

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>AL11966836</b> | (X2) MULTIPLE CONSTRUCTION<br>A. BUILDING: _____<br><br>B. WING: _____ | (X3) DATE SURVEY<br>COMPLETED<br><br><b>03/15/2023</b> |
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NAME OF PROVIDER OR SUPPLIER

STREET ADDRESS, CITY, STATE, ZIP CODE

**CASSIE'S CASTLE**

**208 NATCHEZ TRACE AVENUE  
ROYAL PALM BEACH, FL 33411**

| (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>An unannounced Relicensure and Generator Monitoring survey was conducted on _____ at Cassie's Castle. The facility had deficiencies identified related to the Relicensure at the time of the survey.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | A 000               |                                                                                                                          |                          |
| A 077                    | 429.176 FS; 429.52( ), 59A-36.01(1) FAC Staffing Standards - Administrators<br><br>429.176 Notice of change of administrator.-If, during the period for which a license is issued, the owner changes administrators, the owner must notify the agency of the change within 10 days and provide documentation within 90 days that the new administrator meets educational requirements and has completed the applicable core educational requirements under s. 429.52. A facility may not be operated for more than 120 consecutive days without an administrator who has completed the core educational requirements.<br><br>429.52<br>(4) A facility administrator must complete the required core training, including the competency test, within 90 days after the date of employment as an administrator. Failure to do so is a violation of this part and subjects the violator to an administrative fine as prescribed in s. 429.19. Administrators licensed in accordance with part II of chapter 468 are exempt from this requirement. Other licensed professionals may be exempted, as determined by the agency by rule.<br>(5) Administrators are required to participate in continuing education for a minimum of 12 contact hours every 2 years.<br><br>59A-36.010<br>(1) ADMINISTRATORS. Every facility must be | A 077               |                                                                                                                          |                          |

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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| STATEMENT OF DEFICIENCIES<br>AND PLAN OF CORRECTION        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | (X1) PROVIDER/SUPPLIER/CLIA<br>IDENTIFICATION NUMBER:<br><br><b>AL11966836</b> | (X2) MULTIPLE CONSTRUCTION<br>A. BUILDING: _____<br><br>B. WING: _____                                                   |  | (X3) DATE SURVEY<br>COMPLETED<br><br><b>03/15/2023</b> |
| NAME OF PROVIDER OR SUPPLIER<br><br><b>CASSIE'S CASTLE</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                | STREET ADDRESS, CITY, STATE, ZIP CODE<br><b>208 NATCHEZ TRACE AVENUE<br/>ROYAL PALM BEACH, FL 33411</b>                  |  |                                                        |
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| A 077                                                      | <p>Continued From page 1</p> <p>under the supervision of an administrator who is responsible for the operation and maintenance of the facility including the management of all staff and the provision of appropriate care to all residents as required by chapters 408, part II, 429, part I, F.S., and rule chapter 59A-35, F.A.C., and this rule chapter.</p> <p>(a) An administrator must:</p> <ol style="list-style-type: none"> <li>1. Be at least _____;</li> <li>2. If employed on or after _____, have, at a minimum, a high school diploma or G.E.D.;</li> <li>3. Be in compliance with Level 2 background screening requirements pursuant to sections 408.809 and 429.174, F.S.;</li> <li>4. Complete the core training and core competency test requirements pursuant to rule 59A-36.011, F.A.C., no later than 90 days after becoming employed as a facility administrator. Administrators who attended core training prior to _____, are not required to take the competency test unless specified elsewhere in this rule; and,</li> <li>5. Satisfy the continuing education requirements pursuant to rule 59A-36.011, F.A.C.</li> </ol> <p>Administrators who are not in compliance with these requirements must retake the core training and core competency test requirements in effect on the date the non-compliance is discovered by the agency or the department.</p> <p>(b) In the event of extenuating circumstances, such as the _____ of a facility administrator, the agency may permit an individual who otherwise has not satisfied the training requirements of subparagraph (1)(a)4. of this rule, to temporarily serve as the facility administrator for a period not to exceed 90 days. During the 90 day period, the individual temporarily serving as facility administrator must:</p> | A 077                                                                          |                                                                                                                          |  |                                                        |

