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
	AL11953250	A. BUILDING: _____ B. WING _____	06/05/2023

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
HOMESTEAD RETIREMENT	1117 MASSACHUSETTS AVENUE SAINT CLOUD, FL 34769

(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 Complaint Investigation #2023002388 was conducted on [redacted], 23, 24, 25, 27, 30, [redacted], and 6/0523. Homestead Retirement Assisted Living Facility had deficiencies identified at the time of the survey.	A 000		
A 077 SS=J	429.176 FS; 429.52( ),59A-36.01(1) FAC Staffing Standards - Administrators 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. 429.52 (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. (5) Administrators are required to participate in continuing education for a minimum of 12 contact hours every 2 years. 59A-36.010 (1) ADMINISTRATORS. Every facility must be	A 077		

AHCA Form 3020-0001

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

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A 077	Continued From page 1 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. (a) An administrator must: 1. Be at least [illegible]; 2. If employed on or after [illegible], have, at a minimum, a high school diploma or G.E.D.; 3. Be in compliance with Level 2 background screening requirements pursuant to sections 408.809 and 429.174, F.S.; 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 [illegible], are not required to take the competency test unless specified elsewhere in this rule; and, 5. Satisfy the continuing education requirements pursuant to rule 59A-36.011, F.A.C. 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. (b) In the event of extenuating circumstances, such as the [illegible] 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:	A 077		

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A 077	Continued From page 2 1. Complete the core training and core competency test requirements pursuant to rule 59A-36.011, F.A.C.; and, 2. Complete all additional training requirements if the facility maintains licensure as an extended congregate care or limited mental health facility. (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. (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. (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	Continued From page 3 http://www.flrules.org/Gateway/reference.asp?No=Ref-09393. This Statute or Rule is not met as evidenced by: Based on observation, interview, and record review, the administrator failed to oversee the operation and maintenance of the facility and the provision of appropriate care for 19 of 19 residents sampled when the facility did not provide a clean sanitary environment free of rodents (#). Findings: On at 11:05 AM, resident #3 said he had seen a rat in his closet. Resident #11 said he had seen rats in the closet and in the room, he shared with resident #3. At 11:20 AM, a tour of his room found rodent feces in the closet. On at 11:10 AM, resident #4 said she had seen rats in her room and running out of the kitchen. at 11:30 AM, the Manager said she saw one rat in the kitchen this month. She could not provide the exact date but said it was the first or second week of , . She said she did not see any prior to , . After seeing the rat, she placed one bait box in the kitchen. She said she told the exterminator when he came to do his scheduled visit. The Manager provided an invoice of the exterminator's visit dated . When questioned about the date she said it must have been the end of , .	A 077		

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A 077	Continued From page 4 Review of the invoice revealed the exterminator documented he placed 2 rat traps in the kitchen. The manager said since placing the traps in the kitchen on , they have caught many rats. She said the Administrator/Owner was aware of the rodents and hired the exterminator. She said the Administrator/Owner gets the invoices, and he pays the bills. On at 11:40 AM, a tour of the kitchen was conducted. Staff A prepared and plated lunch. She said she had not noticed any rats in the facility. The surveyor opened a lower cabinet within 4 of Staff A and a young live rat was in the cabinet. A box with a hole chewed in it and rat feces was also seen in the cabinet. Above the cabinet, on the counter, were uncovered cups and pitchers of pink juice. A black rodent bait trap was on the floor next to the cabinet. Observations found the kitchen to be unclean and unsanitary. Rat feces were seen in the upper and lower cabinets located in the food preparation and food storage areas. Boxes in the upper cabinets in the storage area had holes chewed in them. There were rat feces on the floor in the food preparation area and the food storage area. There was an empty closet next to the industrial refrigerator. Its shelves were covered in rat feces, dust, and debris. The floor of the closet was covered in a brown sticky substance. The windowsill and wall behind the stove were covered in a brown and black substance. The floor behind the stove was covered with brown substance and rat feces were abundant in that area. A wood and metal rat trap were on the floor next to the stove. There was also a rat trap under the food prep table where Staff A prepared lunch. The stove hood was covered in dust. Under the hood were uncovered foil pans of cooked chicken	A 077		

