

Agency for Health Care Administration

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: AL11964831	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 11/06/2025
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NAME OF PROVIDER OR SUPPLIER

STREET ADDRESS, CITY, STATE, ZIP CODE

ARBOR OAKS ASSISTED LIVING FACILITY

**1701 68 STREET, NORTH
SAINT PETERSBURG, FL 33710**

(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 A complaint investigation (complaint numbers 2025013746 and 2025015019) in conjunction with a capacity increase survey and generator monitoring survey was conducted at Arbor Oaks Assisted Living facility on . Deficiencies were identified at the time of survey.	A 000		
A 025 SS=D	429.26(7) FS; 59A-36.007(1) FAC Resident Care - Supervision 429.26 (7) The facility shall notify a licensed physician when a resident exhibits signs of or or has a change of condition in order to rule out the presence of an underlying physiological condition that may be contributing to such or . The notification must occur within 30 days after the acknowledgment of such signs by facility staff . If an underlying condition is determined to exist, the facility must notify the resident's representative or designee of the need for health care services and must assist in making , , for the necessary care and services to treat the condition. If the resident does not have a representative or designee or if the resident's representative or designee cannot be located or is unresponsive, the facility shall arrange with the appropriate health care provider for the necessary care and services to treat the condition. 59A-36.007 Resident Care Standards. An assisted living facility must provide care and services appropriate to the needs of residents accepted for admission to the facility. (1) SUPERVISION. Facilities must offer personal supervision as appropriate for each resident, including the following:	A 025		

AHCA Form 3020-0001

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

TITLE

(X8) DATE

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A 025	Continued From page 1 (a) Monitoring of the quantity and quality of resident diets in accordance with Rule 59A-36.012, F.A.C. (b) Daily observation by designated staff of the activities of the resident while on the premises, and awareness of the general health, safety, and physical and emotional well-being of the resident. (c) Maintaining a general awareness of the resident's whereabouts. The resident may travel independently in the community. (d) Contacting the resident's health care provider and other appropriate party such as the resident's family, guardian, health care surrogate, or case manager if the resident exhibits a significant change. (e) Contacting the resident's family, guardian, health care surrogate, or case manager if the resident is discharged or moves out. (f) Maintaining a written record, updated as needed, of any significant changes, any illnesses that resulted in medical attention, changes in the method of medication administration, or other changes that resulted in the provision of additional services. This Statute or Rule is not met as evidenced by: Based on observation and interview the facility failed to provide care and services appropriate to the needs of residents admitted by not responding timely to call pendant requests for assistance for six (Resident #7, Resident #8, Resident #14, Resident #15, Resident #16 and Resident #17) of seven sampled residents. Findings included: In an interview conducted on _____ at 9:06 a.m. Resident #3 said the staff do not respond for assistance timely and it could take between one	A 025			

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A 025	Continued From page 2 and three hours. Additionally, the resident felt the facility needed more staff to care for their needs. In an interview conducted on _____ at 9:09 a.m. Resident #4 said the staff are not timely for help and that it would depend on how busy they were. Additionally, the resident felt the facility needed more staff to care for everyone. In an interview conducted on _____ at 9:13 a.m. Resident #5 said staffing was always an issue and that the good staff were always busy when help was needed. In an interview conducted on _____ at 9:17 a.m. Resident #6 said it could take staff a long time to answer the call pendants, and the facility needed more staff. In an interview conducted on _____ at 9:29a.m. Resident # 7 said the staff never came quick for call pendants and it could be hours before staff came. Additionally, the resident said the facility did not have enough staff. In an interview conducted on _____ at 9:37 a.m. Resident #8 could not find the call light and was partially paralyzed from a _____ cord injury and could not ambulate. In an interview conducted on _____ at 12:08 p.m. Resident #17 said it could take staff two hours to respond to a call light. In an interview conducted on _____ at 12:55 p.m. Resident #15 said the call pendant was not working and needed a battery. Resident #15 said it was up to the residents to monitor them because it appeared that the facility had no regular monitoring of the pendants. Additionally,	A 025			

