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
	AL11964292	A. BUILDING: _____ B. WING _____	02/28/2022

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
THE GARDENS OF LAKE ALFRED	255 E MAIN STREET LAKE ALFRED, FL 33850

(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 complaint investigation (complaint number: 2021017270) and a generator monitoring were conducted at The Gardens of Lake Alfred on . . . . . Deficiencies were identified at the time of survey.	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 to ensure easy access by the resident, 2. A closet or wardrobe space for hanging clothes, 3. A dresser, 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	A 152		

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A 152	Continued From page 1 commodes must be provided with privacy during 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 observation, record review and interview, the facility failed to provide a clean, safe, and decent living environment and failed to provide building repairs, housekeeping, laundry, and maintenance as needed. Furthermore, the facility failed to adjust residents' housekeeping and laundry services based on their needs. Findings Included: Observations, conducted on from 02:05pm through 03:45pm, revealed the following: Resident #1's room had two piles of laundry on the floor. The bathroom had slightly warmer than water in the sink after approximately five minutes of running. Resident #2's had a sanitizer station just outside his room that had dust accumulation and dried sanitizer liquid that was tinged a tan in color discoloration from white around the edges. The ceiling tiles were discolored brownish from leaky ceiling. The windowsill and screen had a lot of dust/dirt accumulation. The floor was not swept or mopped and had dirt and dried liquid spills of an unknown substance. The bathroom had a toilet paper holder with dust accumulation and spots of an unknown substance covering it. The sink counter had hair and dust accumulation. The	A 152		

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A 152	Continued From page 2 shower tiles and grout were discolored to a reddish brown and there was dirt, dust, and hair accumulation on the shower floor as wells as spills of an unknown substance to the floor and shower chair. There was a hole in the wall between toilet and shower. Resident #5's room had trash in various places on floor. There were two mounds of dirty clothes. One was crumpled behind the entry door and the other was behind the bathroom door. There was dried liquid of an unknown substance dripped onto the floor in various places. The tray table base had an unknown substance smeared all over it. There was an unknown . . . bug lying on the floor. The bathroom had no hot water to sink or shower. There was trash in various places on the floor. There was a used/dirty lying on the floor. There were drips of a dark brown substance consistent with feces spotted on the floor. The floor had dust and dirt and did not appear have been recently swept or mopped. The toilet rim had yellow unknown substance gooped on it and was not clean as there was dust, dirty, and hair particles all over it. Resident #6 had medical information that she wished to not be displayed on her room number plate with her name on her room's entry door that stated " ". The floor was not swept or mopped and had food particles and leaves all over it. There were dried drips/spills of an unknown substance consistent with coffee. Resident #7 had a sanitizer station just outside his room that had dust accumulation and dried sanitizer liquid. The entry door had smudges and smears of an unknown substance/ . . . Resident #8's room, there was smears and	A 152		

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A 152	Continued From page 3 smudge from [illegible] and unknown substance. The floor was not swept or mopped and had dirt/dust accumulation and dried spills of unknown substance. The bathroom had a toilet paper holder with dust accumulation and spots an unknown substance gooped on the top. The toilet was not clean and had dried drips of unknown substance, and hair and dust accumulation. The sink and counter were not clean and had dirt, dust, and spills/drips of an unknown substance. The floor was not swept or mopped and had a dried brown substance consistent with feces. The shower chair and mirror were not clean and were smeared with an unknown substance. Resident #9's room, the floor had not been swept or mopped and there was dirt, crumbs, trash, dried spills of unknown liquid, and dried feces on the floor. The tray table had crumbs and food smears from the lunch meal that was approximately three hours earlier. There was a tall laundry basket overflowing of dirty clothes and on the top was a pair of pants. The pants [illegible] was full of liquified / [illegible] movement. The liquid feces had dripped and dried onto the floor. The windowsill and screen had a lot of dust/dirt accumulation. Resident #9's bathroom, the sink was not clean and had hair, dust, and dried spills of unknown substance. The toilet had splatters of a brownish substance consistent with feces and the toilet seat had grey spots consistent with mold/mildew. The toilet paper holder was dusty with spots of unknown substance. There was one shower mat that had black substance coming from the underside that was consistent with mold/mildew. The other shower mat was discolored reddish/brown and cracked with a black substance to the underside consistent with mold. There was no shower [illegible] on the shower hose, and it was hanging down. The floor of the	A 152		

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A 152	Continued From page 4 shower was not clean and had two shampoo bottles lying on it. There was another shower hose raveled up in the corner lying on the shower floor. There was no hot water in bathroom sink and the shower was not tested as there was no showerhead on the shower hose. Resident #10's room had light water pressure to the sink and shower. The dining room had rugs in front of a doorway that appeared old, worn, and dirty with smears and stains of an unknown substance. The floors were not swept or mopped after the lunch meal approximately 3 and half hours earlier and were covered with food crumbs, dirt, leaves, and drips/spills. The flooring planks were pulling up and were held together with duct tape. There was a sink that had low water pressure. Second Floor hallway flooring planks were pulling up and were held together with duct tape throughout. The wall behind the parked medication cart had a lot of dried drips/spills of an unknown liquid substance and the floor surrounding the medication cart was not swept or mopped and had hair, dust, and dirt accumulation. During an interview with Resident #1, conducted on [redacted] at 02:05pm, Resident #1 stated that the facility only cleans her room once a week and does her laundry once per month and those should be done more often. During an interview with Resident #2, conducted on [redacted] at 03:00pm, Resident #2 stated that Resident #1 had issues with getting her laundry done. Resident #2 stated that on occasion, he had to have staff come and	A 152		

