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
	AL11968311	A. BUILDING: _____ B. WING _____	05/16/2022

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
WINDSOR REFLECTIONS AT LAKEWOOD RANCH	8230 NATURES WAY BRADENTON, FL 34202

(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 (#2022003375) was conducted at Windsor Reflections at Lakewood Ranch on . Deficiencies were identified at the time of the visit.	A 000		
A 052 SS=D	429.256( ); 59A-36.008(3) Medication - Assistance with Self-Admin 429.256 (3) Assistance with self-administration of medication includes: (a) Taking the medication, in its previously dispensed, properly labeled container, including an syringe that is prefilled with the proper dosage by a pharmacist and an , that is prefilled by the manufacturer, from where it is stored, and bringing it to the resident. (b) In the presence of the resident, confirming that the medication is intended for that resident, orally advising the resident of the medication name and dosage, opening the container, removing a prescribed amount of medication from the container, and closing the container. The resident may sign a written waiver to opt out of being orally advised of the medication name and dosage. The waiver must identify all of the medications intended for the resident, including names and dosages of such medications, and must immediately be updated each time the resident's medications or dosages change. (c) Placing an oral dosage in the resident's or placing the dosage in another container and helping the resident by lifting the container to his or her . (d) Applying , medications. (e) Returning the medication container to proper storage. (f) Keeping a record of when a resident receives assistance with self-administration under this	A 052		

AHCA Form 3020-0001

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

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A 052	Continued From page 1 section. (g) Assisting with the use of a , including removing the cap of a , opening the unit dose of solution, and pouring the prescribed premeasured dose of medication into the dispensing cup of the . (h) Using a to perform level checks. (i) Assisting with putting on and taking off stockings. (j) Assisting with applying and removing an but not with titrating the prescribed settings. (k) Assisting with the use of a continuous positive airway pressure device but not with titrating the prescribed setting of the device. (l) Assisting with measuring vital signs. (m) Assisting with bags. (4) Assistance with self-administration does not include: (a) Mixing, , converting, or medication doses, except for measuring a prescribed amount of liquid medication or breaking a scored tablet or crushing a tablet as prescribed. (b) The preparation of syringes for injection or the administration of medications by any injectable route. (c) Administration of medications by way of a tube inserted in a of the body. (d) Administration of preparations. (e) The use of irrigations or debriding agents used in the treatment of a skin condition. (f) Assisting with , , or preparations. (g) Assisting with medications ordered by the physician or health care professional with prescriptive authority to be given "as needed,"	A 052		

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A 052	Continued From page 2 unless the order is written with specific parameters that preclude independent judgment on the part of the unlicensed person, and the resident requesting the medication is aware of his or her need for the medication and understands the purpose for taking the medication. (h) Medications for which the time of administration, the amount, the strength of dosage, the method of administration, or the reason for administration requires judgment or discretion on the part of the unlicensed person. (5) Assistance with the self-administration of medication by an unlicensed person as described in this section shall not be considered administration as defined in s. 465.003. 59A-36.008 (3) ASSISTANCE WITH SELF-ADMINISTRATION. (a) Any unlicensed person providing assistance with self-administration of medication must be , or older, trained to assist with self administered medication pursuant to the training requirements of Rule 59A-36.011, F.A.C., and must be available to assist residents with self-administered medications in accordance with procedures described in Section 429.256, F.S. and this rule. (b) In addition to the specifications of Section 429.256(3), F.S., assistance with self-administration of medication includes, orally advising the resident of the name and dosage of the medication and verbally prompting a resident to take medications as prescribed. (c) In order to facilitate assistance with self-administration, trained staff may prepare and make available such items as water, juice, cups,	A 052		

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A 052	Continued From page 3	A 052		

and spoons. Trained staff may also return unused doses to the medication container. Medication, which appears to have been contaminated, must not be returned to the container.
(d) Trained staff must observe the resident take the medication. Any concerns about the resident's reaction to the medication or suspected noncompliance must be reported to the resident's health care provider and documented in the resident's record.
(e) When a resident who receives assistance with medication is away from the facility and from facility staff, the following options are available to enable the resident to take medication as prescribed:
1. The health care provider may prescribe a medication schedule that coincides with the resident's presence in the facility,
2. The medication container may be given to the resident, a friend, or family member upon leaving the facility, with this fact noted in the resident's medication record,
3. The medication may be transferred to a pill organizer pursuant to the requirements of subsection (2), and given to the resident, a friend, or family member upon leaving the facility, with this fact noted in the resident's medication record, or
4. Medications may be separately prescribed and dispensed in an easier to use form, such as unit dose packaging.
(f) Assistance with self-administration of medication does not include the activities detailed in Section 429.256(4), F.S.
(g) As used in Section 429.256(4)(h), F.S., the terms "judgment" and "discretion" mean interpreting vital signs and evaluating or assessing a resident's condition.
(h) All trained staff must adhere to the facility's