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**CASSIE'S CASTLE**

**208 NATCHEZ TRACE AVENUE  
ROYAL PALM BEACH, FL 33411**

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| A 077                    | Continued From page 2<br><br>1. Complete the core training and core competency test requirements pursuant to rule 59A-36.011, F.A.C.; and,<br>2. Complete all additional training requirements if the facility maintains licensure as an extended congregate care or limited mental health facility.<br>(c) Administrators may supervise a maximum of either three assisted living facilities or a group of facilities on a single campus providing housing and health care Administrators who supervise more than one facility must appoint in writing a separate manager for each facility. However, an administrator supervising a maximum of three assisted living facilities, each licensed for 16 or fewer beds and all within a 15 mile of each other, is only required to appoint two managers to assist in the operation and maintenance of those facilities.<br>(d) An individual serving as a manager must satisfy the same qualifications, background screening, core training and competency test requirements, and continuing education requirements as an administrator pursuant to paragraph (1)(a) of this rule. Managers who attended the core training program prior to , are not required to take the competency test unless specified elsewhere in this rule. In addition, a manager may not serve as a manager of more than a single facility, except as provided in paragraph (1)(c) of this rule, and may not , serve as an administrator of any other facility.<br>(e) Pursuant to section 429.176, F.S., facility owners must notify the Agency Central Office within 10 days of a change in facility administrator on the Notification of Change of Administrator form, AHCA Form 3180-1006, , which is incorporated by reference and available online at: | A 077               |                                                                                                                          |                          |

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| A 077                                                      | <p>Continued From page 3</p> <p><a href="http://www.flrules.org/Gateway/reference.asp?No=Ref-09393">http://www.flrules.org/Gateway/reference.asp?No=Ref-09393</a>.</p> <p>This Statute or Rule is not met as evidenced by:<br/>Based on interview and record review, the facility failed to ensure that the Administrator completed the 12 hours of continuing education requirement every 2 years after completion of the CORE examination for Assisted Living Facility training.</p> <p>The findings included:</p> <p>Review of the personnel record for the Administrator revealed a date of hire of ..... Further review of the personnel record revealed the Administrator passed the CORE competency examination on ..... Continued review of the personnel record revealed no continuing education training since completion of CORE exam in 2014.</p> <p>On ..... at 2:30 PM, an interview was conducted with the Assistant Administrator and she was unable to provide evidence of the 12 hours of continuing education every 2 years for the Administrator.</p> <p>Class III</p> | A 077                                                                          |                                                                                                                          |                          |                                                        |
| A 078                                                      | <p>59A-36.010(2) FAC Staffing Standards - Staff</p> <p>(2) STAFF:</p> <p>(a) Within 30 days after beginning employment, newly hired staff must submit a written statement from a health care provider documenting that the individual does not have any signs or symptoms of communicable ..... The examination</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | A 078                                                                          |                                                                                                                          |                          |                                                        |

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| A 078                                                      | <p>Continued From page 4</p> <p>performed by the health care provider must have been conducted no earlier than 6 months before submission of the statement. Newly hired staff does not include an employee transferring without a break in service from one facility to another when the facility is under the same management or ownership.</p> <p>1. Evidence of a negative examination must be documented on an annual basis. Documentation provided by the Florida Department of Health or a licensed health care provider certifying that there is a shortage of ..... testing materials satisfies the annual ..... examination requirement. An individual with a positive ..... test must submit a health care provider's statement that the individual does not constitute a risk of</p> <p>2. If any staff member has, or is suspected of having, a communicable ..... such individual must be immediately removed from duties until a written statement is submitted from a health care provider indicating that the individual does not constitute a risk of transmitting a communicable .....</p> <p>(b) Staff must be qualified to perform their assigned duties consistent with their level of education, training, preparation, and experience. Staff providing services requiring licensing or certification must be appropriately licensed or certified. All staff must exercise their responsibilities, consistent with their qualifications, to observe residents, to document observations on the appropriate resident's record, and to report the observations to the resident's health care provider in accordance with this rule chapter.</p> <p>(c) All staff must comply with the training requirements of rule 59A-36.011, F.A.C.</p> | A 078                                                                          |                                                                                                                          |  |                                                        |

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| A 078                                                      | <p>Continued From page 5</p> <p>(d) An assisted living facility . . . . . to provide services to residents must ensure that individuals providing services are qualified to perform their assigned duties in accordance with this rule chapter. The contract between the facility and the staffing agency or contractor must specifically describe the services the staffing agency or contractor will provide to residents.</p> <p>(e) For facilities with a licensed capacity of 17 or more residents, the facility must:</p> <ol style="list-style-type: none"> <li>1. Develop a written job description for each staff position and provide a copy of the job description to each staff member; and,</li> <li>2. Maintain time sheets for all staff.</li> </ol> <p>(f) Level 2 background screening must be conducted for staff, including staff by the facility to provide services to residents, pursuant to sections 408.809 and 429.174, F.S.</p> <p>This Statute or Rule is not met as evidenced by: Based on record review and interview the facility failed to have evidence of a negative . . . . . ( . ) examination documented on an annual basis for 1 of 5 sampled staff, specifically Staff A.</p> <p>The findings included:</p> <p>Review of the personnel record for Administrator Staff A revealed a date of hire of to work flexible hours. Further review of the personnel record revealed Administrator Staff A's last documented negative . . . examination statement was dated . . . . . There was no documentation that Administrator Staff A had an annual examination for for 2022 or 2023.</p> <p>On at 3:00 PM, the Assistant Administrator acknowledged the finding.</p> | A 078                                                                          |                                                                                                                          |  |                                                        |

