

Agency for Health Care Administration

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| STATEMENT OF DEFICIENCIES<br>AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA<br>IDENTIFICATION NUMBER:<br><br><b>AL11969734</b> | (X2) MULTIPLE CONSTRUCTION<br>A. BUILDING: _____<br><br>B. WING: _____ | (X3) DATE SURVEY<br>COMPLETED<br><br><b>06/11/2021</b> |
|-----------------------------------------------------|--------------------------------------------------------------------------------|------------------------------------------------------------------------|--------------------------------------------------------|

NAME OF PROVIDER OR SUPPLIER

STREET ADDRESS, CITY, STATE, ZIP CODE

**SUNFLOWER SPRINGS AT TRINITY**

**2300 WELBILT BLVD  
TRINITY, FL 34655**

| (X4) ID<br>PREFIX<br>TAG | SUMMARY STATEMENT OF DEFICIENCIES<br>(EACH DEFICIENCY MUST BE PRECEDED BY FULL<br>REGULATORY OR LSC IDENTIFYING INFORMATION)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | ID<br>PREFIX<br>TAG | PROVIDER'S PLAN OF CORRECTION<br>(EACH CORRECTIVE ACTION SHOULD BE<br>CROSS-REFERENCED TO THE APPROPRIATE<br>DEFICIENCY) | (X5)<br>COMPLETE<br>DATE |
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| A 000                    | Initial Comments<br><br>A complaint survey (complaint #2021004512) was conducted at Sunflower Springs at Trinity Assisted Living Facility on . Springs at Trinity Assisted Living Facility had deficient practice identified at the time of the survey.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | A 000               |                                                                                                                          |                          |
| A 030<br>SS=G            | 59A-36.007(6) FAC; 429.28( ) FS 429.27<br>Resident Care - Rights & Facility Procedures<br><br>59A-36.007<br>(6) RESIDENT RIGHTS AND FACILITY PROCEDURES.<br>(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.<br>(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.<br>(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 | A 030               |                                                                                                                          |                          |

AHCA Form 3020-0001

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Agency for Health Care Administration

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| A 030                    | Continued From page 1<br><br>and the text must be a minimum of 14-point font.<br>(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:<br>1. Resident responsibilities;<br>2. _____ and tobacco use;<br>3. Medication storage;<br>4. Resident elopement;<br>5. Reporting resident _____, neglect, and _____;<br>6. Administrative and housekeeping schedules and requirements;<br>7. _____ control, sanitation, and universal precautions; and,<br>8. The requirements for coordinating the delivery of services to residents by third party providers.<br>(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.<br>(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.<br>(g) In addition to the requirements of section | A 030               |                                                                                                                          |                          |

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| A 030                    | <p>Continued From page 2</p> <p>429.41(1)(k), F.S., the use of physical _____ 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 _____.</p> <p>429.28 Resident bill of rights.-<br/>(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:</p> <p>(a) Live in a safe and decent living environment, free from _____ and neglect.</p> <p>(b) Be treated with consideration and respect and with due recognition of personal dignity, individuality, and the need for privacy.</p> <p>(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.</p> <p>(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.</p> <p>(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.</p> | A 030               |                                                                                                                          |                          |

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| A 030                    | Continued From page 3<br><br>(f) Manage his or her financial affairs unless the 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.<br>(g) Share a room with his or her spouse if both are residents of the facility.<br>(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.<br>(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.<br>(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.<br>(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 | A 030               |                                                                                                                          |                          |

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| NAME OF PROVIDER OR SUPPLIER<br><br><b>SUNFLOWER SPRINGS AT TRINITY</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                | STREET ADDRESS, CITY, STATE, ZIP CODE<br><b>2300 WELBILT BLVD<br/>TRINITY, FL 34655</b>                                  |                          |                                                        |
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| A 030                                                                   | <p>Continued From page 4</p> <p>relocation must be set forth in writing and provided to the resident or the resident's legal representative. The notice must state that the resident may contact the State Long-Term Care Ombudsman Program for assistance with relocation and must include the statewide toll-free telephone number of the program. In order for 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.</p> <p>(1) 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.</p> <p>(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</p> | A 030                                                                          |                                                                                                                          |                          |                                                        |

