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
	AL11967186	A. BUILDING: _____ B. WING _____	04/26/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
ANN'S HOUSE-OAKWOOD	4407 MILLWOOD ROAD SPRING HILL, FL 34608

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
A 000	Initial Comments An unannounced complaint investigation (complaint number 2024005519) with Emergency Power Plan monitoring was conducted at Ann's House-Oakwood on , , through , , . Deficiencies were identified at the time of survey.	A 000		
A 030	59A-36.007(5) FAC; 429.28(.) FS 429.27 Resident Care - Rights & Facility Procedures 59A-36.007 (5) RESIDENT RIGHTS AND FACILITY PROCEDURES. (a) A copy of the Resident Bill of Rights as described in Section 429.28, F.S., or a summary provided by the Long-Term Care Ombudsman Program must be posted in full view in a freely accessible resident area, and included in the admission package provided pursuant to Rule 59A-36.006, F.A.C. (b) In accordance with Section 429.28, F.S., the facility must have a written grievance procedure for receiving and responding to resident complaints and a written procedure to allow residents to recommend changes to facility policies and procedures. The facility must be able to demonstrate that such procedure is implemented upon receipt of a complaint. (c) The telephone number for lodging complaints against a facility or facility staff must be posted in full view in a common area accessible to all residents. The telephone numbers are: the Long-Term Care Ombudsman Program, 1(888)831-0404; , , , , Rights Florida, 1(800)342-0823; the Agency Consumer Hotline 1(888)419-3456, and the statewide toll-free telephone number of the Florida Hotline, 1(800)96- or 1(800)962-2873. The telephone numbers must be posted in close	A 030		

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A 030	Continued From page 1	A 030		

proximity to a telephone accessible by residents and the text must be a minimum of 14-point font.
(d) The facility must have a written statement of its house rules and procedures that must be included in the admission package provided pursuant to Rule 59A-36.006, F.A.C. The rules and procedures must at a minimum address the facility's policies regarding:
1. Resident responsibilities;
2. and tobacco use;
3. Medication storage;
4. Resident elopement;
5. Reporting resident , neglect, and , ;
6. Administrative and housekeeping schedules and requirements;
7. control, sanitation, and standard precautions;
8. The requirements for coordinating the delivery of services to residents by third party providers;
9. Assistive devices; and
10. Physical .
(e) Residents may not be required to perform any work in the facility without compensation. Residents may be required to clean their own sleeping areas or apartments if the facility rules or the facility contract includes such a requirement. If a resident is employed by the facility, the resident must be compensated in compliance with state and federal wage laws.
(f) The facility must provide residents with convenient access to a telephone to facilitate the resident's right to unrestricted and private communication, pursuant to Section 429.28(1)(d), F.S. The facility must allow unidentified telephone calls to residents. For facilities with a licensed capacity of 17 or more residents in which residents do not have private telephones, there must be, at a minimum, a readily accessible

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A 030	Continued From page 2 telephone on each floor of each building where residents reside. 429.28 Resident bill of rights.- (1) No resident of a facility shall be deprived of any civil or legal rights, benefits, or privileges guaranteed by law, the Constitution of the State of Florida, or the Constitution of the United States as a resident of a facility. Every resident of a facility shall have the right to: (a) Live in a safe and decent living environment, free from and neglect. (b) Be treated with consideration and respect and with due recognition of personal dignity, individuality, and the need for privacy. (c) Retain and use his or her own clothes and other personal property in his or her immediate living quarters, so as to maintain individuality and personal dignity, except when the facility can demonstrate that such would be unsafe, impractical, or an infringement upon the rights of other residents. (d) Unrestricted private communication, including receiving and sending unopened correspondence, access to a telephone, and visiting with any person of his or her choice, at any time between the hours of 9 a.m. and 9 p.m. at a minimum. Upon request, the facility shall make provisions to extend visiting hours for caregivers and out-of-town guests, and in other similar situations. (e) Freedom to participate in and benefit from community services and activities and to pursue the highest possible level of independence, autonomy, and interaction within the community. (f) Manage his or her financial affairs unless the resident or, if applicable, the resident's representative, designee, surrogate, guardian, or attorney in fact authorizes the administrator of the	A 030		