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## CASSIE'S CASTLE

208 NATCHEZ TRACE AVENUE

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| A 078                    | Continued From page 6                                                                                                                                                                                                                                                                                                                       | A 078               |                                                                                                                          |                          |
|                          | Class III                                                                                                                                                                                                                                                                                                                                   |                     |                                                                                                                          |                          |
| A 079                    | 59A-36.010(3) FAC Staffing Standards - Levels                                                                                                                                                                                                                                                                                               | A 079               |                                                                                                                          |                          |
|                          | (3) STAFFING STANDARDS.                                                                                                                                                                                                                                                                                                                     |                     |                                                                                                                          |                          |
|                          | (a) Minimum staffing:                                                                                                                                                                                                                                                                                                                       |                     |                                                                                                                          |                          |
|                          | 1. Facilities must maintain the following minimum staff hours per week:                                                                                                                                                                                                                                                                     |                     |                                                                                                                          |                          |
|                          | Number of Residents, Day Care Participants, and Respite Care Residents      Staff Hours/Week                                                                                                                                                                                                                                                |                     |                                                                                                                          |                          |
|                          | 0-5                      168                                                                                                                                                                                                                                                                                                                |                     |                                                                                                                          |                          |
|                          | 212                                                                                                                                                                                                                                                                                                                                         |                     |                                                                                                                          |                          |
|                          | 16-25                      253                                                                                                                                                                                                                                                                                                              |                     |                                                                                                                          |                          |
|                          | 26-35                      294                                                                                                                                                                                                                                                                                                              |                     |                                                                                                                          |                          |
|                          | 36-45                      335                                                                                                                                                                                                                                                                                                              |                     |                                                                                                                          |                          |
|                          | 46-55                      375                                                                                                                                                                                                                                                                                                              |                     |                                                                                                                          |                          |
|                          | 56-65                      416                                                                                                                                                                                                                                                                                                              |                     |                                                                                                                          |                          |
|                          | 66-75                      457                                                                                                                                                                                                                                                                                                              |                     |                                                                                                                          |                          |
|                          | 76-85                      498                                                                                                                                                                                                                                                                                                              |                     |                                                                                                                          |                          |
|                          | 86-95                      539                                                                                                                                                                                                                                                                                                              |                     |                                                                                                                          |                          |
|                          | For every 20 total combined residents, day care participants, and respite care residents over 95 add 42 staff hours per week.                                                                                                                                                                                                               |                     |                                                                                                                          |                          |
|                          | 2. Independent living residents, as referenced in subsection 59A-36.015(3), F.A.C., who occupy beds included within the licensed capacity of an assisted living facility but do not receive personal, limited nursing, or extended congregate care services, are not counted as residents for purposes of computing minimum staff hours.    |                     |                                                                                                                          |                          |
|                          | 3. At least one staff member who has access to facility and resident records in case of an emergency must be in the facility at all times when residents are in the facility. Residents serving as paid or volunteer staff may not be left solely in charge of other residents while the facility administrator, manager or other staff are |                     |                                                                                                                          |                          |

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| A 079                                                      | Continued From page 7<br><br>absent from the facility.<br>4. In facilities with 17 or more residents, there must be at least one staff member awake at all hours of the day and night.<br>5. A staff member who has completed courses in First Aid and ( ) and holds a currently valid card documenting completion of such courses must be in the facility at all times.<br>a. Documentation of attendance at First Aid or courses pursuant to subsection 59A-36.011(5), F.A.C., satisfies this requirement.<br>b. A nurse is considered as having met the course requirements for First Aid. An emergency medical technician or paramedic currently certified under chapter 401, part III, F.S., is considered as having met the course requirements for both First Aid and<br>6. During periods of temporary absence of the administrator or manager of more than 48 hours when residents are on the premises, a staff member who is at least must be physically present and designated in writing to be in charge of the facility. No staff member shall be in charge of a facility for a consecutive period of 21 days or more, or for a total of 60 days within a calendar year, without being an administrator or manager.<br>7. Staff whose duties are exclusively building or grounds maintenance, clerical, or food preparation do not count towards meeting the minimum staffing hours requirement.<br>8. The administrator or manager's time may be counted for the purpose of meeting the required staffing hours, provided the administrator or manager is actively involved in the day-to-day operation of the facility, including making decisions and providing supervision for all aspects of resident care, and is listed on the | A 079                                                                                                   |                                                                                                                          |  |                                                        |



