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
	AL11942718	A. BUILDING: _____ B. WING _____	02/10/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
WESTCHESTER OF SUNRISE (THE)	9701 WEST OAKLAND PARK BLVD SUNRISE, FL 33351

(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 survey, complaint #2024004681, #2024011240, #2024011991, and #2024015170, was conducted on at Westchester of Sunrise (The). The facility had deficiencies related to complaint #2024011240, #2024015170 and #2024011991 at the time of the survey.	A 000		
A 152	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	A 152		

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A 152	Continued From page 1 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 establish or implement procedures to prevent a bedbug infestation, thus exposing all Residents (Resident #1-117), Staff and visitors to bedbug exposure. The findings included: A review of the facility's Resident Care Standards -Resident Rights Policy and Procedure dated documented that every resident of the facility will have the right to live in a safe and decent living environment, free from , neglect, misappropriation and , . A review of the facility's Administrative-Maintenance and Housekeeping Policy and Procedure dated documented it is the policy of the facility to maintain a clean, comfortable and homelike environment (i.e., ceiling tiles, wallpaper, floor tiles). And report any unresolved environmental concerns to the Administrator. A review of the facility's letter to facility residents dated , , , documented the following: In an effort to maintain our facility pest free, we are taking corrective steps in order to combat this problem. We apologize for any	A 152		

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A 152	Continued From page 2 inconvenience, as we close the common areas and dining room. We are looking to open next Monday to a clean facility. We will be also combating this, from the rooms as well, we ask for your cooperation in helping us clean out the rooms. A review of the Florida Department of Health (DOH) Inspection Report dated , documented bedbugs and feces observed in , in client's mattress and by electrical outlet cover; bedbug feces observed in corner between the baseboard and floor. This resulted in the facility receiving an unsatisfactory finding (copy obtained). In an interview with the Administrator on at 10:06 AM she stated the facility has bedbugs presently in some rooms. She stated they had someone move in from another facility and brought them in, and they traveled. She stated she has informed her bosses, so they are going to treat the whole building. In an interview with the Administrator and Regional Manager on at 12:23 PM, the Regional Manager stated they had bedbugs in the dining room, so they decided to close it down. He stated they cleaned it and treated it with hot treatments. And that they believe the source of the infestation was because of people moving in from other facilities and bringing them into the facility. In an interview with the Resident #4 on at 9:33 AM she stated she has been at the facility a few years, not getting everything she needs (but would not elaborate), the food is okay, staff is okay, they clean the rooms but there are bedbugs. She stated she gets her meds and	A 152		

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A 152	Continued From page 3 had no other concerns. In an interview with Resident #5 on at 9:36 AM she stated she has been at the facility not quite a year, the food is okay, they clean her room, she gets her meds, the staff is good, and that they have bedbugs in the building. In an interview with Resident #6 on at 10:45 AM she stated she has been at the facility about 8 months, she has no bugs in her room, but, oh boy, others do. She stated she can do everything herself, the staff is okay, she gets her meds, everything is okay and has no complaints. In an interview with Resident #7 on at 10:52 AM she stated she has been at the facility not quite a year, the staff is good, the food is okay, they clean her room, she gets her meds, they assist her with ADLs, and that they have bedbugs in the building. In an interview with Staff C on at 11:08 AM she stated they have bedbugs everywhere. She stated she has seen them, Residents have been bitten by them, and that they are treating them and moving Residents from their room while they do. In an interview with Resident #9 on at 11:11 AM he stated he has bedbugs and has been bitten by them. He quickly pulled the of his shirt down to expose the left side of his / . This surveyor observed redness on his area from what he stated are bedbug bites. In an interview with Resident #10 on at 11:18 AM stated she has bedbugs in her room, so they moved her to another room temporarily	A 152		

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A 152	Continued From page 4 while they were treating the bugs. She stated the staff is okay, the food is okay, they are serving them in their rooms because the kitchen has bedbugs, she gets her meds, and her only complaint is the bugs. In an interview with Resident #11 on at 11:21 AM stated she had bedbugs in her room, and they had moved her into a different room temporarily while they sprayed her room. She stated she is doing okay, the staff is good, the food is okay, she gets her meds. In an interview with Resident #12 on at 11:32 AM he stated all the Residents are being served meals in their rooms because the kitchen was infested with bugs. Observation of his room during the interview revealed a very loud -like smell, dirty carpet, smudges in the ceiling, and generally an unkept room. He stated the room had mold in the ceiling, so they cleaned it with bleach but didn't paint it. In an interview with Resident #13 on at 11:45 PM he stated he was in a room downstairs, but they moved him into his present room because of the bedbugs. He stated the staff was okay, the food is okay, gets his meds, and is now being served meals in their rooms because the kitchen is closed due to bedbugs. He also stated they don't clean his room. Observation of the Resident's room by this surveyor during the interview revealed it was littered with clothing and other items and in need of cleaning. In an interview with Resident #14 on at 11:51 AM he stated he has bedbugs in his room, he can't go downstairs because everything is closed so he has to eat in his room. He stated he has been at the facility for 5 months; he gets	A 152		

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A 152	Continued From page 5 his meds, the staff is good, food is good but sometimes by the time you get it. He further stated that he had mold in the ceiling about a month ago and they cleaned it with bleach. Observation by this surveyor during the interview revealed a smudge-like stain in the ceiling of his room. In an interview with Staff G on at 12:20 PM she stated the kitchen is not an issue, the dining is. She stated they had to close the dining room due to bugs, so they are still serving in the Resident's rooms. In an interview with the Regional Manager, Staff E on at 12:30 PM stated they had bedbugs in the dining room, so they closed it down a little over a week ago to treat it. Relative to the bedbug issue, he stated they have treated 17 rooms so far, they did deep cleaning and hot treatment (Name of Pest Solutions) so that's why there are bugs present. He stated (Pest Control Company) is onsite as they are treating for the bedbugs only and they will do the cleanouts and not staff. In an interview with Resident #15 on at 12:41 PM she stated she was in room a room upstairs but was moved down to room her present room on the first floor because of termites. She stated she can do everything herself, they give her the meds, the food is alright, and the staff treats her good. On at 4:32 PM the survey team met with the Administrator and Marketing Director to conduct the Exit Conference. They were informed of the findings of the survey (presence of bedbugs), and that they would receive a report from our office regarding the findings. They	A 152		

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A 152	Continued From page 6 acknowledged the findings. Class III	A 152		