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A 030	Continued From page 3	A 030		

facility to provide safekeeping for funds as provided in s. 429.27.
(g) Share a room with his or her spouse if both are residents of the facility.
(h) Reasonable opportunity for regular exercise several times a week and to be outdoors at regular and frequent intervals except when prevented by inclement weather.
(i) Exercise civil and religious liberties, including the right to independent personal decisions. No religious beliefs or practices, nor any attendance at religious services, shall be imposed upon any resident.
(j) Assistance with obtaining access to adequate and appropriate health care. For purposes of this paragraph, the term "adequate and appropriate health care" means the management of medications, assistance in making , , for health care services, the provision of or arrangement of transportation to health care ..., and the performance of health care services in accordance with s. 429.255 which are consistent with established and recognized standards within the community.
(k) At least 45 days' notice of relocation or termination of residency from the facility unless, for medical reasons, the resident is certified by a physician to require an emergency relocation to a facility providing a more skilled level of care or the resident engages in a pattern of conduct that is harmful or offensive to other residents. In the case of a resident who has been adjudicated mentally ..., the guardian shall be given at least 45 days' notice of a nonemergency relocation or residency termination. Reasons for relocation must be set forth in writing and provided to the resident or the resident's legal representative. The notice must state that the resident may contact the State Long-Term Care

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A 030	Continued From page 4 Ombudsman Program for assistance with relocation and must include the statewide toll-free telephone number of the program. In order for a facility to terminate the residency of an individual without notice as provided herein, the facility shall show good cause in a court of competent jurisdiction. (l) Present grievances and recommend changes in policies, procedures, and services to the staff of the facility, governing officials, or any other person without , interference, coercion, discrimination, or reprisal. Each facility shall establish a grievance procedure to facilitate the residents' exercise of this right. This right includes access to ombudsman volunteers and advocates and the right to be a member of, to be active in, and to associate with advocacy or special interest groups. (2) The administrator of a facility shall ensure that a written notice of the rights, , and prohibitions set forth in this part is posted in a prominent place in each facility and read or explained to residents who cannot read. The notice must include the statewide toll-free telephone number and e-mail address of the State Long-Term Care Ombudsman Program and the telephone number of the local ombudsman council, the Elder Hotline operated by the Department of Children and Families, and, if applicable, , Rights Florida, where complaints may be lodged. The notice must state that a complaint made to the Office of State Long-Term Care Ombudsman or a local long-term care ombudsman council, the names and identities of the residents involved in the complaint, and the identity of complainants are kept confidential pursuant to s. 400.0077 and that retaliatory action cannot be taken against a resident for presenting grievances or for	A 030		

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A 030	Continued From page 5 exercising any other resident right. The facility must ensure a resident's access to a telephone to call the State Long-Term Care Ombudsman Program or local ombudsman council, the Elder . . . . . Hotline operated by the Department of Children and Families, and , Rights Florida. 429.27 Property and personal affairs of residents.- (1)(a) A resident shall be given the option of using his or her own belongings, as space permits; choosing his or her roommate; and, whenever possible, unless the resident is adjudicated . . . . , ... or . . , ... under state law, managing his or her own affairs. (b) The admission of a resident to a facility and his or her presence therein shall not confer on the facility or its owner, administrator, employees, or representatives any authority to manage, use, or dispose of any property of the resident; nor shall such admission or presence confer on any of such persons any authority or responsibility for the personal affairs of the resident, except that which may be necessary for the safe management of the facility or for the safety of the resident. This Statute or Rule is not met as evidenced by: Based on observation, interview, and record review, the facility failed to provide a decent homelike living environment and treat all residents with consideration, dignity, and respect for 3 of 17 residents sampled, Resident #1, Resident #2, and Resident #3. Findings include:	A 030		

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A 030	Continued From page 6 During an observation on [redacted], at 9:40 AM, while conducting a tour of the facility, to the right of the facility entrance, there was a half door with black metal bars attached that extended upward to about an inch and a half below the door frame. Resident #1, Resident #2, and Resident #3 were inside a large room that contained a large sectional sofa, a recliner, a large table, and a lounge chair. There were metal bars on the two exterior windows. The room was locked and only accessible via a keypad. There was also a standard entrance door leading to the exterior of the facility. The exterior door (which was also locked) did not have a doorknob and was controlled by a keypad. The residents' rooms were located at the end of the hallway attached to the large room. The walls of the large room were free of decoration, and there were no pictures or homelike touches in the room. Resident #1 was sleeping on the couch, Resident #3 was in the recliner covered up with a blanket, and Resident #2 was walking around near the door looking out. There was a large TV mounted on the wall but was never turned on during the survey. The residents were not participating in any activities (Photographic evidence obtained). Review of Resident #1's records documented the resident was admitted on [redacted]. The resident's Health Assessment Form (AHCA 1823 Form) completed on [redacted] revealed diagnoses including acute [redacted], injury, [redacted], history of closed [redacted] injury without [redacted], and non-ST-elevation [redacted]. The resident was not identified to be an elopement risk. Review of Resident #2's records documented the resident was admitted on [redacted]. The resident's AHCA 1823 Form completed on	A 030		