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A 052	Continued From page 4 . . . . control policy and procedures when assisting with the self-administration of medication. This Statute or Rule is not met as evidenced by: Based on observation, record review, and interview, the Facility failed to ensure proper assistance with self-administration for two residents (Resident #2 and Resident #3) of two sampled residents that required assistance with self-administration of medication. Findings Included: In an observation of the medication pass with Staff A (unlicensed Medication Technician) for Residents #2 and Resident #3 conducted on . . . . . from 12:15pm-12:30pm, Staff A did not read the name or dose of the medication from the medication label and administered . . . . in both , to Resident #2. Staff A asked a caregiver to show her who Resident #3 was, as there was no picture on the Medication Observation Record (MOR) and she was unsure. Staff A popped the three pills from their pill packs at the medication cart away from and with her to Resident #3. She administered three prescribed pills to Resident #3 from a spoon. Staff A stated "I am not used to being on this side. I want a do-over on my side. I feel like I am doing a bad job." In a review of the Facility's Medication Administration policy with a revision date of conducted on it lists the following: "Purpose: To set forth guidelines for the	A 052		

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A 052	Continued From page 5 administration of medications to residents by employees of the Company. Scope: This policy applies to all senior living residences managed by Legend Senior Living. Policy: Medication administration will be provided based on the resident's needs for services as identified by the assessment and specified in the Negotiated Service Agreement. Procedure: I. Drugs shall be administered to each resident in accordance with a physician's written order. II. The administration of drugs shall adhere to the following conditions: a. Physicians, licensed nurses, or medication aides/assistants shall administer all drugs. III. The person responsible for administering medications shall: a: Prepare the dose; b. Identify the resident before administration of the drug; c. Observe swallowing of oral medication; and d. Record the medication on the resident's individual drug record." A record review conducted for Resident #2 and Resident #3 on . . . . . revealed: *Resident #2 had an Agency for Healthcare Administration (AHCA) 1823 resident assessment dated that revealed she required assistance with self-administration of medication. *Resident #3 had an AHCA 1823 resident assessment dated that revealed she required assistance with self-administration of medication.	A 052		

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A 052	Continued From page 6 In an interview with Staff B (unlicensed Medication Technician) conducted on at 2:39pm she stated it was her first time passing medications for the , neighborhood and that she does not tell the residents the dosages of the medications. In an interview with Staff C (unlicensed Medication Technician) conducted on at 2:45pm she stated she does not tell the residents what medications she is giving them unless they ask. In an interview with the Administrator conducted on at 2:30pm she stated it was her expectation that the Medication Technicians bring the resident to the cart or medication room or take the medication cart to the Resident apartment, and go over each medication with the resident that they will administer. She further stated that most residents needed over assistance and they were to sign off on the medication given. Class III	A 052		
A 054 SS=D	59A-36.008(5) FAC Medication - Records (5) MEDICATION RECORDS. (a) For residents who use a pill organizer managed in subsection (2), the facility must keep either the original labeled medication container; or a medication listing with the prescription number, the name and address of the issuing pharmacy, the health care provider's name, the resident's name, the date dispensed, the name and strength of the drug, and the directions for	A 054		

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A 054	Continued From page 7 use. (b) The facility must maintain a daily medication observation record for each resident who receives assistance with self-administration of medications or medication administration. A medication observation record must be immediately updated each time the medication is offered or administered and include: 1. The name of the resident and any known the resident may have; 2. The name of the resident's health care provider and the health care provider's telephone number; 3. The name, strength, and directions for use of each medication; and, 4. A chart for recording each time the medication is taken, any missed dosages, refusals to take medication as prescribed, or medication errors. (c) For medications that serve as chemical , the facility must, pursuant to Section 429.41, F.S., maintain a record of the prescribing physician's annual evaluation of the use of the medication. This Statute or Rule is not met as evidenced by: Based on record review and interview, the facility failed to maintain daily Medication Observation Records (MORs) that were updated accurately when medications were given to two (Resident # 2 and Resident #3) of two sampled residents. Findings included: A review of the MOR for , , 2022 conducted on , after observing the 12:00pm medication pass for Resident #2, revealed the 12:00pm prescribed , , were signed as given by the initials shown as "agency nurse" listed on the caregiver key on page 6, and not by	A 054		

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A 054	Continued From page 8 the unlicensed Med Tech (Medication Technician) who was observed administering the , , on (Staff A). There were blanks on the MOR for , , and for prescribed medications with no exceptions noted. A review of the MOR for , 2022 conducted on , after observing the 12:00pm medication pass for Resident #3, revealed the three pills ordered for 12:00pm were signed as given by the initials shown as "agency nurse" listed on the caregiver key on page 4, and not by the unlicensed Med Tech who was observed administering the , , on (Staff A). There were blanks on the MOR for for prescribed medications, with no exceptions noted. In a review of the Facility's Medication Administration policy with a revision date of conducted on it lists the following: "Purpose: To set forth guidelines for the administration of medications to residents by employees of the Company. Scope: This policy applies to all senior living residences managed by Legend Senior Living. Policy: Medication administration will be provided based on the resident's needs for services as identified by the assessment and specified in the Negotiated Service Agreement. Procedure: III. d. Record the medication on the resident's individual drug record." In a review of the facility job description for Certified Medication Aides with a revised date of	A 054		

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A 054	Continued From page 9 revealed #5 under Essential Duties included: "Responsible for properly documenting administration, refusal, or disposal of medications." In an interview with the Administrator conducted on [redacted] at 2:30pm she stated it was her expectation that the Medication Technicians accurately sign off on the medications they have given. Class III	A 054		