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
	AL11969310	A. BUILDING: _____ B. WING _____	10/16/2020

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
WATERMARK AT VISTAWILLA, THE	1519 EAST SR 434 WINTER SPRINGS, FL 32708

(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 Complaint surveys (#2020017039 and #2020017005) were conducted on [redacted] at Watermark at Vistavilla, Winter Springs. Deficiencies were found at the time of the visit.	A 000		
A 152 SS=D	59A-36.014(3) FAC Physical Plant - Safe Living Environ/Other (3) OTHER REQUIREMENTS. (a) All facilities must: 1. Provide a safe living environment pursuant to section 429.28(1)(a), F.S.; 2. Be maintained free of hazards; and, 3. Ensure that all existing architectural, mechanical, electrical and structural systems, and appurtenances are maintained in good working order. (b) Pursuant to section 429.27, F.S., residents must be given the option of using their own belongings as space permits. When the facility supplies the furnishings, each resident bedroom or sleeping area must have at least the following furnishings: 1. A clean, comfortable bed with a mattress no less than 36 inches wide and 72 inches long, with the top surface of the mattress at a comfortable [redacted] to ensure easy access by the resident, 2. A closet or wardrobe space for hanging clothes, 3. A dresser, [redacted] or other furniture designed for storage of clothing or personal effects, 4. A table or nightstand, bedside lamp or floor lamp, and waste basket; and, 5. A comfortable chair, if requested. (c) The facility must maintain master or duplicate keys to resident bedrooms to be used in the event of an emergency. (d) Residents who use portable bedside commodes must be provided with privacy during	A 152		

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A 152	Continued From page 1 use. (e) Facilities must make available linens and personal laundry services for residents who require such services. Linens provided by a facility must be free of tears, stains and must not be . This Statute or Rule is not met as evidenced by: Based on observations, record reviews and interviews the facility failed to maintain a safe and decent environment by not providing equipment repairs (elevators) in a timely manner. Findings: During a tour of the facility on at 10:00am, it revealed the facility was a 3-story building with only two (2) elevators located on the first floor by the lobby. One elevator had yellow tape across the elevator door and the other was closed. The elevator buttons were off. There was a posting between the elevators, no date listed on posting, that stated the elevator is not functioning and meals would be delivered to the room. Another posting was sent to residents, again no date listed on posting, stated the repairs would commence on in the evening and likely on Saturday. In a review of the facility maintenance log dated from to present, it confirmed elevator#1 one had a shake and rumble when used and was referred to the elevator company for repairs. A referral was sent to the elevator company for repairs. The log also revealed the elevators were checked monthly be the facility. It further revealed on , 3 staff were trapped in elevator#1 and a valve was found to be defective. An order for the part was put in	A 152		

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A 152	Continued From page 2 on . . . . On . . . . . the elevator company sent a proposal for the repairs of elevator #1 with 50% down. The facility sent the check on . In an interview with Resident #1 on at 11am, resides on the second floor, confirmed one elevator has been , since the end of . . . . and the 2nd elevator has been out since . She stated the meals are delivered to the room, however the residents who are wheelchair bound have not been able to get to the 1st floor since the elevator has been out. She stated the dining area has been closed this week due to the elevators not being open. In interview with Resident#2 on at 10:15am, she resides on the 3rd floor, confirmed the 1st elevator has not been working for 2 months and the second elevator has been out for 2 days. She stated she has not been able to get to the 1st floor since last weekend. She stated the staff will assist her if she wants to go down the steps to the first floor however it would be difficult coming . . . . up the stairs so she has not gone to the first floor since the elevators have been out. In an interview with Resident#3 on at 10:25am she confirmed elevator #1 has not been working for 8 weeks and elevator #2 has not been operating for days. She confirmed meals are being delivered to the room and the dining room on the first level has been closed due to no elevator service. In an interview with Staff A, on at 10am, confirmed the elevators have not been working and the residents have been staying on their floor where their bedroom is, as they have been doing the all these months during the Covid	A 152		

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A 152	Continued From page 3 19 restrictions. She confirmed the meals are delivered to the rooms and the dining room that opened recently after Covid 19 restriction closed due to no service with elevators. In interview with the Maintenance Director at 11:30am on [redacted], he confirmed the company has been haggling with the elevator company on price since [redacted] and has finally resolved the issue. He stated the first elevator has not been operating since the end of [redacted] due to shaking and rumbling in addition to staff members being stuck in the elevator for an hour. He stated the second elevator needs a part to be replaced. He stated the second elevator has been out for a couple of days. He stated he checks the elevators monthly. In an interview with the administrator on [redacted] at 9:30am he confirmed the findings and stated, "staff will assist any resident to get to the first floor if they want to, even if he has to use the emergency slide on the steps." (Photographs Obtained) Class III	A 152		