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A 030	Continued From page 7 revealed diagnoses including , , , essential deficiency, and agitation. The resident was not identified to be an elopement risk. Review of Resident #3's records revealed the resident was admitted on . The resident's AHCA 1823 Form completed on revealed diagnoses including of the meninges, , generalized , and difficulty walking. The resident was not identified to be an elopement risk. On , at 10:25 AM, an interview was conducted with Staff G, Resident Care Assistant. When asked about the locked door with the bars, she stated, "I don't like it, but the Administrator does it to keep the residents safe. [Resident #5's name] and [Resident #6's name] jumped over the door and . [Resident #3's name] can't walk on her own, or she will . [Resident #2's name] is also a handful; you have to watch her every moment." On , at 11:30 AM, an interview was conducted with Resident #7. When asked about the door with the bars, she stated, "You mean the "cage"? That's what we call it. Those residents are there to keep them safe. That's all." During an interview on , at 1:30 PM, Staff B, Resident Care Assistant, stated, "I have been working in the facility for two months and have seen the metal bars on the door since working at the facility. I did not know why the bars were on the door."	A 030		

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A 030	Continued From page 8 During an interview on , at 1:58 PM, the Administrator stated, "The reason why [Resident #2's name] is in the room, is because of her exhibiting . . . . . behaviors. She was walking around , all over the place. She seems better now, but she can't be trusted. As for [Resident #1's name], he, too, was unzipping his pants trying to get a , ... female resident on the couch. He was acting inappropriately and disturbing the other residents. [Resident #3's name] is very noisy and disturbs the other residents. I don't like the way the bars look, but it is for safety of the residents. One of the residents was jumping over the half door and was getting hurt. The bars are necessary because we had a resident who broke the windows and crawled out. Again, it is a protective measure for resident safety." During an interview on . . . . . , at 2:10 PM, Staff A, Medication Technician (Med Tech.), stated, "[Resident #2's name] is over there because she lives over there and walks around everywhere picking up things. She also goes outside and gets into the garbage and gets into the dirty diapers. [Resident #1's name], he lives over there and got into another resident's room and took out his penis. [Resident #3's name], she lives over there, and she makes a lot of noise screaming a lot and disturbs others." During an interview on . . . . . , at 2:15 PM, Resident #1 stated, "It makes no difference if I am in here or out there. What difference does it make?" On , at 2:19 PM, an interview was conducted with Resident #2. When asked how she felt about being in the room, she stated, "We	A 030		

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A 030	Continued From page 9 have to be good you know." During an interview on [redacted], at 2:30 PM, the [redacted] Physician stated, "I don't like the bars and the locked room. There must be a better way. In even the simplest interpretation when anyone sees bars it gives a negative connotation of being locked in, so even though they are not that [redacted] aware, it still must give them that feeling. There is more to it than keeping them safe. They are hitting the mark with that but seem to be missing the mark with ensuring a sense of happiness and wellbeing. What makes me question is why a resident like [Resident #8's name], who is one of my patients and definitely an elopement risk, is allowed to walk freely around the place, while these others like my patient, [Resident #4's name], who is barely mobile and is kept in that secured area. That doesn't make sense." During an interview on [redacted], at 2:33 PM, Resident #9's daughter in-law stated, "When I saw the bars on that door, it really disturbed me. When I saw it, I thought there must be a better way. It doesn't give a very good feeling to see that, if looks confining and not homelike at all. I am sure it is troubling to families coming in and seeing that." Review of the facility policy and procedure titled "[Facility Name] Resident's Bill of Rights," undated, read, "A resident may not be deprived of any civil or legal rights, benefits, or privileges guaranteed by law, the Constitution of the State of Florida, or the Constitution of the United States as a resident of a facility. Every resident of a facility shall have the right to: (1) Live in a safe and decent living environment, free from [redacted] and neglect."	A 030		

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A 030	Continued From page 10 Class II	A 030		