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A 025	Continued From page 3 Resident #15 said it was unfortunate to have what one would think was a tool for safety that did not work, and the staff never came to check them. Furthermore, the resident reported that many residents would complain about calling for help and not getting assistance. In an observation of a call pendant test for Resident #17 conducted on _____ at 12:08 p.m., it took staff more than 25 minutes to respond. An observation of the reception desk pendant call system monitor conducted on _____ at 12:31 p.m. revealed the following: " Two active calls pending for Resident #17 and Resident #18. " Resident #22 state" listed low battery and "type" listed "locking pendant" " : Resident #16, Resident #19, Resident #20 and Resident #21 listed state of "fault" and "type" listed "locking pendant". " : "state" listed low battery and "type" listed "locking pendant" " : Resident #14 in state of "fault" and "type" listed "locking pendant" " : Resident #23 and Resident #15 "state" listed low battery and "type" listed "locking pendant" " : Resident #15 in state of "fault" and "type" listed "locking pendant" " Resident #8 and Resident #12 "state" listed low battery and "type" listed "locking pendant" In an interview conducted on _____ at 12:32 p.m. the Receptionist said when the call lights appeared on the screen the system would text the two resident care assistants on the staff's personal cell phones that would switch off for	A 025		

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A 025	Continued From page 5 revealed an 1823 dated with diagnoses of and precautions. Additionally, the residents required assistance with ambulation, bathing, grooming, toileting and transfers. A record review for Resident #8 conducted on revealed an 1823 that listed diagnoses of Dx major acidosis, unspecified cord myelopathy, acute of left upper extremity, and A record review for Resident #15 conducted on revealed an 1823 dated that listed diagnoses of atherosclerotic and and ambulated with a walker. In an interview conducted on between 12:40 p.m. and 1:56 p.m. the Community Director said the staff should answer call lights within minutes and the staff were to use walkie talkies for communication from reception on the calls pending. The Community director said the facility was not aware the call light was not working for Resident #8, or that other pendants had battery issues or errors. Furthermore, the Community Director said there was no process for monitoring the pendants or batteries as these were assisted living residents and they would wait for the residents to notify them of pendant issues.	A 025			

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A 025	Continued From page 6 Photographic evidence obtained. Class III	A 025			
A 052 SS=D	429.256(); 59A-36.008(3) Medication - Assistance with Self-Admin 429.256 (3) Assistance with self-administration of medication includes: (a) Taking the medication, in its previously dispensed, properly labeled container, from where it is stored, and bringing it to the resident. For purposes of this paragraph, an syringe that is prefilled with the proper dosage by a pharmacist and an , that is prefilled by the manufacturer are considered medications in previously dispensed, properly labeled containers. (b) In the presence of the resident, confirming that the medication is intended for that resident, orally advising the resident of the medication name and dosage, opening the container, removing a prescribed amount of medication from the container, and closing the container. The resident may sign a written waiver to opt out of being orally advised of the medication name and dosage. The waiver must identify all of the medications intended for the resident, including names and dosages of such medications, and must immediately be updated each time the resident's medications or dosages change. (c) Placing an oral dosage in the resident's or placing the dosage in another container and helping the resident by lifting the container to his or her . (d) Applying , medications. (e) Returning the medication container to proper storage. (f) Keeping a record of when a resident receives	A 052			