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| A 030                    | <p>Continued From page 5</p> <p>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 Program or local ombudsman council, the Elder Hotline operated by the Department of Children and Families, and Rights Florida.</p> <p>429.27 Property and personal affairs of residents.-</p> <p>(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.</p> <p>(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.</p> <p>This Statute or Rule is not met as evidenced by: Based on record review and interview, the facility failed to provide a safe and decent living environment free from and neglect for 1 (Resident #1) of 56 residents that reside at the facility, which resulted in the assault of Resident #1.</p> | A 030               |                                                                                                                          |                          |

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| A 030                    | <p>Continued From page 6</p> <p>Findings included:</p> <p>A record review conducted on _____ revealed Resident #1 Agency for Healthcare Administration (AHCA) form 1823 health assessment dated _____, revealed Resident #1's medical diagnosis of _____ with behavioral disturbance, _____, history of _____, _____, and _____ surgery and required assistance with most activities of daily living (ADL).</p> <p>A record review of facility's adverse incident files was reviewed on _____. The adverse incidents log revealed the following: on _____ at approximately 3:04 a.m., Staff B heard yelling coming from Resident's #1 room. Upon entering the room, Staff B observed Staff C laying over Resident#1 with her _____ over the residents' _____ and holding both arms pinned to the bed. Staff C stated to Staff B that Resident#1 had spit in her _____ and was pulling her hair. Staff B was able to separate Staff C from Resident#1.</p> <p>During an interview conducted on _____ at 12:57 p.m. with the Director of Resident Services, the Director of Resident Services stated Resident#1 is one of my feisty ones, she needs help with all her ADL's. Resident#1 has the mental health status of a toddler and that's why she is in memory care. Although Staff C, did admit to the administrator, and director of resident services that she pinned Resident#1 to the bed using both arms and _____. However, Staff C continues to work at the facility in memory care as a Residents Assist with the same population which included Resident#1. Staff D confirmed that the upper arm _____ observed on _____</p> | A 030               |                                                                                                                          |                          |

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| A 030                    | <p>Continued From page 7</p> <p>Resident#1 on ... were from Staff C pinning her down to the bed. Staff D also stated that this was Staff C's first time working in this type of healthcare population and probably just panicked. Staff D, confirmed staff C is worked overnight shift in memory care on ... and is scheduled to report to work on ... at 6:00 p.m.</p> <p>During an interview conducted on ... at 1:43 p.m. with Staff D who identified herself as a licensed practical nurse (LPN). Staff D, stated, she arrived to work on ... at approximately 5:45 a.m. she went to take a look at Resident#1 to make sure she was ok. Staff D stated Resident #1 sustained a ... from Staff C pinning Resident #1 down to the bed. Resident#1 was found with a small (red marking) to both of her upper arms, Staff D reported this to the Administrator and the Director of Resident Services on ...</p> <p>During a phone interview conducted on ... at 2:03 p.m. with Staff B, he stated that he and Staff C was working together that night in the memory care unit. Staff C went into Resident's #1 room and tried to put Resident #1 to bed. But after putting her to bed, Resident #1 got ... out of bed and began to roam the halls again. Staff B stated, Staff C walked up to Resident#1 and gave her a bear hug and tried forcing her into her room. Resident #1 didn't like that, so she grabbed Staff C by her hair and wouldn't let go of it." Staff B stated, he got in between Resident #1 and Staff C and pulled them apart. After he split them up, that's when he saw Staff C, push Resident #1 toward the bed and had Resident #1 pinned down by both of her</p> | A 030               |                                                                                                                          |                          |

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| A 030                    | <p>Continued From page 8</p> <p>arms. Staff C did that out of frustration, Resident#1 began kicking Staff C and Staff C let go of Resident #1 after about 8 seconds. Staff C, held Resident #1 down long enough to say, don't you ever pull my hair again!</p> <p>During an interview with the Administrator on ..... at 2:50 p.m., the Administrator stated, that Staff C was given a 1st and final warning for mishandling Resident#1 on ..... Staff C should have been terminated, but final determination for continued employment was determined by his corporate office to keep her.</p> <p>Class II</p> | A 030               |                                                                                                                          |                          |