Agency for Health Care Administration

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| NAME OF PROVIDER OR SUPPLIER<br><br><b>CASSIE'S CASTLE</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                | STREET ADDRESS, CITY, STATE, ZIP CODE<br><b>208 NATCHEZ TRACE AVENUE<br/>ROYAL PALM BEACH, FL 33411</b>                  |  |                                                        |
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| A 079                                                      | Continued From page 8<br><br>facility's staffing schedule.<br>9. Only on-the-job staff may be counted in meeting the minimum staffing hours. Vacant positions or absent staff may not be counted.<br>(b) Notwithstanding the minimum staffing requirements specified in paragraph (a), all facilities, including those composed of apartments, must have enough qualified staff to provide resident supervision, and to provide or arrange for resident services in accordance with the residents' scheduled and unscheduled service needs, resident contracts, and resident care standards as described in rule 59A-36.007, F.A.C.<br>(c) The facility must maintain a written work schedule that reflects its 24-hour staffing pattern for a given time period. Upon request, the facility must make the daily work schedules of direct care staff available to residents or their representatives.<br>(d) The facility must provide staff immediately when the agency determines that the requirements of paragraph (a) are not met. The facility must immediately increase staff above the minimum levels established in paragraph (a), if the agency determines that adequate supervision and care are not being provided to residents, resident care standards described in rule 59A-36.007, F.A.C., are not being met, or that the facility is failing to meet the terms of residents' contracts. The agency will consult with the facility administrator and residents regarding any determination that additional staff is required. Based on the recommendations of the local fire safety authority, the agency may require additional staff when the facility fails to meet the fire safety standards described in rule chapter 69A-40, F.A.C., until such time as the local fire safety authority informs the agency that fire safety | A 079                                                                          |                                                                                                                          |  |                                                        |

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| A 079                                                      | <p>Continued From page 9</p> <p>requirements are being met.</p> <p>1. When additional staff is required above the minimum, the agency will require the submission of a corrective action plan within the time specified in the notification indicating how the increased staffing is to be achieved to meet resident service needs. The plan will be reviewed by the agency to determine if it sufficiently increases the staffing levels to meet resident needs.</p> <p>2. When the facility can demonstrate to the agency that resident needs are being met, or that resident needs can be met without increased staffing, the agency may modify staffing requirements for the facility and the facility will no longer be required to maintain a plan with the agency.</p> <p>(e) Facilities that are co-located with a nursing home may use shared staffing provided that staff hours are only counted once for the purpose of meeting either assisted living facility or nursing home minimum staffing ratios.</p> <p>(f) Facilities holding a limited mental health, extended congregate care, or limited nursing services license must also comply with the staffing requirements of rules 59A-36.020, 59A-36.021 or 59A-36.022, F.A.C., respectively.</p> <p>This Statute or Rule is not met as evidenced by:<br/>Based on observation and interview, it was determined that the facility failed to ensure they maintained an accurate Staffing Schedule to reflect their 24 hour staffing pattern.</p> <p>The findings included:</p> <p>During the facility tour conducted on at 9:15 AM, a Staffing Schedule which reflected their current 24 hour staffing pattern was not</p> | A 079                                                                          |                                                                                                                          |  |                                                        |

Agency for Health Care Administration

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| A 079                                                      | Continued From page 10<br><br>observed or posted.<br><br>On ..... at 10:30 AM, a request for the<br>current Staffing Schedule was requested from<br>Assistant Administrator Staff B who provided a<br>facility census count of 5 residents. Assistant<br>Administrator Staff B stated there is no current<br>Staffing Schedule available and further stated she<br>primarily works at the other facility but comes<br>here every day for several hours in the morning.<br><br>During a further interview conducted on<br>..... at 3:00 PM, Assistant Administrator<br>Staff B acknowledged the finding and provided no<br>additional documentation to review or explanation<br>why a Staffing Schedule was not available.<br><br>Class III                                                                                                                              | A 079                                                                                                   |                                                                                                                          |  |                                                        |
| A 081                                                      | 429.52(1 & 7) FS; 59A-36.011( ) FAC Training<br>- Staff In-Service<br><br>429.52(1)<br>(1) Each new assisted living facility employee<br>who has not previously completed core training<br>must attend a preservice orientation provided by<br>the facility before interacting with residents. The<br>preservice orientation must be at least 2 hours in<br>duration and cover topics that help the employee<br>provide responsible care and respond to the<br>needs of facility residents. Upon completion, the<br>employee and the administrator of the facility<br>must sign a statement that the employee<br>completed the required preservice orientation.<br>The facility must keep the signed statement in the<br>employee's personnel record.<br><br>(7) Facility staff shall participate in inservice<br>training relevant to their job duties as specified by | A 081                                                                                                   |                                                                                                                          |  |                                                        |