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A 152	Continued From page 5 re-clean his room and bathroom because the staff did not clean right. A review of a grievance filed on , conducted on , revealed that Resident #1 filed a grievance that her room was dirty, her laundry was missing, and her shower needed repairs. The report stated that the shower was repaired on and her clothing was found and that a daily cleaning would be provided to Resident #1's room. On , Resident #1 filed a grievance that her shower needed work and that the work was completed on . The report did not note the specific issues with Resident #1's shower. On , Resident #1 filed a grievance that her sink's water was too hot, and it was determined that the temperature was within safety range of 100-120 degrees. A review of the laundry and cleaning schedule for Residents #1 and #2, conducted on , revealed that Resident #1 and #2's laundry and cleaning day was reflected in their contracts. A review of the cleaning schedule, conducted on , revealed that Resident #1's laundry and cleaning day for her room was on Thursdays each week for deep cleaning and the direct staff were to sweep, clean the bathrooms, and take out the trash every day. Resident #2's laundry and cleaning day for his room was on Wednesdays each week for deep cleaning and the direct care staff were to sweep, clean the bathrooms, and take out the trash every day. A review of the facility's residency contracts, conducted on , revealed that the facility's residency contracts stated that the facility would provide resident with a wood grain floor. weekly housekeeping services, and all utilities.	A 152		

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A 152	Continued From page 6 The utilities were without an additional charge to residents and included that the facility would provide residents with hot and . . . water but was not liable for interrupted or terminated services because of necessary repairs, installation, construction, or expansion. The facility was not found under construction or other which may have interrupted water pressure and temperature. The contract stated that housekeeping services were designed to accommodate the level of care that were needed by residents and that the housekeeping services would be adjusted to accommodate residents' care needs. The basic services provided by the facility included trash removal and weekly changing of bed and bath linen, cleaning of bathroom sinks, damp mopping of bathroom floors, dusting of furniture, cleaning of toilets, cleaning of mirrors, and cleaning of showers. A review of the housekeeping checklist, conducted on , revealed that there were no daily checks of any residents' room or bathrooms. Deep cleaning and laundry services for Residents #1 and #10 were scheduled on Thursdays. Residents #2, #5, and #6 were scheduled on Wednesdays. Residents #8 and #9 were scheduled on Fridays. The housekeeping weekly cleaning duties for bathrooms were described as: -Clean toilet . . . including all interior and exterior surfaces, base, and floor/wall area -Polish all mirrors -Clean and polish sinks and sink fixtures -De-cobweb and dust; run a duster around all edges of the ceiling and down all corners of the room, all the light fixtures, lampshades, under counters and cabinets, around pictures on walls, windowsills, and any other place that there may be spider webs and dust	A 152		

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A 152	Continued From page 7 -Clean shower, including all walls and shelves -Dust all cabinets and cabinet tops -Clean the floor -Spot clean doors and cabinet doors with special attention around the doorknobs -Clean light switches -Empty wastebasket and replace liner -Spot clean smudges from windows -Dust blinds and AC unit -Optional - tidy up the room and carry dirty laundry to laundry room The housekeeping weekly cleaning duties for bedrooms were described as -De-cobweb and dust; run a duster around all edges of the ceiling and down all corners of the room, all the light fixtures, lampshades, under counters and cabinets, around pictures on walls, windowsills, and any other place that there may be spider webs and dust -Sweep under the bed and mop -Polish all mirrors -Dust all furniture -Clean light switches -Clean floor -Dust baseboards of room -Empty wastebasket and replace liner 8 bags -Spot clean smudges from any windows and glass -Tidy the closet, hanging and organizing clothes, straightening shoes and accessories -Make beds, and carry dirty laundry to laundry room -Clean refrigerator and microwave -Dust the curtains, blinds, and AC unit During an interview with Staff D and Staff E, conducted on ..... at 11:00am, Staff D and Staff E stated that residents had been complaining that they do not receive their laundry in a timely manner because the facility only	A 152		

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A 152	Continued From page 8 had two residential style washers and dryers. Staff D and Staff E stated that residents' laundry was scheduled weekly but was supposed to be don immediately if clothing was found soiled with (feces or). Staff D and Staff E stated that there were resident rooms with low water pressure. A review of the facility census, conducted on , revealed that there were eighty-nine in-house residents on the day of survey. During an interview with the Administrator, conducted on at 04:10pm, after reviewing all the photographic evidence, the Administrator agreed that housekeeping and laundry services were not provided according to contracts. The Administrator stated that the rooms identified needed housekeeping services and that the facility only provided weekly cleaning services. The Administrator stated that Resident #9 was on Hospice services. The Administrator stated that the staff were supposed to sweep and mop after every meal and that the flooring company that laid the flooring had been too often for their warranty services and that the company would not return to the facility for any further warranty services. The Administrator agreed that the facility had not obtained additional services to repair the flooring planks that were duct taped down. At 04:24pm, the Administrator stated that there was nothing that the facility could do about the lack of hot water and low water pressure and that the building was one hundred and twelve years old and the facility would not be able to replace the old plumbing that needed to be replaced due to the expense of replacement and that the water pressure may take longer depending on how many people used the water at one time and that staff had told	A 152		

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A 152	Continued From page 9 residents that they have to stagger their showers to try and get the water pressure and temperature that they desired. Class III	A 152		