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A 052	Continued From page 7 assistance with self-administration under this section. (g) Assisting with the use of a _____, including removing the cap of a _____, opening the unit dose of _____ solution, and pouring the prescribed premeasured dose of medication into the dispensing cup of the _____. (4) Assistance with self-administration of medication does not include: (a) Mixing, _____, converting, or _____ medication doses, except for measuring a prescribed amount of liquid medication or breaking a scored tablet or crushing a tablet as prescribed. (b) The preparation of syringes for injection or the administration of medications by any injectable route. (c) Administration of medications by way of a tube inserted in a _____ of the body. (d) Administration of _____ preparations. (e) The use of irrigations or debriding agents used in the treatment of a skin condition. (f) Assisting with _____, _____, or _____ preparations. (g) Assisting with medications ordered by the physician or health care professional with prescriptive authority to be given "as needed," unless the order is written with specific parameters that preclude independent judgment on the part of the unlicensed person, and the resident requesting the medication is aware of his or her need for the medication and understands the purpose for taking the medication. (h) Medications for which the time of administration, the amount, the strength of dosage, the method of administration, or the reason for administration requires judgment or discretion on the part of the unlicensed person. (5) Assistance with the self-administration of	A 052			

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A 052	Continued From page 8 medication by an unlicensed person as described in this section shall not be considered administration as defined in s. 465.003. 59A-36.008 (3) ASSISTANCE WITH SELF-ADMINISTRATION. (a) Any unlicensed person providing assistance with self-administration of medication must be _____ or older, trained to assist with self administered medication pursuant to the training requirements of Rule 59A-36.011, F.A.C., and must be available to assist residents with self-administered medications in accordance with procedures described in Section 429.256, F.S. and this rule. (b) In addition to the specifications of Section 429.256(3), F.S., assistance with self-administration of medication includes, orally advising the resident of the name and dosage of the medication and verbally prompting a resident to take medications as prescribed. (c) In order to facilitate assistance with self-administration, trained staff may prepare and make available such items as water, juice, cups, and spoons. Trained staff may also return unused doses to the medication container. Medication, which appears to have been contaminated, must not be returned to the container. (d) Trained staff must observe the resident take the medication. Any concerns about the resident's reaction to the medication or suspected noncompliance must be reported to the resident's health care provider and documented in the resident's record. (e) When a resident who receives assistance with medication is away from the facility and from facility staff, the following options are available to enable the resident to take medication as	A 052			

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A 052	Continued From page 9 prescribed: 1. The health care provider may prescribe a medication schedule that coincides with the resident's presence in the facility, 2. The medication container may be given to the resident, a friend, or family member upon leaving the facility, with this fact noted in the resident's medication record, 3. The medication may be transferred to a pill organizer pursuant to the requirements of subsection (2), and given to the resident, a friend, or family member upon leaving the facility, with this fact noted in the resident's medication record, or 4. Medications may be separately prescribed and dispensed in an easier to use form, such as unit dose packaging. (f) Assistance with self-administration of medication does not include the activities detailed in Section 429.256(4), F.S. (g) As used in Section 429.256(4)(h), F.S., the terms "judgment" and "discretion" mean interpreting vital signs and evaluating or assessing a resident's condition. (h) All trained staff must adhere to the facility's control policy and procedures when assisting with the self-administration of medication. This Statute or Rule is not met as evidenced by: Based on observation and interview review the facility failed to ensure proper assistance with self-administration of medications for one (Resident #11) of two sampled residents that required assistance with self-administration of medication. Findings included:	A 052			

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A 052	Continued From page 10 During a tour of the facility's Memory Care unit, conducted on _____ at 9:08 a.m., Resident #11 was observed sitting at a table with a medication cup containing a white round pill. During an interview on _____ at 9:12 a.m., Staff B stated, residents were always observed when taking medications but Resident #11 must not have swallowed both pills. Staff B then directed resident #11 to swallow the unidentified pill without ensuring it was the right medication for the right resident or stating the name of the medication to Resident #11. During an interview on _____ at 11:50 a.m., the Wellness Director stated the expectation for medication technicians were to follow the five rights and to watch residents swallow their medications, especially in the Memory Care unit. Class III	A 052			
A 055 SS=D	59A-36.008(6) FAC Medication - Storage and Disposal (6) MEDICATION STORAGE AND DISPOSAL. (a) In order to accommodate the needs and preferences of residents and to encourage residents to remain as independent as possible, residents may keep their medications, both prescription and over-the-counter, in their possession both on or off the facility premises. Residents may also store their medication in their rooms or apartments if either the room is kept locked when residents are absent or the medication is stored in a secure place that is out of sight of other residents. (b) Both prescription and over-the-counter medications for residents must be centrally stored	A 055			