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| A 081                                                      | <p>Continued From page 11</p> <p>agency rule. Topics covered during the preservice orientation are not required to be repeated during inservice training. A single certificate of completion that covers all required inservice training topics may be issued to a participating staff member if the training is provided in a single training course.</p> <p>59A-36.011<br/>(2) STAFF PRESERVICE ORIENTATION.<br/>(a) Facilities must provide a preservice orientation of at least 2 hours to all new assisted living facility employees who have not previously completed core training as detailed in subsection (1).<br/>(b) New staff must complete the preservice orientation prior to interacting with residents.<br/>(c) Once complete, the employee and the facility administrator must sign a statement that the employee completed the preservice orientation which must be kept in the employee's personnel record.<br/>(d) In addition to topics that may be chosen by the facility administrator, the preservice orientation must cover:<br/>1. Resident's rights; and,<br/>2. The facility's license type and services offered by the facility.<br/>(3) STAFF IN-SERVICE TRAINING. Facility administrators or managers shall provide or arrange for the following in-service training to facility staff:<br/>(a) Staff who provide direct care to residents, other than nurses, certified nursing assistants, or home health aides trained in accordance with rule 59A-8.0095, F.A.C., must receive a minimum of 1 hour in-service training in _____ control, including universal precautions and facility sanitation procedures, before providing personal</p> | A 081                                                                                                   |                                                                                                                          |                          |                                                        |

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| A 081                                                      | <p>Continued From page 12</p> <p>care to residents. The facility must use its control policies and procedures when offering this training. Documentation of compliance with the staff training requirements of 29 CFR 1910.1030, relating to _____ borne _____, may be used to meet this requirement.</p> <p>(b) Staff who provide direct care to residents must receive a minimum of 1 hour in-service training within 30 days of employment that covers the following subjects:</p> <ol style="list-style-type: none"> <li>1. Reporting adverse incidents.</li> <li>2. Facility emergency procedures including chain-of-command and staff roles relating to emergency evacuation.</li> </ol> <p>(c) Staff who provide direct care to residents, who have not taken the core training program, shall receive a minimum of 1 hour in-service training within 30 days of employment that covers the following subjects:</p> <ol style="list-style-type: none"> <li>1. Resident rights in an assisted living facility.</li> <li>2. Recognizing and reporting resident neglect, and _____. The facility must use its prevention policies and procedures when offering this training.</li> </ol> <p>(d) Staff who provide direct care to residents, other than nurses, CNAs, or home health aides trained in accordance with rule 59A-8.0095, F.A.C., must receive 3 hours of in-service training within 30 days of employment that covers the following subjects:</p> <ol style="list-style-type: none"> <li>1. Resident behavior and needs.</li> <li>2. Providing assistance with the activities of daily living.</li> </ol> <p>(e) Staff who prepare or serve food, who have not taken the assisted living facility core training must receive a minimum of 1-hour-in-service training within 30 days of employment in safe food handling practices.</p> | A 081                                                                          |                                                                                                                          |                          |                                                        |

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| A 081                                                      | <p>Continued From page 13</p> <p>(f) All facility staff shall receive in-service training regarding the facility's resident elopement response policies and procedures within thirty (30) days of employment.</p> <p>1. All facility staff shall be provided with a copy of the facility's resident elopement response policies and procedures.</p> <p>2. All facility staff shall demonstrate an understanding and competency in the implementation of the elopement response policies and procedures.</p> <p>This Statute or Rule is not met as evidenced by:<br/>Based on interview and record review the facility failed to ensure 3 of 5 sampled employee personnel records reviewed contained the required mandatory in-service trainings to be obtained within 30 days of hire, specifically Staff A, Staff B and Staff D.</p> <p>The findings included:</p> <p>1) Review of the personnel record for Administrator Staff A revealed a date of hire of _____ who works flexible hours. Further review of the personnel record revealed the 1-hour in-service training pertaining to Incident Reporting; 1-hour of Reporting Major Incidents; 1-hour of Nutritional and Safe Food Handling training; and 1-hour of Resident Rights and Recognizing _____/Neglect training were not available for review. Additionally, further review of the personnel record revealed the 3-hour in-service pertaining to Activities of Daily Living (ADL) and Behavioral Needs training were not available for review.</p> | A 081                                                                          |                                                                                                                          |  |                                                        |

