems and no impaired decision-making. During an interview, the resident stated the food was terrible and had no flavor. The resident shared that he had received rotten food and the food sometimes was overcooked. He added that he has a sensitive stomach, and the food is always cold. The chicken salad looked to the resident like cottage cheese or vomit chunks, smelled funny, and made his stomach upset.

Resident 3 who had no memory problems and no impaired decision-making stated that the food was lousy, and most of the time the hot food was served cold. The rice was hard, and the beans had an aluminum taste like can.

Resident 5 who had no memory problems and no impaired decision-making stated that the food was always awful, and she eats only because she was very angry. The resident added that hot food was always cold, which made it taste bad. The resident said that she did not ask the staff to reheat the food or for food exchanges because the staff was rude and would make comments that made her feel upset.

An anonymous staff member stated the residents always complained about the food. The staff member added that if she goes to the kitchen to ask for a meal alternative, the Dietary Service Manager is rude and would respond, “Just tell the residents we don’t have that.”

Name of Nursing Home	Avalon Villa Care Center / Provider ID: 056023
Address	12029 Avalon Blvd, Los Angeles, California
Date investigation completed	September 7, 2021
Type of deficiency issued	F812 – Food Procurement, Store/Prepare/Serve – Sanitary
Severity level	Immediate Jeopardy
Overall Quality Star Rating: 2; Staffing Rating: 4	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/056023/health/complaint?date=2021-09-07>