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
	AL11911669	A. BUILDING: _____ B. WING _____	C 10/24/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
HOMESTEAD VILLAGE RETIREMENT COMMUNITY	7830 PINE FOREST ROAD PENSACOLA, FL 32526

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A 000	Initial Comments An unannounced complaint survey for complaint numbers 2024008620, 2024008878, and 2024010749 was conducted on through at Homestead Village Retirement Community in Pensacola, FL. At the time of the survey, deficient practice was identified.	A 000		
A 030 SS=D	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 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	A 030		

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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 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	A 030		

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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: On at approximately 3:20pm observation of cottage F, room F3, with resident #9, maintenance supervisor and administrator. Observation and test of call system located in living room area to find not working because the cord would not pull nor the button would not work when pressed. Observation and test of call system in bedroom area over resident #9 bed to find that the cord would not pull and the button	A 030		

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A 030	Continued From page 6 would not work when pressed. Observation and test of call system in bathroom when cord pulled or button pressed would make a chirping sound. Administrator reported that the battery was going out. Based on observations, staff and resident interviews, the facility failed to provide a safe and decent living environment by not having a functioning call light system for 2 of 7 houses reviewed. (Houses E and F) The findings include: On at approximately 09:50 am in House E, one of the residents was observed testing the call systems located in their bedroom, living room, and bathroom. No audible alarm sounded in any of these cases. On at in House F, an observation was condiucted with the Maintenance Supervisor and Administrator. During a test of the call system located in the living room area, the system was found not to be working when the cord would not pull and the button would not work when pressed. Observation and test of the call system in the bedroom area with one of the residents found that the cord would not pull and the button would not work when pressed. On , Staff J, a Medication Technician (MT), was interviewed and stated that the monitor for Houses E and F did not alarm. There was no sound but it did register the resident's system was activated when the screen was visualized.	A 030		

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A 030	Continued From page 7 On at approximately 12:35 pm, the Adminstrator said that the volume control on the monitor for Houses E anf F's call system had been turned down. On at approximately 03:20 pm, the maintenance manager stated the system was battery operated and not functioning, and there was no monitoring being done on the new system for battery checks. Class III	A 030		
A 152 SS=D	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,	A 152		

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A 152	Continued From page 8 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 . This Statute or Rule is not met as evidenced by: Based on observation, interview and record review, the facility failed to honor resident's rights for a safe, clean, and decent living environment for 3 of 7 houses. (Houses F, I, and J) The findings include: During an observation conducted of Cottage F's washer/dryer room, the dryer that was used by staff and residents was observed to have a metal coat hanger for the handle to open and close the door. Also, a black substance and unidentified items on the floor was observed in the area between the washer and dryer. Also, the vent in the ceiling was observed with a large amount of thick dust. (photographic evidence obtained) During a tour of Cottage I, the vent in the ceiling of the kitchen area was observed with a large amounts of a black substance. The vents in the living room and dining room area were observed with a large amount of a black substance around the vents, two small vents located in the top wall had a large amount of a black substance, one	A 152		

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A 152	Continued From page 9 large vent was capped with black dust, the sprinkler was observed to have a large amount of dust, the nurse's storage room had a large amount of black and gray discoloration around the vent, spreading from the vent to other areas of the ceiling, and the activity room was observed to have a large, brown water stain. (photographic evidence obtained) During a tour of Cottage J, at the top of the ceiling in the living room area close to the bedroom area, a large hole was observed. The hole had no covering over it. (photographic evidence obtained) On at approximately 9:42 am, Resident #9 reported that her bathroom was clogged up this morning and she had to ask staff to call maintenance. Resident #9 reported that this had happened one time before and she had to call maintenance. Resident #9 reported that this had happened twice before and it took a couple of days for maintenance to fix it. During these times, she did not have easy access to a toilet. The resident reported that maintenance did not come to the facility this weekend and she had to wait until Monday morning before it was fixed. On , Resident #10 reported that she has small roaches in her bathroom. Observations conducted of the bathroom area verified one small roach in the door entrance. Resident #10 reported that she had informed the office people about the roaches. Resident #10 reported she asked the facility to clean her carpet and they informed her that they could not clean the carpet because she has furniture in the room. Resident #10 stated that, if she has any problems, that she must wait for maintenance to return on Monday morning because maintenance doesn't work	A 152		

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A 152	Continued From page 10 weekends. On at approximately 10:10 am while observing at House I, Employee H pointed out the ceiling vent in kitchen area. This vent was observed with a large amount of black substance around the vent. The activity room was observed with a large brown water stain. The storage room's vent had a large amount of a black and gray substance present. (photographic evidence obtained) Employee H reported that she had been working at the facility a couple of months and she had never seen maintenance conducting a walkthrough of the areas. On at approximately 10:20 am, a walk-through of Houses I and J were conducted with the Director of Nursing and the Assistant Director of Nursing. They observed and verified the problem listed. They stated that they had reported some of the problems to maintenance and had called for maintenance to come over to the house. On at approximately 11:20 am, a walkthrough of the houses was performed with two Maintenance Assistants. They also verified the problem issues listed. On at approximately 11:34 am, an interview was performed with the Maintenance Supervisor. The Maintenance Supervisor reported that he had not conducted a walk-through of house to identify all areas of concerns. The Maintenance Supervisor could not identify the last time maintenance had conducted a walk-through of the building. The Maintenance Supervisor reported that, if staff identified any problems, they would document in the maintenance work log.	A 152		

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A 152	Continued From page 11 A record review of maintenance work orders found no documentation that identified the above areas of concern in Houses F, I, or J. Class III	A 152		