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| A 081                                                      | Continued From page 14<br><br>2) Review of the personnel record for Assistant Administrator Staff B revealed a date of hire of _____ and who works from 9:00 AM to 12:00 PM. Further review of the personnel record revealed the 1-hour in-service training pertaining to Incident Reporting; 1-hour of Reporting Major Incidents; 1-hour of _____ Control; 1-hour of Nutritional and Safe Food Handling training; and 1-hour of Resident Rights and Recognizing _____/Neglect training were not available for review. Additionally, further review of the personnel record revealed the 3-hour in-service pertaining to ADL's and Behavioral Needs training were not available for review.<br><br>3) Review of the personnel record for Caregiver Staff D revealed a date of hire of 11/08/2021 to work the 6:00 AM to 6:00 PM shift. Further review of the personnel record revealed the 3-hour in-service pertaining to ADL's and Behavioral Needs training were not available for review.<br><br>On _____ at 3:00 PM, an interview was conducted with Assistant Administrator Staff B who acknowledged the personnel records did not include the required training documentation.<br><br>Class III | A 081                                                                          |                                                                                                                          |                          |                                                        |
| A 084                                                      | 59A-36.011(6) FAC 429.52(6), FS Training - Assis Self-Admin Meds & Med Mgmt<br><br>59A-36.011<br>(6) ASSISTANCE WITH THE SELF-ADMINISTRATION OF MEDICATION AND MEDICATION MANAGEMENT. Unlicensed persons who will be providing assistance with the self-administration of medications as described in rule 59A-36.008, F.A.C., must meet the training                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | A 084                                                                          |                                                                                                                          |                          |                                                        |

Agency for Health Care Administration

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| NAME OF PROVIDER OR SUPPLIER<br><br><b>CASSIE'S CASTLE</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                | STREET ADDRESS, CITY, STATE, ZIP CODE<br><b>208 NATCHEZ TRACE AVENUE<br/>ROYAL PALM BEACH, FL 33411</b>                  |  |                                                        |
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| A 084                                                      | Continued From page 15<br><br>requirements pursuant to section 429.52(6), F.S., prior to assuming this responsibility. Courses provided in fulfillment of this requirement must meet the following criteria:<br>(a) Training must cover state law and rule requirements with respect to the supervision, assistance, administration, and management of medications in assisted living facilities; procedures and techniques for assisting the resident with self-administration of medication including how to read a prescription label; providing the right medications to the right resident; common medications; the importance of taking medications as prescribed; recognition of side effects and adverse reactions and procedures to follow when residents appear to be experiencing side effects and adverse reactions; documentation and record keeping; and medication storage and disposal. Training shall include demonstrations of proper techniques, including techniques for _____ control, and ensure unlicensed staff have adequately demonstrated that they have acquired the skills necessary to provide such assistance.<br>(b) The training must be provided by a registered nurse or licensed pharmacist who shall issue a training certificate to a trainee who demonstrates, in person and both physically and verbally, the ability to:<br>1. Read and understand a prescription label;<br>2. Provide assistance with self-administration in accordance with section 429.256, F.S., and rule 59A-36.008, F.A.C., including:<br>a. Assist with oral dosage forms, _____ dosage forms, and _____ and _____ dosage forms;<br>b. Measure liquid medications, break scored tablets, and crush tablets in accordance with prescription directions; | A 084                                                                          |                                                                                                                          |  |                                                        |



Agency for Health Care Administration

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NAME OF PROVIDER OR SUPPLIER

STREET ADDRESS, CITY, STATE, ZIP CODE

**CASSIE'S CASTLE**

**208 NATCHEZ TRACE AVENUE  
ROYAL PALM BEACH, FL 33411**

| (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 084                    | Continued From page 16<br><br>c. Recognize the need to obtain clarification of an "as needed" prescription order;<br>d. Recognize a medication order which requires judgment or discretion, and to advise the resident, resident's health care provider or facility employer of inability to assist in the administration of such orders;<br>e. Complete a medication observation record;<br>f. Retrieve and store medication;<br>g. Recognize the general signs of adverse reactions to medications and report such reactions;<br>h. Assist residents with _____ syringes that are prefilled with the proper dosage by a pharmacist and _____ that are prefilled by the manufacturer by taking the medication, in its previously dispensed, properly labeled container, from where it is stored, and bringing it to the resident for self-injection;<br>i. Assist with _____;<br>j. Use a _____ to perform _____ testing;<br>k. Assist residents with _____ and continuous positive airway pressure (CPAP) devices, excluding the titration of the _____ levels;<br>l. Apply and remove _____ stockings and hosiery;<br>m. Placement and removal of _____, bags, excluding the removal of the _____ or manipulation of the _____ site; and,<br>n. Measurement of _____ rate, temperature, and _____ rate.<br>(c) Unlicensed persons, as defined in section 429.256(1)(b), F.S., who provide assistance with self-administered medications and have successfully completed the initial 6 hour training, must obtain, annually, a minimum of 2 hours of continuing education training on providing | A 084               |                                                                                                                          |                          |