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A 055	Continued From page 11 if: 1. The facility administers the medication; 2. The resident requests central storage. The facility must maintain a list of all medications being stored pursuant to such a request; 3. The medication is determined and documented by the health care provider to be hazardous if kept in the personal possession of the person for whom it is prescribed; 4. The resident fails to maintain the medication in a safe manner as described in this paragraph; 5. The facility determines that, because of physical arrangements and the conditions or habits of residents, the personal possession of medication by a resident poses a safety hazard to other residents, or 6. The facility's rules and regulations require central storage of medication and that policy has been provided to the resident before admission as required in Rule 59A-36.006, F.A.C. (c) Centrally stored medications must be: 1. Kept in a locked cabinet; locked cart; or other locked storage receptacle, room, or area at all times; 2. Located in an area free of dampness and abnormal temperature, except that a medication requiring refrigeration must be kept refrigerated. Refrigerated medications must be secured by being kept in a locked container within the refrigerator, by keeping the refrigerator locked, or by keeping the area in which the refrigerator is located locked; 3. Accessible to staff responsible for filling pill-organizers, assisting with self-administration of medication, or administering medication. Such staff must have ready access to keys or codes to the medication storage areas at all times; and, 4. Kept separately from the medications of other residents and properly closed or sealed.	A 055			

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A 055	Continued From page 12 (d) Medication that has been discontinued but has not expired must be returned to the resident or the resident's representative, as appropriate, or may be centrally stored by the facility for future use by the resident at the resident's request. If centrally stored by the facility, the discontinued medication must be stored separately from medication in current use, and the area in which it is stored must be marked "discontinued medication." Such medication may be reused if prescribed by the resident's health care provider. (e) When a resident's stay in the facility has ended, the administrator must return all medications to the resident, the resident's family, or the resident's guardian unless otherwise prohibited by law. If, after notification and waiting at least 15 days, the resident's medications are still at the facility, the medications are considered abandoned and may disposed of in accordance with paragraph (f). (f) Medications that have been abandoned or have expired must be disposed of within 30 days of being determined abandoned or expired and the disposal must be documented in the resident's record. The medication may be taken to a pharmacist for disposal or may be destroyed by the administrator or designee with one witness. (g) Facilities that hold a Special-ALF permit issued by the Board of Pharmacy may return dispensed medicinal drugs to the dispensing pharmacy pursuant to Rule 64B16-28.870, F.A.C. This Statute or Rule is not met as evidenced by: Based on observation and interview the facility failed to ensure prescribed medications were properly stored for one (Resident #14) of one sampled resident that required assistance with self-administration of medication.	A 055			

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A 055	Continued From page 13 Findings included: An observation on _____ at 1:22 p.m. showed Resident #14's room door was open to the hallway and there was a full bottle of Sevelamer _____ 800 milligrams (mg) tablets on a folding bedside table. Resident #14 was not in the room. A record review conducted on 11/06/2025 of the Agency for Healthcare Administration Resident Health Assessment (1823) for Resident #14 revealed resident required assistance with self-administration of medication. A record review of the un-dated facility policy titled "Medication Management" conducted on _____ listed "to ensure that all residents of innovative senior management are assisted properly with their medications, the following procedures will be enforced: 1. All medications will be kept in locked medication carts. 3. All over the counter medications and extra bottles of medications will be kept in a locked cabinet in bins properly labeled." During an interview on _____ at 1:56 p.m. the Community Director said medications should be locked in a medication cart when the resident was not being assisted with self-administration of medications. Photo evidence obtained. Class III A 162 SS=D 59A-36.015(3) FAC Records - Resident	A 055			
A 162 SS=D	59A-36.015(3) FAC Records - Resident	A 162			

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SAINT PETERSBURG, FL 33710**