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A 077	Continued From page 5 on the stove. The Manager confirmed the findings. On at 11:51 AM, a tour of the second floor found a utility closet with rat feces on the floor and shelves. On at 12:15 PM, the first-floor bathroom between had rat feces in the cabinet under the sink. There was a black chalky substance on the of the cabinet. The China cabinet in the living room had rodent feces in the drawer. On at 1:45 PM, Staff C said he works afternoons and nights. He is also the maintenance man. He did see rodents but has not seen them recently. He fixed some holes around the facility where rodents were entering the kitchen and the stairs. He placed wire and/or wood over the holes. On at 2:05 PM, Resident #9 said she had rats in her room and saw some coming out of the kitchen. A tour of her room found rodent feces on the floor, in front of both dressers, in the bathroom, and in the closet. On at 3:50 PM, Staff D said she had seen rats in the kitchen and had been seeing them for a couple of weeks. She said the exterminator was working on it. She said the Manager and the Administrator were aware. Review of the exterminator's invoices revealed: bait boxes were checked, and 2 rat traps were put in the kitchen. seal and wire about 40 items. Trapping 6 rat traps inside 4 rats caught.	A 077		

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A 077	Continued From page 6 . . . . . 4 rats caught. . . . . . 3 rats caught. 15 total . . . . . 1 rat caught 16 total. Review of the staff schedules found the Administrator/Owner was scheduled on , , 3, 4, 5, 8, 10, 11, 12, 15, 17, 18, 19, 22, 24, 25, 26, 29, and 30. On at 10:18 AM, the Owner/Administrator said he was out of the country and had not been in the facility for the week of the survey, but the Manager was keeping him up to date. He said he was aware of the rodents in the kitchen since . . . . . when the exterminator started ( ). His plan to eradicate the rats was to "combat as fast as possible". He said he hired an exterminator as soon as he found out about rats in . . . . . He said he spoke with the exterminator, and he would come to inspect the facility by the end of the week to find out how the rats are getting in. He agreed to hire a professional cleaning company as recommended by the County Health Inspector. Photographic Evidence Obtained Class I	A 077		
A 092 SS=J	59A-36.012(1) FAC Food Service - General Responsibilities (1) GENERAL RESPONSIBILITIES. When food service is provided by the facility, the administrator, or an individual designated in writing by the administrator, must be responsible for total food services and the day-to-day supervision of food services staff. In addition, the following requirements apply:	A 092		

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A 092	Continued From page 7 (a) If the designee is an individual who has not completed an approved assisted living facility core training course, such individual must complete the food and nutrition services module of the core training course before assuming responsibility for the facility's food service. The designee is not subject to the 1 hour in-service training in safe food handling practices. (b) If the designee is a certified food manager, certified dietary manager, registered or licensed dietitian, dietetic registered technician, or health department sanitarian, the designee is exempt from the requirement to complete the food and nutrition services module of the core training course before assuming responsibility for the facility's food service as required in paragraph (1)(a) of this rule. (c) An administrator or designee must perform his or her duties in a safe and sanitary manner. (d) An administrator or designee must provide regular meals that meet the nutritional needs of residents, and therapeutic diets as ordered by the resident's health care provider for residents who require special diets. (e) An administrator or designee must comply with the food service continuing education requirements specified in rule 59A-36.011, F.A.C. This Statute or Rule is not met as evidenced by: Based on observation, interview, and record review, the facility failed to have an administrator or designee perform his or her duties in a safe and sanitary manner. Findings: . . . . . at 11:30 AM, the Manager said she saw one rat in the kitchen this month. She could not provide the exact date but said it was the first or second week of _. She said she did not see	A 092		