Agency for Health Care Administration

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| NAME OF PROVIDER OR SUPPLIER<br><br><b>CASSIE'S CASTLE</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | STREET ADDRESS, CITY, STATE, ZIP CODE<br><b>208 NATCHEZ TRACE AVENUE<br/>ROYAL PALM BEACH, FL 33411</b> |                                                                                                                          |                                                        |
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| A 084                                                      | <p>Continued From page 17</p> <p>assistance with self-administered medications and safe medication practices in an assisted living facility. The 2 hours of continuing education training may be provided online.</p> <p>(d) Trained unlicensed staff who, prior to the effective date of this rule, assist with the self-administration of medication and have successfully completed 4 hours of assistance with self-administration of medication training must complete an additional 2 hours of training that focuses on the topics listed in sub-subparagraphs (6)(b)2.h.-n. of this section, before assisting with the self-administration of medication procedures listed in sub-subparagraphs (6)(b)2.h.-n.</p> <p>429.52</p> <p>(6) Staff assisting with the self-administration of medications under s. 429.256 must complete a minimum of 6 additional hours of training provided by a registered nurse or a licensed pharmacist before providing assistance. Two hours of continuing education are required annually thereafter. The agency shall establish by rule the minimum requirements of this training</p> <p>This Statute or Rule is not met as evidenced by: Based on observation, interview and record review, the facility failed to ensure 3 of 5 sampled employee personnel records reviewed contained evidence of the required annual 2 hours of Assistance with the Self-Administration of Medications training, specifically the Owner, Staff B and Staff C.</p> <p>The findings included:</p> <p>1. Review of the personnel record for the Owner revealed he was hired on _____ and he</p> | A 084                                                                                                   |                                                                                                                          |                                                        |

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NAME OF PROVIDER OR SUPPLIER

STREET ADDRESS, CITY, STATE, ZIP CODE

**CASSIE'S CASTLE**

**208 NATCHEZ TRACE AVENUE  
ROYAL PALM BEACH, FL 33411**

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| A 084                    | <p>Continued From page 18</p> <p>works the 7:00 PM to 7:00 AM shift. The Owner assists residents with the self-administration of medications.</p> <p>Further review of the personnel record revealed the last updated medication training was dated _____ which consisted of 4 hours. There was no additional documentation of the annual 2 hours of updated training since 2008.</p> <p>2. Review of the personnel record for Assistant Administrator Staff B revealed she was hired on _____ and she works the 9:00 AM to 12:00 PM shift. Assistant Administrator Staff B assists residents with the self-administration of medications.</p> <p>Further review of the personnel record revealed the last updated medication training was dated _____ which consisted of 4 hours. There was no additional documentation of the annual 2 hours of updated training since 2015.</p> <p>2. Review of the personnel record for Caregiver Staff C revealed she was hired on _____ and she works the 6:00 AM to 6:00 PM shift. Caregiver Staff C assists residents with the self-administration of medications.</p> <p>On _____ at 12:25 PM, Caregiver Staff C was observed assisting Resident #4 with the self-administration of medications.</p> <p>Further review of the personnel record for Caregiver Staff C revealed the last updated medication training was dated _____ which consisted of 2 hours. There was no additional documentation of the annual 2 hours of updated training which should have been obtained since the last training was conducted in _____ of _____.</p> | A 084               |                                                                                                                          |                          |

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**CASSIE'S CASTLE**

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| A 084                    | Continued From page 19<br><br>2022.<br><br>Class III                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | A 084               |                                                                                                                          |                          |
| A 090                    | 59A-36.011(11) FAC Training -<br><br>(11)<br>TRAINING.<br>(a) Currently employed facility administrators,<br>managers, direct care staff and staff involved in<br>resident admissions must receive at least one<br>hour of training in the facility's policies and<br>procedures regarding<br>(b) Newly hired facility administrators, managers,<br>direct care staff and staff involved in resident<br>admissions must receive at least one hour of<br>training in the facility's policy and procedures<br>regarding _____ within 30 days after<br>employment.<br>(c) Training shall consist of the information<br>included in rule 59A-36.009, F.A.C.<br><br>This Statute or Rule is not met as evidenced by:<br>Based on personnel record review and interview,<br>the facility failed to have documented evidence to<br>indicate 3 of 5 sampled staff received training in<br>the facility's Policy and Procedures regarding<br>_____. (_____.), specifically Staff<br>A, Staff B and Staff D.<br><br>The findings included:<br><br>Review of Administrator Staff A's personnel<br>record revealed a hire date of _____ and<br>who works flexible hours. The personnel record<br>did not contain documentation to indicate Staff A<br>received training on the facility's Policy and<br>Procedures regarding _____. | A 090               |                                                                                                                          |                          |

