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
	AL11965534	A. BUILDING: _____ B. WING _____	R 04/06/2023

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
IMPERIAL CLUB	2751 NE 183 STREET AVENTURA, FL 33160

(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 revisit survey was conducted at the Imperial Club on . . . . . through . . . . Deficiencies were identified at the time of the survey.	A 000		
{A 152} SS=I	59A-36.014(3) FAC Physical Plant - Safe Living Environ/Other (3) OTHER REQUIREMENTS. (a) All facilities must: 1. Provide a safe living environment pursuant to section 429.28(1)(a), F.S.; 2. Be maintained free of hazards; and, 3. Ensure that all existing architectural, mechanical, electrical and structural systems, and appurtenances are maintained in good working order. (b) Pursuant to section 429.27, F.S., residents must be given the option of using their own belongings as space permits. When the facility supplies the furnishings, each resident bedroom or sleeping area must have at least the following furnishings: 1. A clean, comfortable bed with a mattress no less than 36 inches wide and 72 inches long, with the top surface of the mattress at a comfortable . . to ensure easy access by the resident, 2. A closet or wardrobe space for hanging clothes, 3. A dresser, ... or other furniture designed for storage of clothing or personal effects, 4. A table or nightstand, bedside lamp or floor lamp, and waste basket; and, 5. A comfortable chair, if requested. (c) The facility must maintain master or duplicate keys to resident bedrooms to be used in the event of an emergency. (d) Residents who use portable bedside commodes must be provided with privacy during	{A 152}		

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{A 152}	Continued From page 1 use. (e) Facilities must make available linens and personal laundry services for residents who require such services. Linens provided by a facility must be free of tears, stains and must not be . This Statute or Rule is not met as evidenced by: Based on observation and interviews, the facility failed to maintain and ensure a safe living environment free of hazards for twenty (23) (#1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23) of twenty (23) sampled Assisted Living residents. The facility failed to ensure that all existing architectural, mechanical, electrical, and structural systems, and appurtenances are maintained. At least one elevator continued to be out of service for more than eight months. In addition to the elevator issues, the handrails in the stairwells were rusty. Findings: Observations on at 8:00AM found only one (elevator #1) operable or working elevator. Elevator #2 had a sign posted on it which stated, "Not Working." A review of the Fire Department Query for the facility from , . -through , found the following: . . . . . "Removal of Victim(s) from stalled elevator" 03/052023 "Defective elevator, no occupants" . "Removal of Victim(s) from stalled elevator" "Removal of Victim(s) from stalled elevator"	{A 152}		

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{A 152}	Continued From page 2 Interviewed on [redacted] at 11:02 AM when asked how many times the fire department came out to remove a resident trapped on the elevator, she stated none that she knews of. She stated further that the vice-president would know more. Interviewed on [redacted] at 11:07 AM when asked how many times the fire department came out to remove a resident trapped on the elevator, the Vice President stated that there was only one-time the previous [redacted] (2022), when the fire department came out. The Vice President stated further that sometimes the residents called and when the fire department arrived, there was nothing for them to do. According to the Office of Elevator Safety, which oversaw and inspected the elevators at the facility, documented over eleven (11) complaints made families of residents, residents, and local city officials to their office beginning at least eight months earlier, on these dates: [redacted] A review of records which showed the number of times the Office of Elevator Safety sent an inspector out to the facility showed: [redacted] and [redacted]	{A 152}		

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{A 152}	Continued From page 3 A review of the Contractor's log to service the elevator showed the following dates, including Elevator number and the length of time the repair person or persons were onsite, however the elevator was never repaired. . . . . . : Old Elevator Company: Elevator # .:03 pm-6:36 pm . . . . . : Old Elevator Company #1- 3:29 pm-8:12 pm . . . . . : Old Elevator Company #1- 9:13 am-3:41 pm . . . . . : Old Elevator Company #1 12:14 pm-1:10 pm and 6:10 pm-8:10 pm . . . . . : Old Elevator Company: Elevator #1 1 pm-2:50 pm . . . . . : Old Elevator Company #1 10:42 am-4:15 pm, Elevator #1 1:44 pm-4:15 pm . . . . . : Old Elevator Company: Elevator #112:25 pm . . . . . : Old Elevator Company: Elevator #1 7:12 pm-7:27 pm . . . . . : Old Elevator Company: Elevator #1 1:48 pm-3:40 pm and 7:40 pm-8:56 pm . . . . . : Old Elevator Company: Elevator #1 4:17 pm-4:57 pm . . . . . : New Elevator Company: Elevator #1 7:25 am-10:23 AM, Elevator #1 8:13 am-10:23 am . . . . . : New Elevator Company: #1 12:58 pm-3:55 pm A review of facility records found no documentation that an attempt was made to replace the broken elevator. Interviewed on . . . . . at 10:41 AM Resident #10 from the fifth floor, who stated that she had been at the facility for three years and that the elevator problem was unsafe. She stated that the	{A 152}		