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A 092	Continued From page 8 any prior to . . . After seeing the rat, she placed one bait box in the kitchen. She said she told the exterminator when he came to do his scheduled visit. The Manager provided an invoice of the exterminator's visit dated . . . . . When questioned about the date she said it must have been the end of , ... Review of the invoice revealed the exterminator documented he placed 2 rat traps in the kitchen. The Manager said since placing the traps in the kitchen on , they have caught "many" rats. She said the Administrator/Owner was aware of the rodents. She said the Administrator/Owner hired the exterminator, gets the invoices, and pays the bills. On . . . . . 11:40 AM, a tour of the kitchen was conducted. Staff A prepared and plated lunch. She said she had not noticed any rats in the facility. The surveyor opened a lower cabinet within 4 . . . of staff A and a young live rat was in the cabinet. A box with a hole chewed in it and rat feces was also seen in the cabinet. Above the cabinet, on the counter, were uncovered cups and pitchers of pink juice. A black rodent bait trap was on the floor next to the cabinet. The whole kitchen was unclean and unsanitary. Rat feces were seen in the upper and lower cabinets located in the food preparation and food storage areas. Boxes in the upper cabinets in the storage area had holes chewed in them. There were rat feces on the floor in the food preparation area and the food storage area. There was an empty closet next to the industrial refrigerator. Its shelves were covered in rat feces, dust, and debris. The floor of the closet was covered in a brown sticky substance. The windowsill and wall	A 092		

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A 092	Continued From page 9 behind the stove were covered in a brown and black substance. The floor behind the stove was covered with brown substance and rat feces were abundant in that area. A wood and metal rat trap were on the floor next to the stove. There was also a rat trap under the food prep table where Staff A prepared lunch. The stove hood was covered in dust. Under the hood were uncovered foil pans of cooked chicken on the stove. The Manager confirmed the findings. On at 12:10 PM, the surveyor notified the County Health Department about the live rat, rat feces, and unsanitary conditions in the kitchen. On at 1:20 PM, the pest control policy was requested from the Manager. None could be provided. On at 1:45 PM, Staff C said he works afternoons and nights. He was also the maintenance man. He said he had seen rodents. He said he fixed some holes around the facility where the exterminator said rodents were entering in the kitchen and by the stairs. He placed wire and/or wood over the holes. On at 3:50 PM, Staff D said she had seen rats in the kitchen. She had been seeing them for a couple of weeks. She said she told the Manager. On . . . . . at 4:15 PM, the County Health Inspector called the surveyor and requested photos of the unsanitary conditions found in the kitchen. He said he would be in the facility to investigate on . . . . . . On at 11 AM, the Manager confirmed she had not notified the health department after	A 092		

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A 092	Continued From page 10 seeing the rats in the kitchen. She said the Owner/Administrator was out of the country, but she was keeping him up to date on everything. She also said the exterminator would be in the facility today. On . . . . . at 11:20 AM, the County Health Inspector arrived at the facility. At 11:35 AM, the Health Inspector, Manager, and surveyor toured the kitchen together. The tour found the boxes had been removed from the cabinet where the live rat was seen. There were still rat feces on the floor of the cabinet. The floor in the food preparation and the storage areas still had rat feces on them. The closet remained in the same condition as it was on . He pointed out brown stains on the walls and in the cabinets. He said they were evidence of rodent activity in those areas. The Health Inspector used his flashlight to point out areas he suspected rats were entering through holes in the top of the closet and small holes and crevasses in the ceiling. He advised the Manager that they had to close off those entry ways. The Health Inspector informed the Manager he was going to close the kitchen until it could be cleaned and sanitized due to his review of the surveyors' photos from . . . . . , his findings of an abundance of rat feces, and the unsanitary conditions in the kitchen. . . . . . at 1:35 PM, the exterminator said the first service he did was on , . . . He was initially . . . . . to do a fogging due to a roach infestation in a resident room. On , he checked bait boxes with rat poison outside the facility. He also said he put two rat traps in the kitchen because the Manager said she saw a rat. He did not put the bait box in the kitchen because the rats could move the poison and contaminate the food.	A 092		

