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
	AL11911702	A. BUILDING: _____ B. WING _____	12/14/2022

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
VICTORIA'S RETIREMENT HOME	2233 NW 56TH AVENUE LAUDERHILL, FL 33313

(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 An unannounced Financial Monitoring survey was conducted from [redacted] through [redacted] at Victoria's Retirement Home. The facility had a deficiency identified at the time of the survey.	A 000		
A 120	429.17(3) .275(1); 59A-36.013(1) FAC Fiscal - Financial Stability 429.17 (3) In addition to the requirements of part II of chapter 408, each facility must report to the agency any adverse court action concerning the facility's financial viability, within 7 days after its occurrence. The agency shall have access to books, records, and any other financial documents maintained by the facility to the extent necessary to determine the facility's financial stability. 429.275 (1) The administrator or owner of a facility shall maintain accurate business records that identify, summarize, and classify funds received and expenses disbursed and shall use written accounting procedures and a recognized accounting system. 59A-36.013 Fiscal Standards. (1) FINANCIAL STABILITY. The facility must be administered on a sound financial basis in order to ensure adequate resources to meet resident needs pursuant to the requirements of chapter 408, part II, part I, F.S., and rule chapter 59A-35, F.A.C., and this rule chapter. This Statute or Rule is not met as evidenced by: Based on observation, interview, and record review, the facility failed to demonstrate that it was financially stable due to having engaged in	A 120		

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A 120	Continued From page 1 continued unsound accounting practices, and being past due for payments to fund services and goods essential to the maintenance of the facility and the care of its residents. The deficient financial operations placed all of the facility's 29 residents at risk since the facility abandoned its financial responsibility by not promptly funding necessary day-to-day expenses, including property rent, staff payroll, utilities and food supply. The findings included: Review of the facility records revealed that the facility did not maintain accurate business records and did not have written accounting procedures for the administration to follow. In an interview conducted with Caregiver Staff A on at 8:55 AM, she stated that her payroll check had bounced a few weeks ago. She stated that the facility was late paying her about 3 times, and she was also paid in cash currency 3 times in the last 3 months. In an observation conducted on at 9:25 AM, the garbage dumpster located in the front of the facility was overflowing with garbage. In an interview conducted with the Administrator at this time, she stated that she did not know when the garbage/waste service bill was paid by the facility. She stated that she was aware that the facility Ownership did not pay all of the facility's bills in . (Photographic evidence was obtained). Review of the facility's garbage/waste contractor statement dated on revealed that the facility had an outstanding balance of $850.94. (Photographic evidence was obtained).	A 120		

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A 120	Continued From page 2 In an interview conducted with the Administrative Assistant Staff B on [redacted] at 12:05 PM, she stated that since the new payroll company took over the facility's payroll operation in the middle of [redacted], she received her paychecks on time. She stated that the facility was late paying her about 2 times, and she was also paid in cash currency 2 times in the last 3 months. She stated that the Administrator was responsible to disburse the payroll in cash currency to all of the staff members. In an interview conducted with the Administrator on [redacted] at 1:30 PM, she stated that she was asked by the Owner/Licensee at least 3 times in the past 3 months to pay the staff members with cash currency since there were difficulties with the pervious payroll contractor. She stated that she received funds directly from the Owner/Licensee into her private bank account so she may disburse the cash payments to each and every staff member. In an interview conducted with the Owner/Licensee on [redacted] at 3:35 PM, he stated that the facility was unable to meet payroll for its staff about 3 times in the last 3 months and he was forced to deposit funds into his Administrator's personal bank account to disburse cash currency for the staff members to cover payroll. He stated that he owned the entity which owned the real property where the facility was located, and that the facility ownership did not have to pay its property rental amount of $16,000 per month. Review of the Administrator's private bank account statement revealed that she received wire transfers from the facility ownership on	A 120		