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{A 152}	Continued From page 4 elevator stopped completely. She said, "We used it for a short time, and it broke, and it was never fixed. When the elevator was broken, I walked down the stairs with assistance. Everyone complained. It goes in one ... and comes out the other. At one time, we were downstairs in the lobby from 1 PM to 8 PM last time. I don't remember. It was unsafe. We have one elevator to use, five people on the elevator at one time, only three people can get on the elevator because of the walkers. It [elevator] was dangerous." Interviewed on at 10:49 AM Resident #6 from the fourth floor stated that the elevator had been broken since the previous year. She stated further that management said that they were going to fix it, but, "we are still waiting." Resident #6 stated, "I have taken the stairs about times, and I asked for assistance because I use a walker." Interviewed on ..... at 11:01 AM Resident #11 from the fifth floor who stated that he was admitted in ..... When asked about the elevator issues, Resident #11 stated that Management "just make promises." Resident #11 stated further that both elevators stopped working on ..... Resident #11 stated, "I had to walk down five flights of stairs to go to church. I remember it was around 6:00 AM because my ride came to pick me up at 7:00 AM. They (management) knew the elevator was not working. The CNA took my walker down the steps and when she got to the bottom, people were calling her. I walked downstairs while I had my ... on the ..... of a ... man named mike. When I got downstairs, I did not know where to go but I found my way to the lobby." When asked if someone was ever stuck on the	{A 152}		

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{A 152}	Continued From page 5 elevator, mentioned a resident from independent living and that she was stuck for two hours and that residents were stranded downstairs. Interviewed on [redacted] at 10:48AM, Resident #4 stated that the issue was the elevator. Resident #4 stated that about a week ago, both elevators were not working. She stated that it was bad. She stated further that one time she got caught already downstairs when both elevators went out. Resident #4 stated, "I had to talk up the stairs. Four flights of stairs. It was me and a staff member who followed behind me with my walker. And I had to sit and rest with the walker the entire walk up. It was very hard. I didn't require any medical attention after that, I just had to rest. But I wish the elevator issue would be fixed." Interviewed on [redacted] at 12:32PM the son of Resident #20 ([redacted] # [redacted]) who stated that one elevator was out for at least 9 months. The son stated that whenever he asked staff about it (elevator), they gave what he called a 'stock' answer saying, "We are waiting for parts, and they are on [redacted] order." The son stated that his mother had only complained of having to take the stairs one time and that she (mother) equated the issue like being stuck on a highway in traffic. The son stated that sometimes there are [redacted] people with walkers and wheelchairs waiting for the elevator and that is mother said it was very frustrating." Interviewed on [redacted] at 8:50AM, the Maintenance Supervisor stated that the elevator problems existed since [redacted] and that the new company was looking to change out parts. The Maintenance supervisor stated that Elevator #2 was out for a while. Interviewed 0n [redacted] at 10:57AM, when	{A 152}		

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{A 152}	Continued From page 6 asked about the status of the elevator and bids to replace the elevators, the Administrator stated, "I don't know how that works but the new company was Southwest, and I can give you the Executive Director's telephone number. Interviewed on [redacted] at 11:31AM the Administrator stated that we (facility) were with the old elevator company and the contract for them was up, and we made those bids and the new elevator company agreed they are the ones that will fix the elevator. The Administrator stated further that the new company told the Vice-President that the old elevator company was doing a sloppy job and they (new elevator company) believe it was the brakes and that they believe they would be able to get the broken elevator up and running before they remodeled/upgraded inside of the elevators. The Administrator stated that the last time both elevators were out on [redacted]. Interviewed on [redacted] at 112:48PM Resident #18 in [redacted] #[redacted]. Resident #18 stated that the elevator was a disaster. She stated, it was always broken, it had been broken for months. She said, "I do not know why it has not been repaired. I have not asked why. I have not used the stairs because I cannot, I use a walker." Interviewed on [redacted] at 1:32PM, when asked about why it took approximately one year to fix the elevators, the Executive Director stated the elevators went out in [redacted]. The executive director stated further that they had a maintenance contract with the old elevator company and that the company would say they need an electrical board and that it was on order. He continued, that it had been difficult because "[company] wanted us to replace the	{A 152}		

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{A 152}	Continued From page 7 parts and that it was only $500.00 dollars, and it were inexpensive and minor parts and a wait time with the supply chain and labor related issues. He (stated then, " eventually, we became overwhelmed and then we said that we were going in a different direction. He stated that they hired an outside company [Consultant Elevator Firm] which came out and measured the elevators, took pictures and prepared the scope of the work and a contract was created for bids. The Executive Director stated, "We found the new elevator company." The new company promised us that the elevators modernization would be completed in 2023. The Executive Director stated, "No one was happy with this." Interviewed on at 10:46AM when asked why it took so long to repair elevators, the Vice-President stated that they [eleveator company] tried different boards. The Vice-President stated, "We went step-by-step in replacing the parts. The Vice-President stated, "They (facility) signed a contract last week to modernize the elevators and have a timeline for which would be based on the availability of parts." The vice-president stated that elevator #2 will be up and running in early , and after that elevator #1 will be modernized and completed in . Interviewed on at 10:47AM Elevator , the Office of Elevator Safety Miami Dade County stated that an inspector was sent out on , to inspect the elevator problem. Interviewed on at 2:45PM Code Enforcement Supervisor from the Office of Elevator Safety stated that he had been working the facility for the past three (3) months regarding	{A 152}		

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{A 152}	Continued From page 8 their elevator problem. The Code Enforcement Supervisor stated that there was a lot of pressure to get this problem fixed. Uncorrected Class II	{A 152}		