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A 092	Continued From page 11 On at 9 AM, a tour of the kitchen with the Health Inspector, Manager, and surveyor found rat feces on the floor around the stove, food prep area, and in the storage area. The boxes with holes chewed in them that had been photographed on . . . . . with rat feces around them were moved from the cabinets to the refrigerator. The Health Inspector advised the Manager to discard all the food and boxes in the refrigerator. On . . . . . at 10 AM, the Health Inspector advised the Manager the kitchen was to remain closed. He recommended to the Administrator/Owner, via telephone, that a professional cleaning crew should be hired to clean and the kitchen. On at 10:18 AM, the Administrator/Owner said he was out of the country and had not been in the facility for the survey, but the Manager was keeping him up to date. He said he was aware of the rodents in the kitchen since when the exterminator started (. . . . .). His plan to eradicate the rats was to "combat as fast as possible". He said he hired an exterminator as soon as he found out about rats in . He said he spoke with the exterminator, and he would come to inspect the facility by the end of the week to find out how the rats are getting in. The Owner/Administrator agreed to hire a professional cleaning company as recommended by the Health Inspector. On at10:55 AM, the exterminator said he checked the facility and the roof for rodent entryways and there were a lot of places that needed to be sealed. He said he would start to seal the areas tomorrow and would finish	A 092		

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A 092	Continued From page 12 on . . . . . . On . . . . . at 9 AM, the Manager said the owner hired a professional cleaning company. The exterminator had been setting rat traps in the kitchen and around the facility. She said they have caught 4 rats so far. On . . . . . at 9:05 AM, the Health Inspector said the kitchen would remain closed until the cleaning company finished. On . . . . . at 9 AM, the Manager said the cleaning crew of 3 people worked from 9 PM to 3:30 AM cleaning the kitchen. On . . . . . at 9:10 AM, a tour of the kitchen with the Health Inspector and the Manager found the kitchen still was not clean. There were rat feces on the floor in the food prep areas, behind the stove, and in the storage areas. The brown and black substance on the windowsill and wall behind the stove was still there. The sticky brown substance on the floor in the closet remained unchanged. The commercial refrigerator was empty but had particles of food in it and liquid dripping on the . . . wall. The stove was dripping wet black grease onto the floor. The underside of the shelf above the stove was covered in black grease. The Manager confirmed the findings during the tour. On . . . . . at 2 PM, the Owner/Administrator, Manager, Exterminator, Health Inspector, and surveyor met at the facility. The Health Inspector discussed the kitchen still not being clean enough and he said the kitchen had to remain closed. The exterminator said he conducted an exclusion of the facility on . . . . . and since then, 16 rats had been caught in the traps he set.	A 092		

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(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 092	Continued From page 13 On at 2:20 PM, a tour of the kitchen with the Owner/Administrator, the Health Inspector, and the surveyor was conducted. The Health Inspector showed the Owner/Administrator the areas on the stove that he considered still dirty. The Owner/Administrator then said he would just buy a new stove. The Health Inspector said that would satisfy what was needed to reopen the kitchen. The kitchen had been closed for 14 days and remained closed at the end of the survey. Food for the residents was being brought in from outside vendors. Photo evidence was obtained. Class I	A 092		
A 152 SS=J	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	A 152		

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	AL11953250	A. BUILDING: _____ B. WING _____	06/05/2023

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A 152	Continued From page 14 less than 36 inches wide and 72 inches long, with the top surface of the mattress at a comfortable [illegible] to ensure easy access by the resident, 2. A closet or wardrobe space for hanging clothes, 3. A dresser, [illegible] 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 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 [illegible]. This Statute or Rule is not met as evidenced by: Based on observation, interview, and record review the facility failed to provide a clean, sanitary, and safe living environment free of rodents and unsanitary conditions. Findings: On [illegible] at 11:20am a tour of resident #3 and #11 shared room found rodent feces in the closet. [illegible] at 11:30am In an interview with the manager she said she saw one rat in the kitchen this month. She could not provide the exact date but said it was the first or second week of [illegible]. She said she did not see any prior to [illegible]. After seeing the rat, she placed one bait box in the	A 152		

