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
	AL11969506	A. BUILDING: _____ B. WING _____	06/05/2020

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
PADDOCK RIDGE	4001 SW 33RD COURT OCALA, FL 34474

(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 COVID-19 focused control survey with the Department of Health, complaint number 2020010020, was conducted on , at Paddock Ridge. Deficiencies were identified.	A 000		
A 030	59A-36.007(6) FAC; 429.28( ) FS 429.27 Resident Care - Rights & Facility Procedures 59A-36.007 (6) RESIDENT RIGHTS AND FACILITY PROCEDURES. (a) A copy of the Resident Bill of Rights as described in section 429.28, F.S., or a summary provided by the Long-Term Care Ombudsman Program must be posted in full view in a freely accessible resident area, and included in the admission package provided pursuant to rule 59A-36.006, F.A.C. (b) In accordance with section 429.28, F.S., the facility must have a written grievance procedure for receiving and responding to resident complaints and a written procedure to allow residents to recommend changes to facility policies and procedures. The facility must be able to demonstrate that such procedure is implemented upon receipt of a complaint. (c) The telephone number for lodging complaints against a facility or facility staff must be posted in full view in a common area accessible to all residents. The telephone numbers are: the Long-Term Care Ombudsman Program, 1(888)831-0404; , Rights Florida, 1(800)342-0823; the Agency Consumer Hotline 1(888)419-3456, and the statewide toll-free telephone number of the Florida Hotline, 1(800)96- or 1(800)962-2873. The telephone numbers must be posted in close proximity to a telephone accessible by residents and the text must be a minimum of 14-point font.	A 030		

AHCA Form 3020-0001

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE | TITLE | (X6) DATE

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A 030	Continued From page 1 (d) The facility must have a written statement of its house rules and procedures that must be included in the admission package provided pursuant to rule 59A-36.006, F.A.C. The rules and procedures must at a minimum address the facility's policies regarding: 1. Resident responsibilities; 2. and tobacco use; 3. Medication storage; 4. Resident elopement; 5. Reporting resident , neglect, and , ; 6. Administrative and housekeeping schedules and requirements; 7. control, sanitation, and universal precautions; and, 8. The requirements for coordinating the delivery of services to residents by third party providers. (e) Residents may not be required to perform any work in the facility without compensation. Residents may be required to clean their own sleeping areas or apartments if the facility rules or the facility contract includes such a requirement. If a resident is employed by the facility, the resident must be compensated in compliance with state and federal wage laws. (f) The facility must provide residents with convenient access to a telephone to facilitate the resident's right to unrestricted and private communication, pursuant to section 429.28(1)(d), F.S. The facility must allow unidentified telephone calls to residents. For facilities with a licensed capacity of 17 or more residents in which residents do not have private telephones, there must be, at a minimum, a readily accessible telephone on each floor of each building where residents reside. (g) In addition to the requirements of section 429.41(1)(k), F.S., the use of physical	A 030		

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A 030	Continued From page 2 by a facility on a resident must be reviewed by the resident's physician annually. Any device, including half-bed rails, which the resident chooses to use and can remove or avoid without assistance, is not considered a physical . . . . . 429.28 Resident bill of rights.- (1) No resident of a facility shall be deprived of any civil or legal rights, benefits, or privileges guaranteed by law, the Constitution of the State of Florida, or the Constitution of the United States as a resident of a facility. Every resident of a facility shall have the right to: (a) Live in a safe and decent living environment, free from . . . . . and neglect. (b) Be treated with consideration and respect and with due recognition of personal dignity, individuality, and the need for privacy. (c) Retain and use his or her own clothes and other personal property in his or her immediate living quarters, so as to maintain individuality and personal dignity, except when the facility can demonstrate that such would be unsafe, impractical, or an infringement upon the rights of other residents. (d) Unrestricted private communication, including receiving and sending unopened correspondence, access to a telephone, and visiting with any person of his or her choice, at any time between the hours of 9 a.m. and 9 p.m. at a minimum. Upon request, the facility shall make provisions to extend visiting hours for caregivers and out-of-town guests, and in other similar situations. (e) Freedom to participate in and benefit from community services and activities and to pursue the highest possible level of independence, autonomy, and interaction within the community. (f) Manage his or her financial affairs unless the	A 030		