Agency for Health Care Administration

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| NAME OF PROVIDER OR SUPPLIER<br><br><b>CASSIE'S CASTLE</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                | STREET ADDRESS, CITY, STATE, ZIP CODE<br><b>208 NATCHEZ TRACE AVENUE<br/>ROYAL PALM BEACH, FL 33411</b>                  |  |                                                        |
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| A 090                                                      | Continued From page 20<br><br>Review of Assistant Administrator Staff B's personnel record revealed a hire date of _____ and she works from 9:00 AM to 12:00 PM. The personnel record did not contain documentation to indicate Assistant Administrator Staff B received training on the facility's Policy and Procedures regarding _____<br><br>Review of Caregiver Staff D's personnel record revealed a hire date of _____ to work the 6:00 AM to 6:00 PM shift. The personnel record did not contain documentation to indicate Caregiver Staff D received training on the facility's Policy and Procedures regarding _____<br><br>On _____ at 3:00 PM, Assistant Administrator Staff B acknowledged the findings and provided no other documentation to review.<br><br>Class III | A 090                                                                          |                                                                                                                          |  |                                                        |
| CZ814                                                      | 435.12(2)(b-d), FS Background Screening Clearinghouse<br><br>435.12 Care Provider Background Screening Clearinghouse.-<br>(2)(b) Until such time as the _____ are enrolled in the national retained print _____ notification program at the Federal Bureau of Investigation, an employee with a break in service of more than 90 days from a position that requires screening by a specified agency must submit to a national screening if the person returns to a position that requires screening by a specified agency.<br>(c) An employer of persons subject to screening by a specified agency must register with the clearinghouse and maintain the employment                                                                                                                 | CZ814                                                                          |                                                                                                                          |  |                                                        |

Agency for Health Care Administration

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| NAME OF PROVIDER OR SUPPLIER<br><br><b>CASSIE'S CASTLE</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                | STREET ADDRESS, CITY, STATE, ZIP CODE<br><b>208 NATCHEZ TRACE AVENUE<br/>ROYAL PALM BEACH, FL 33411</b>                  |                          |                                                        |
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| CZ814                                                      | <p>Continued From page 21</p> <p>status of all employees within the clearinghouse. Initial employment status and any changes in status must be reported within 10 business days. (d) An employer must register with and initiate all criminal history checks through the clearinghouse before referring an employee or potential employee for electronic submission to the Department of Law Enforcement. The registration must include the employee's full first name, middle initial, and last name; social security number; date of birth; mailing address; ; and race. Individuals, persons, applicants, and controlling interests that cannot legally obtain a social security number must provide an individual taxpayer identification number.</p> <p>This Statute or Rule is not met as evidenced by: Based on record review and interview, the facility failed to maintain any changes in employment status of all employees within the Agency for Health Care Administration (AHCA) Background Screening Clearinghouse Roster within 10 business days of any changes, for 1 of 5 sampled staff, specifically Staff B.</p> <p>The findings included:</p> <p>On this surveyor requested the 24-hour facility Staffing Schedule. The Assistant Administrator Staff B did not provide one. She stated she did not have a Staffing Schedule. The AHCA Background Screening Clearinghouse Roster was reviewed with Assistant Administrator Staff B. The Roster revealed that the facility had not entered the initial employment for Assistant Administrator Staff B who had been hired on and working at the facility. Assistant Administrator Staff B was not listed on the AHCA Background Screening Clearinghouse Roster.</p> | CZ814                                                                          |                                                                                                                          |                          |                                                        |

Agency for Health Care Administration

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**CASSIE'S CASTLE**

**208 NATCHEZ TRACE AVENUE  
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| CZ814                    | Continued From page 22<br><br>An interview was conducted with Assistant Administrator Staff B on _____ at 2:30 PM, who confirmed she is not on the Background Screening Clearinghouse Roster. No additional information was provided. Assistant Administrator Staff B acknowledged the finding.<br><br>Unclassified | CZ814               |                                                                                                                          |                          |