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A 120	Continued From page 3 . . . . . and . . . . for a total of $14,686.43. (Photographic evidence was obtained). In an interview conducted with the Administrator on . . . . . at 5:30 PM, she stated that all of the facility's business records were not maintained at the facility and that there were no written accounting procedures for her to ensure prompt payment of all of the facility's financial . . . . . . Review of the facility's census indicated that there were presently 29 residents residing in the facility and 27 of the residents received specialized Limited Mental Health services. Further review of the facility records indicated that 3 residents also required direct assistance and supervision with their activities of daily living. Review of the facility's account receivables indicated that the facility presently received approximately $48,200 per month from its resident accounts. Review of the facility's current monthly account payable . . . . . , which included real estate rent, utilities and payroll, but did not include property maintenance and resident supplies, was approximately $58,563. (Photographic evidence was obtained). In an interview conducted with the Owner/Licensee on at 12:10 PM, he stated that he was responsible to manage the facility's business accounts for the day-to-day provision of services and goods to its residents. He stated that the facility has not paid its rent of $16,000/month for approximately 1 year. He stated that since he owned the entity which owned the real estate where the facility was located, he would not evict the facility for non-payment of rent. He stated that he often transferred funds from other facilities' bank	A 120		

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A 120	Continued From page 4	A 120		

accounts to satisfy this facility's current financial and this was a practice he has engaged in for approximately 3 years. He stated that he was aware that this form of managing the facility's business accounts was unsound and it exposed the facility to becoming delinquent for non-payment of its accounts. He stated at this time that the facility's current financial to cover resident food expenses was presently approximately $2886, but he did not know the exact amount since this account balance was combined for the 2 facilities he owned in Broward County. He stated that the facility was not current and was past due on the following accounts: electrical service for $1696, gas/propane service for $454, water service for $831 and insurance for $768.

In an interview conducted with Caregiver Staff C on at 11:05 AM, she stated that the facility was late paying her 6 times and she was paid in cash currency 2 times in the last 2 months. She stated that this was commonplace, and she felt insecure about receiving her salary every pay period.

In an interview conducted with Housekeeper Staff D on at 11:10 AM, she stated that the facility was always late paying, and she was paid in cash currency 3 times in the last 2 months.

In an interview conducted with Housekeeper Staff E on at 11:15 AM, she stated that the facility was late paying her 4 times and she was paid in cash currency 3 times in the last 2 months.

In an interview conducted with Caregiver Staff F on at 11:25 AM, she stated that the facility was late paying her 2 times and she was

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A 120	Continued From page 5 paid in cash currency 1 time in the last 2 months. In an interview conducted with Caregiver Staff G on at 11:25 AM, she stated that she did not know how many times the facility was late paying her, but she was paid in cash currency at least 1 time in the last 2 months. In an interview conducted with Caregiver Staff H on at 11:25 AM, she stated that the facility was late paying her 2 times and she was paid in cash currency 2 times in the last 2 months. In an interview conducted with Resident #1 and Resident #2 on at 1:45 PM, they stated that they both lived in the facility for several years and that the facility sometimes did not have sufficient food or snacks for the residents. They stated that whenever the facility reached a point when its food supply was low and before receiving a food delivery from its contractor, they noticed that there were no snacks provided and the portions of the meals were smaller. They also stated that there were times when the facility also did not have supplies, like toilet paper, paper towels or cleaning products. They stated that this has been episodic for the past year or so. Review of the facility's electrical service statements revealed that the facility had 6 different accounts to cover the facility's 6 individual electrical power meters. Further review of the electrical service statement dated on ..... indicated that the facility was $305.62 past due. (Photographic evidence was obtained). Review of the facility's business records for the last 6-month period, it revealed that the facility had 3 separate operating bank accounts, with	A 120		

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A 120	Continued From page 6 bank account (#XXX) that had a total of 10 returned payments and 40 overdraft charges; bank account (#YYY) that had a total of 10 returned payments and 9 overdraft charges; and bank account (#ZZZ) that had a total of 10 returned payments and 32 overdraft charges. (Photographic evidence was obtained). Review of the facility's resident food supply contractor statements revealed that food deliveries to the facility were delayed on . . . due to lack of payment. (Photographic evidence was obtained). In an interview with the facility's food contractor on at 11:30 AM, he stated that the facility usually had food delivered every 2 weeks and was also continuously late with their payments. He stated that the facility's food deliveries had to be delayed a day or two, whenever it lacked to pay its bill in a timely manner. He stated that the last food delivery to the facility was made on . . . . . and the facility presently had a balance of $2406 past due which needed to be paid before they could make the next food delivery. Class II	A 120		