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A 152	Continued From page 15 kitchen. She said she told the exterminator when he came to do his scheduled visit. The Manager provided this surveyor with an invoice of the exterminator's visit dated . . . . When questioned about the date she said it must have been the end of , . Review of the invoice revealed the exterminator documented he placed rat traps in the kitchen. The manager said since placing the traps in the kitchen on , they have caught "many" rats. She said the owner/Administrator was aware of the rodents. She said he hired the exterminator, he gets the invoices, and he pays the bills. At 11:51am a tour of the second floor found a utility closet with rat feces on the floor and shelves. A bathroom on the first floor between 201 and 202 had rat feces in the cabinet under the sink. There was a black chalky substance on the . . . of the cabinet. The China cabinet in the living room had rodent feces in the drawer. On . . . . . at 12:10pm the surveyor notified the Health Department about the live rat, rat feces, and unsanitary conditions in the facility. At 1:20pm requested the pest control policy from the manager. None could be provided. On at 1:45pm in an interview with staff C, he said he works afternoons and nights. He was also the maintenance man. He said he had seen rodents. He fixed some holes around the facility where the exterminator said rodents were entering in the kitchen and by the stairs. He placed wire and/or wood over the holes. 2:05pm A tour of resident #9 room found rodent	A 152		

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A 152	Continued From page 16 feces on the floor, in front a both dressers, in the bathroom, and in the closet. On at 3:50 pm in an interview with staff D, said she had seen rats in the kitchen. She had been seeing them for a couple of weeks. On at 4:15pm the Health Inspector called the surveyor and requested photos of the unsanitary conditions found in the kitchen. He said he would be in the facility to investigate on . On at 11am in an interview, the manager confirmed she had not notified the health department after seeing the rats in the kitchen. She said the owner/administrator was out of the country, but she was keeping him up to date on everything. She also said the exterminator would be in the facility today. On at 11:20am the Health Inspector arrived at the facility. At 11:35am the health inspector, manager, and surveyor toured the kitchen together. The tour found the boxes had been removed from the cabinet where the live rat was seen. There was still rat feces on the floor of the cabinet. The floor in the food preparation and the storage areas still had rat feces on them. The closet remained in the same condition as it was on . He pointed out brown stains on the walls and in the cabinets. He said they were evidence of rodent activity in those areas. The health inspector used his flashlight to point out areas he suspected rats were entering through holes in the top of the closet and small holes and crevasses in the ceiling. He advised the manager, they had to close off those entry ways. The health Inspector	A 152		

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A 152	Continued From page 17 informed the manager he was going to close the kitchen until it could be cleaned and sanitized due to his review of the surveyors' photos from , his findings of an abundance of rat feces, and the unsanitary conditions in the kitchen. 1:10pm a tour of all resident rooms found rodent feces still in , in the China cabinet in the living room, and in the bathroom cabinet between 201 and 202. On at 1:15pm the manager toured with the surveyor and confirmed the findings of rat feces in , in the bathroom cabinet, and the China cabinet. 1:35pm in an interview with the exterminator, he said the first service he did was on , . He was after the previous pest control company quit. He was initially to do a fogging due to a roach infestation. On he checked bait boxes with rat poison outside the facility. He also said he put two rat traps in the kitchen because the manager said she saw a rat. He did not put the bait box in the kitchen because the rats could move the poison and contaminate the food. On at 10:18am this surveyor spoke with the owner/administrator. He was out of the country and had not been in the facility for the survey, but the manager was keeping him up to date. He said he was aware of the rodents in the kitchen since when the exterminator started ( ). His plan to irradicate the rats was to "combat as fast as possible." He said he hired an exterminator as soon as he found out about rats in . He said he spoke with the exterminator, and he would come to inspect the	A 152		