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A 030	Continued From page 3 resident or, if applicable, the resident's representative, designee, surrogate, guardian, or attorney in fact authorizes the administrator of the facility to provide safekeeping for funds as provided in s. 429.27. (g) Share a room with his or her spouse if both are residents of the facility. (h) Reasonable opportunity for regular exercise several times a week and to be outdoors at regular and frequent intervals except when prevented by inclement weather. (i) Exercise civil and religious liberties, including the right to independent personal decisions. No religious beliefs or practices, nor any attendance at religious services, shall be imposed upon any resident. (j) Assistance with obtaining access to adequate and appropriate health care. For purposes of this paragraph, the term "adequate and appropriate health care" means the management of medications, assistance in making . , , ... for health care services, the provision of or arrangement of transportation to health care , , , and the performance of health care services in accordance with s. 429.255 which are consistent with established and recognized standards within the community. (k) At least 45 days' notice of relocation or termination of residency from the facility unless, for medical reasons, the resident is certified by a physician to require an emergency relocation to a facility providing a more skilled level of care or the resident engages in a pattern of conduct that is harmful or offensive to other residents. In the case of a resident who has been adjudicated mentally , , the guardian shall be given at least 45 days' notice of a nonemergency relocation or residency termination. Reasons for relocation shall be set forth in writing. In order for	A 030		

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A 030	Continued From page 4 a facility to terminate the residency of an individual without notice as provided herein, the facility shall show good cause in a court of competent jurisdiction. (l) Present grievances and recommend changes in policies, procedures, and services to the staff of the facility, governing officials, or any other person without , interference, coercion, discrimination, or reprisal. Each facility shall establish a grievance procedure to facilitate the residents' exercise of this right. This right includes access to ombudsman volunteers and advocates and the right to be a member of, to be active in, and to associate with advocacy or special interest groups. (2) The administrator of a facility shall ensure that a written notice of the rights, , and prohibitions set forth in this part is posted in a prominent place in each facility and read or explained to residents who cannot read. The notice must include the statewide toll-free telephone number and e-mail address of the State Long-Term Care Ombudsman Program and the telephone number of the local ombudsman council, the Elder Hotline operated by the Department of Children and Families, and, if applicable, , Rights Florida, where complaints may be lodged. The notice must state that a complaint made to the Office of State Long-Term Care Ombudsman or a local long-term care ombudsman council, the names and identities of the residents involved in the complaint, and the identity of complainants are kept confidential pursuant to s. 400.0077 and that retaliatory action cannot be taken against a resident for presenting grievances or for exercising any other resident right. The facility must ensure a resident's access to a telephone to call the State Long-Term Care Ombudsman	A 030		

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A 030	Continued From page 5 Program or local ombudsman council, the Elder Hotline operated by the Department of Children and Families, and , Rights Florida. 429.27 Property and personal affairs of residents.- (1)(a) A resident shall be given the option of using his or her own belongings, as space permits; choosing his or her roommate; and, whenever possible, unless the resident is adjudicated , or , under state law, managing his or her own affairs. (b) The admission of a resident to a facility and his or her presence therein shall not confer on the facility or its owner, administrator, employees, or representatives any authority to manage, use, or dispose of any property of the resident; nor shall such admission or presence confer on any of such persons any authority or responsibility for the personal affairs of the resident, except that which may be necessary for the safe management of the facility or for the safety of the resident. This Statute or Rule is not met as evidenced by: Based on observation, interview and facility policy review, the facility failed to follow proper screening procedures, social distancing protocol, and failed to follow visitation procedure in accordance with COVID-19 control transmission prevention. Findings: Observation on at 9:30 AM prior to entry to the facility, revealed a tall double Plexi- glass compartments with two chairs at the front entrance next to the circular driveway of the	A 030		

