

Agency for Health Care Administration

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: AL11967453	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 11/07/2023
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NAME OF PROVIDER OR SUPPLIER

STREET ADDRESS, CITY, STATE, ZIP CODE

FAMILY CONNECT LIFE INC

**7969 PINEHURST DRIVE
SPRING HILL, FL 34606**

(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
CZ824	408.811 FS; 59A-35.120 FAC Right of Inspection; Inspection Reports 408.811 Right of inspection; copies; inspection reports; plan for correction of deficiencies.- (1) An authorized officer or employee of the agency may make or cause to be made any inspection or investigation deemed necessary by the agency to determine the state of compliance with this part, authorizing statutes, and applicable rules. The right of inspection extends to any business that the agency has reason to believe is being operated as a provider without a license, but inspection of any business suspected of being operated without the appropriate license may not be made without the permission of the owner or person in charge unless a warrant is first obtained from a circuit court. Any application for a license issued under this part, authorizing statutes, or applicable rules constitutes permission for an appropriate inspection to verify the information submitted on or in connection with the application. (a) All inspections shall be unannounced, except as specified in s. 408.806. (b) Inspections for relicensure shall be conducted biennially unless otherwise specified by this section, authorizing statutes, or applicable rules. (c) The agency may exempt a low-risk provider from a licensure inspection if the provider or a controlling interest has an excellent regulatory history with regard to deficiencies, sanctions, complaints, or other regulatory actions as defined in agency rule. The agency must conduct unannounced licensure inspections on at least 10 percent of the exempt low-risk providers to verify regulatory compliance. (d) The agency may adopt rules to waive any inspection, including a relicensure inspection, or grant an extended time period between relicensure inspections based upon:	CZ824		

AHCA Form 3020-0001

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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CZ824	Continued From page 1 1. An excellent regulatory history with regard to deficiencies, sanctions, complaints, or other regulatory measures. 2. Outcome measures that demonstrate quality performance. 3. Successful participation in a recognized, quality program. 4. Accreditation status. 5. Other measures reflective of quality and safety. 6. The length of time between inspections. The agency shall continue to conduct unannounced licensure inspections on at least 10 percent of providers that qualify for an exemption or extended period between relicensure inspections. The agency may conduct an inspection of any provider at any time to verify regulatory compliance. (2) Inspections conducted in conjunction with certification, comparable licensure requirements, or a recognized or approved accreditation organization may be accepted in lieu of a complete licensure inspection. However, a licensure inspection may also be conducted to review any licensure requirements that are not also requirements for certification. (3) The agency shall have access to and the licensee shall provide, or if requested send, copies of all provider records required during an inspection or other review at no cost to the agency, including records requested during an offsite review. (4) A deficiency must be corrected within 30 calendar days after the provider is notified of inspection results unless an alternative timeframe is required or approved by the agency. (5) The agency may require an applicant or licensee to submit a plan of correction for deficiencies. If required, the plan of correction must be filed with the agency within 10 calendar	CZ824		

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CZ824	Continued From page 2 days after notification unless an alternative timeframe is required. (6)(a) Each licensee shall maintain as public information, available upon request, records of all inspection reports pertaining to that provider that have been filed by the agency unless those reports are exempt from or contain information that is exempt from s. 119.07(1) and s. 24(a), Art. I of the State Constitution or is otherwise made confidential by law. Copies of such reports shall be retained in the records of the provider for at least 3 years following the date the reports are filed and issued, regardless of a change of ownership. (b) A licensee shall, upon the request of any person who has completed a written application with intent to be admitted by such provider, any person who is a client of such provider, or any relative, spouse, or guardian of any such person, furnish to the requester a copy of the last inspection report pertaining to the licensed provider that was issued by the agency or by an accrediting organization if such report is used in lieu of a licensure inspection. 59A-35.120 Inspections. (1) When regulatory violations are identified by the Agency: (a) Deficiencies must be corrected within 30 days of the date the Agency sends the deficiency notice to the provider, unless an alternative timeframe is required or approved by the Agency. (b) The Agency may conduct an unannounced follow-up inspection or off-site review to verify correction of deficiencies at any time. (2) If an inspection is completed through off-site record review, any records requested by the Agency in conjunction with the review, must be received within 7 days of request and provided at	CZ824		

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NAME OF PROVIDER OR SUPPLIER FAMILY CONNECT LIFE INC		STREET ADDRESS, CITY, STATE, ZIP CODE 7969 PINEHURST DRIVE SPRING HILL, FL 34606		
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CZ824	Continued From page 3 no cost to the Agency. Each licensee shall maintain the records including medical and treatment records of a client and provide access to the Agency. (3) Providers that are exempt from Agency inspections due to accreditation oversight as prescribed in authorizing statutes must provide: (a) Documentation from the accrediting agency including the name of the accrediting agency, the beginning and expiration dates of the provider's accreditation, accreditation status and type must be submitted at the time of license application, or within 21 days of accreditation. (b) Documentation of each accreditation inspection including the accreditation organization's report of findings, the provider's response and the final determination must be submitted within 21 days of final determination or the provider is no longer exempt from Agency inspection. This Statute or Rule is not met as evidenced by: Based on observation and interview, the facility failed to ensure an authorized employee of the Agency the right of inspection and investigation deemed necessary by the Agency to determine compliance with authorizing statutes and applicable rules. Findings include: On 08/09/2023 at 10:00 AM, an attempt was made to conduct an unannounced re-licensure survey. It was observed there was a locked gate at the front of the facility, no cars in the driveway, overgrown grass, and no movement observed within the facility. There were no residents or staff outside at this time. From 10:00 AM to 12:00 PM, no vehicles or people were observed going to or leaving the facility.	CZ824		

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CZ824	Continued From page 4 On 08/09/2023 at approximately 10:45 AM, a call to the Administrator was unsuccessful (no answer.) The voicemail box was full and would not accept a message. On 08/09/2023 at 12:05 PM, a second call was made to the Administrator with the same results. During an interview on 08/09/2023 at 12:07 PM, a male neighbor walking (name not given) stated he has not seen anyone at the facility for the last few months. He stated he returned from New York around June, and he hasn't seen any residents or staff at the facility since he returned. He stated he occasionally sees a van parked in the driveway, but it's not there long and then leaves. On 11/07/2023, at approximately 11:45 AM, a second attempt was made to conduct an unannounced re-licensure survey. No activity was observed at the facility, and the gate to the property was locked with no access to the door of the facility. After making several observations around the perimeter of the property the decision was made to leave and come back an hour later. On 11/07/2023, at approximately 1:05 PM, no vehicles were observed in the driveway. There was no way to access the facility due to the locked gate. During a telephone interview on 11/07/2023, at approximately 1:25 PM, the Administrator stated she would contact someone who could come and open the facility so that the re-licensure survey could be conducted. She further stated, "If I knew you were coming, I would be sure to be there."	CZ824		

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CZ824	Continued From page 5 During a telephone interview on 11/07/2023, at approximately 1:45 PM, the Administrator stated she was having a problem finding a staff member to come to the facility to let the surveyor in. The Administrator said she was out of town and unable to come there herself. During a telephone interview on 11/07/2023 at 3:05 PM, the Administrator stated the staff person she was counting on to come out to the facility was unable to come out today. Unclassified	CZ824		
A 000	Initial Comments An unannounced re-licensure survey was attempted at Family Connect Life, Inc. on August 9, 2023 and November 7, 2023. Deficient practice was found at the time of the survey.	A 000		