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A 152	Continued From page 18 facility by the end of the week to find out how the rats are getting in. He agreed to hire a professional cleaning company as recommended by the Health Inspector. On at10:55am in an interview with the exterminator. He said he checked the facility and the roof for rodent entryways and there were a lot of places that needed to be sealed. On . . . . . at 9am the manager said the exterminator had been setting traps in the kitchen and around the facility. She said they have caught 4 rats so far. On at 9:30am a tour of the facility with the health inspector and the manager found rat feces was still in . The kitchen also had rat feces on the floor. The manager confirmed the findings. She said they caught one rat in a trap in resident #3 room. On . . . . . at 9am in an interview the manager said the cleaning crew of 3 people worked from 9pm to 3:30am cleaning the kitchen. On . . . . . at 9:45am a tour of found the floor had been swept and mopped. The refrigerator was clean. There was still some rat feces on the floor and in the bathroom. The closet had been cleaned and extra clothing was in plastic bins. On at 9:20 am- surveyor looked under sink in resident common bathroom in hallway between . Two rodent droppings were seen. 9:27 am- Resident #11 said he saw three mice yesterday behind his headboard. He told a staff	A 152		

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A 152	Continued From page 19 member, he could not remember who, who said they would take care of it. He said it was not the first time he had them in his room but, he could not specify a time frame. He said he did keep snacks in his room and that no staff had ever talked with him about food attracting rodents. 9:35 am- Resident #3, who shared a room with resident #11, said he too had seen mice in the room. He said since the wall in their closet was "clogged" two days ago, he'd not seen any. Rodent droppings were seen under their bathroom sink. Review of the exterminators' invoices revealed on bait boxes were checked, and 2 rat traps were put in the kitchen. seal and wire about 40 items. Trapping 6 rat traps inside 4 rats caught. 4 rats caught. 3 rats caught. 15 total 1 rat caught 16 total. (Photo evidence obtained) Class I Based on observation, interview, and record review, the facility failed to provide a safe decent living environment free of rodents and unsanitary conditions.	A 152		

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A 152	Continued From page 20 Findings: On [redacted] at 11:20 AM, a tour of resident #3 and #11's shared room found rodent feces in the closet. On [redacted] at 11:30 AM, the Manager said she saw one rat in the kitchen this month. She could not provide the exact date but said it was the first or second week of [redacted]. She said she did not see any prior to [redacted]. After seeing the rat, she placed one bait box in the kitchen. She said she told the exterminator when he came to do his scheduled visit. The Manager provided an invoice for the exterminator's visit dated [redacted]. When questioned about the date she said it must have been the end of [redacted]. Review of the invoice revealed the exterminator documented that he placed rat traps in the kitchen. The manager said since placing the traps in the kitchen on [redacted], they have caught many rats. She said the Owner/Administrator was aware of the rodents. She said he hired the exterminator. He gets the invoices, and he pays the bills. On [redacted] 11:40 AM, a tour of the kitchen was conducted with the Manager. Staff A prepared and plated lunch. She said she had not noticed any rats in the facility. The surveyor opened a lower cabinet within 4 [redacted] of Staff A and a small live rat was in the cabinet. A box with a hole chewed in it and rat feces was also seen in the cabinet. Above the cabinet on the counter, were uncovered cups and pitchers of pink juice. A black rodent bait trap was on the floor next to the cabinet. The tour found the whole kitchen to be unclean	A 152		