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A 030	Continued From page 6 facility. Observation on . . . . . at 10:33 AM revealed a staff member entered the facility without a mask. The staff member came up to the reception desk, screened by the receptionist. The screening area was conducted inside the facility by the Reception desk. State Control Preventionist present during this survey stated at 12:10 PM that screening must be conducted outside the facility before entry to the building. An interview with Staff F on . . . . . at 11:33 AM stated she is the owner of the facility. When asked about the flexi glass outside the front lobby, Staff F stated that when family members come to visit, we take them out to talk with them. They wear mask. We the plexi glass when they leave. Staff F stated visitors had been coming since , , . Review of the Plexi - Glass Visitors Log revealed one flexi-glass visit on , . -28-29 and 30, 2020. There were two (2) plexi-glass visits on . . . , ... Three (3) plexi-glass visits on . . . . , . Two plexi-glass visits on . Four (4) plexi-glass visits on . . . , ... and one visit today . During an interview with Staff A on . at 11:29 AM stated she is the Business office Director of the facility. Staff A confirmed at 11:29 AM that visitors came to visit via the plexi glass. Review of the Visitation policy provided by Staff F did not have a policy review date. Policy read: "Per Executive Order No. 20-52 in response to the COVID-19 Public Emergency, we are currently restricting visitation to our community except for the following:	A 030		

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A 030	Continued From page 7 Facility staff Family of Hospice residents Hospice, [illegible] care, home health providers, and any other essential medical personnel Attorneys of record or representatives fulfilling court appointed duties. Representatives of the Federal or State government." Staff F also provided an electronic mail sent by the Administrator on [illegible] to family members that read: "Dear Families, We are excited to announce that our new flexi-glass visitation booth is set up. Please call and ask for our Lifestyle Director to set up an [illegible]. One of our staff members will be supervising each visit at a distance to make sure that guidelines are followed and help assist residents that are more limited with hearing, vision, and/or mobility." Currently, there are four (4) COVID positive employees and are under [illegible]. Interview with Resident # 1 on [illegible] at 3:26 PM confirmed that her son came to visit her on [illegible]. Resident stated she wore mask but could not remember if her son had a mask. Resident said she came outside the building at the glass on her motorized wheelchair. The visit lasted 10 minutes. Interview with Resident # 2 on [illegible] at 3:32 PM stated that daughter visited her "downstairs." Resident was unable to recall if she wore a mask and if her daughter wore a mask.	A 030		

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A 030	Continued From page 8 Observation on . . . . . at 11:02 AM with the Director of Engineering revealed six residents seated outside the porch of the memory care unit and were seated side by side on a regular patio furniture; not observing the social distancing protocol. The residents were not wearing mask. Observed one male (Staff D) and one female (Staff E) staff member talking to the residents. During an interview with Staff E on at 2:38 PM stated she is a caregiver in the Memory Care Unit for over a year. She said she attended a COVID in service training since . . . . She is aware of proper washing technique, use of sanitizers, proper social distancing of residents. Staff E confirmed at 2:39 PM that there were 6 residents outside the porch at the memory care unit seated side by side on a regular patio furniture and not observing the social distancing protocol and not wearing masks. Staff E said, "they are listening to a music." On . . . . . , the Division of Emergency Management issued Emergency Order No. 20-006, prohibiting all visitation at facilities in Florida, except in very specific circumstances. The order read, "In response to the COVID - 19 Public Emergency, currently restricting visitation to facilities except for the following: Facility staff Family of Hospice residents Hospice, , care, home health providers, and any other essential medical personnel Attorneys of record or representatives fulfilling court appointed duties. Representatives of the Federal or State government."	A 030		