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A 152	Continued From page 21 and unsanitary. Rat feces were seen in the upper and lower cabinets in the food preparation and food storage areas. Boxes in the upper cabinets in the storage area had holes chewed in them. There were rat feces on the floor in the food preparation area and the food storage area. There was an empty closet next to the industrial refrigerator. Its shelves were covered in rat feces, dust, and debris. The floor of the closet was covered in a brown sticky substance. The windowsill and wall behind the stove were covered in a brown and black substance. The floor behind the stove was covered with brown substance and rat feces were abundant in that area. A wood and metal rat trap were on the floor next to the stove. There was also a rat trap under the food prep table where Staff A prepared lunch. Dust covered the stove hood. Uncovered foil pans of cooked chicken on the stove under the hood. The Manager confirmed the findings. At 11:51 AM, a tour of the second floor found a utility closet with rat feces on the floor and shelves. Rat feces was in the cabinet under the sink in the bathroom on the first floor between . A black chalky substance was on the of the cabinet. The China cabinet in the living room had rodent feces in the drawer. On at 12:10 PM, the surveyor notified the Osceola Health Department about the live rat, rat feces, and unsanitary conditions in the facility. At 1:20 PM, the pest control policy was requested from the Manager. None could be provided. On at 1:45 PM, Staff C said he works afternoons and nights. He was also the maintenance man. He said he had seen rodents. He fixed some holes around the facility where the exterminator said rodents were entering in the	A 152		

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A 152	Continued From page 22 kitchen and by the stairs. He placed wire and/or wood over the holes. At 2:05 PM, a tour of resident #9's room found rodent feces on the floor, in front of both dressers, in the bathroom, and in the closet. On at 3:50 PM, Staff D said she had seen rats in the kitchen for a couple of weeks. On at 4:15 PM, the Osceola Health Inspector called the surveyor and requested photos of the unsanitary conditions found in the kitchen. He said he would be in the facility to investigate on . On at 11 AM, the Manager confirmed she had not notified the Health Department after seeing the rats in the kitchen. She said the Owner/Administrator was out of the country, but she was keeping him up to date on everything. She also said the exterminator would be in the facility today. On at 11:20 AM, the Osceola Health Inspector arrived at the facility. At 11:35 AM, the Health Inspector, Manager, and surveyor toured the kitchen together. The tour found the boxes had been removed from the cabinet where the live rat was seen. Rat feces remained on the floor of the cabinet. The floor in the food preparation and the storage areas still had rat feces on them. The closet remained in the same condition as it was on . The Health Inspector pointed out brown stains on the walls and in the cabinets. He said they were evidence of rodent activity in those areas. The Health Inspector used his flashlight to point out areas he suspected rats were entering through holes in the top of the closet and small holes and crevasses in the ceiling. He advised	A 152		

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A 152	Continued From page 23 the Manager that they had to close off those entry ways. The Health Inspector informed the Manager he was going to close the kitchen until it could be cleaned and sanitized due to his review of the surveyor's photos from ..... , his findings of an abundance of rat feces, and the unsanitary conditions in the kitchen. On ..... at 1:10 PM, a tour of all resident rooms found rodent feces still in , in the China cabinet in the living room, and in the bathroom cabinet between . On at 1:15 PM, the Manager toured with the surveyor and confirmed the findings of rat feces in , in the bathroom cabinet, and in the China cabinet. On ..... at 1:35 PM, the exterminator said the first service he did was on , . He was initially ..... to do a fogging due to a roach infestation. On , he checked bait boxes with rat poison outside the facility. He also said he put two rat traps in the kitchen because the Manager said she saw a rat. He did not put the bait box in the kitchen because the rats could move the poison and contaminate the food. On ..... at 9 AM, a tour of the kitchen with the Health Inspector, Manager, and surveyor found rat feces on the floor around the stove, food prep area, and in the storage area. The boxes with holes chewed in them that had been photographed on with rat feces around them were moved from the cabinets to the refrigerator. The Health Inspector advised the Manager to discard all the food and boxes in the refrigerator. On at 10 AM, the Health Inspector	A 152		

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A 152	Continued From page 24 advised the Manager the kitchen was to remain closed. He recommended to the Owner/Administrator via telephone that a professional cleaning crew should be hired to clean and . . . . the kitchen. On . . . . . at 10:18 AM via telephone, the Owner/Administrator said he was out of the country and had not been in the facility for the survey, but the Manager was keeping him up to date. He said he was aware of the rodents in the kitchen since . when the exterminator started (. . . . .). His plan to eradicate the rats was to "combat as fast as possible". He said he hired an exterminator as soon as he found out about rats in . He said he spoke with the exterminator, and he would come to inspect the facility by the end of the week to find out how the rats are getting in. He agreed to hire a professional cleaning company as recommended by the Osceola Health Inspector. On . . . . . at10:55 AM, the Exterminator said he checked the facility and the roof for rodent entryways and there were a lot of places that needed to be sealed. On at 9 AM, the Manager said the exterminator had been setting traps in the kitchen and around the facility. She said they have caught 4 rats so far. On . . . . . at 9:05 AM, the Health Inspector said the kitchen would remain closed until the cleaning company finishes. On . . . . . at 9:30 AM, a tour of the facility with the Health Inspector and the Manager found rat feces still in . The kitchen also had rat feces on the floor. The Manager	A 152		

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A 152	Continued From page 25 confirmed the findings. She said they caught one rat in a trap in resident #3 room. On at 9 AM, the manager said the cleaning crew worked from 9 PM to 3:30 AM cleaning the kitchen. On at 9:10 AM, a tour of the kitchen with the Health Inspector and the Manager found the kitchen still was not clean. There were rat feces on the floor in the food prep areas, behind the stove, and in the storage areas. The brown and black substance on the windowsill and wall behind the stove was still there. The sticky brown substance on the floor in the closet remained unchanged. The commercial refrigerator was empty but had particles of food in it and liquid dripping on the wall. The stove was dripping wet black grease onto the floor. The underside of the shelf above the stove was covered in black grease. The Manager confirmed the findings during the tour. The Health Inspector advised the kitchen would remain closed. On ..... at 2 PM, the Owner/Administrator, Manager, Exterminator, Health Inspector, and surveyor met in the facility. The Health Inspector said the kitchen had to remain closed. The Exterminator said he conducted an exclusion of the facility on and since then, 16 rats have been caught in the traps he set. On ..... at 2:20 PM, the Owner/Administrator, the Health Inspector, and the surveyor conducted a tour of the kitchen. The Health Inspector showed the Owner/Administrator the areas on the stove that he considered still dirty. The Owner/Administrator then said he would just buy a new stove. The Health Inspector said that would satisfy what was needed to reopen the	A 152		

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A 152	Continued From page 26 kitchen. On . . . . . at 9:45 AM, a tour of . . found the floor had been swept and mopped. The refrigerator was clean. There were still some rat feces on the floor and in the bathroom. The closet had been cleaned and extra clothing was in plastic bins. On at 9:20 AM, observation under sink in the resident common bathroom in hallway between found two rodent droppings. On . . . . . at 9:27 AM, Resident #11 said he saw three mice yesterday behind his headboard. He told a staff member he could not remember who, who said they would take care of it. He said it was not the first time he had them in his room, but he could not specify a time frame. He said he did keep snacks in his room and that no staff had ever talked with him about food attracting rodents. On . . . . . at 9:35 AM, Resident #3, who shared a room with resident #11, said he too had seen mice in the room. He said since the wall in their closet was "clogged" two days ago, he'd not seen any. Rodent droppings were seen under their bathroom sink. Review of the exterminators' invoices revealed the following: - bait boxes were checked, and 2 rat traps were put in the kitchen. - seal and wire about 40 items. Trapping . . . . . - 6 rat traps inside. - 4 rats caught. . . . . . - 4 rats caught. - 3 rats caught: 15 total.	A 152		

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
	AL11953250	A. BUILDING: _____ B. WING _____	06/05/2023

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
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A 152	Continued From page 27 . . . . . - 1 rat caught 16 total. Photo evidence was obtained. Class II	A 152		