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A 162	Continued From page 14 (3) RESIDENT RECORDS. Resident records must be maintained on the premises and include: (a) Resident demographic data as follows: 1. Name, 2. , 3. Race, 4. Date of birth, 5. Place of birth, if known, 6. Social security number, 7. Medicaid and/or Medicare number, or name of other health insurance , 8. Name, address, and telephone number of next of kin, legal representative, or individual designated by the resident for notification in case of an emergency; and, 9. Name, address, and telephone number of the resident's health care practitioner and case manager, if applicable. (b) A copy of the Resident Health Assessment form, AHCA Form 1823 or the health care practitioner's medical examination form described in Rule 59A-36.006, F.A.C. (c) Any orders for medications, nursing services, therapeutic diets, , or other services to be provided, supervised, or implemented by the facility that require a health care provider's order. (d) Documentation of a resident's refusal of a therapeutic diet pursuant to Rule 59A-36.012, F.A.C., if applicable. (e) The resident care record described in paragraph 59A-36.007(1)(f), F.A.C. (f) A record that is initiated on admission. Information may be taken from AHCA Form 1823 or the resident's health assessment. Residents receiving assistance with the activities of daily living must have their recorded semi-annually. This subsection does not apply to residents who are receiving licensed hospice	A 162		

Agency for Health Care Administration

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: AL11964831	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____		(X3) DATE SURVEY COMPLETED 11/06/2025
NAME OF PROVIDER OR SUPPLIER ARBOR OAKS ASSISTED LIVING FACILITY			STREET ADDRESS, CITY, STATE, ZIP CODE 1701 68 STREET, NORTH SAINT PETERSBURG, FL 33710		
(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 162	Continued From page 15 services when such residents, their representatives, or their physicians request in writing that _____ not be taken. (g) For facilities that will have unlicensed staff assisting the resident with the self-administration of medication, a copy of the written informed consent described in Rule 59A-36.006, F.A.C., if such consent is not included in the resident's contract. (h) For facilities that manage a pill organizer, assist with self-administration of medications or administer medications for a resident, copies of the required medication records maintained pursuant to Rule 59A-36.008, F.A.C. (i) A copy of the resident's contract with the facility, including any addendums to the contract as described in Rule 59A-36.018, F.A.C. (j) For a facility whose owner, administrator, staff, or representative thereof, serves as an attorney in fact for a resident, a copy of the monthly written statement of any transaction made on behalf of the resident as required in Section 429.27, F.S. (k) For any facility that maintains a separate trust fund to receive funds or other property belonging to or due a resident, a copy of the quarterly written statement of funds or other property disbursed as required in Section 429.27, F.S. (l) If the resident is an _____ recipient, a copy of the Department of Children and Families form Alternate Care Certification for _____, _____, (_____), CF-ES 1006, _____, which is hereby incorporated by reference and available for review at: http://www.flrules.org/Gateway/reference.asp?No=Ref-04004 . The absence of this form will not be the basis for administrative action against a facility if the facility can demonstrate that it has made a good faith effort to obtain the required documentation from the Department of Children	A 162			

Agency for Health Care Administration

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: AL11964831	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____		(X3) DATE SURVEY COMPLETED 11/06/2025
NAME OF PROVIDER OR SUPPLIER ARBOR OAKS ASSISTED LIVING FACILITY			STREET ADDRESS, CITY, STATE, ZIP CODE 1701 68 STREET, NORTH SAINT PETERSBURG, FL 33710		
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A 162	Continued From page 16 and Families. (m) Documentation of the , , of a health care surrogate, health care proxy, guardian, or the existence of a power of attorney, where applicable. (n) For hospice patients, the interdisciplinary care plan and other documentation that the resident is a hospice patient as required in Rule 59A-36.006, F.A.C. (o) The resident's , DH Form 1896, if applicable. (p) For independent living residents who receive meals and occupy beds included within the licensed capacity of an assisted living facility, but who are not receiving any personal, limited nursing, or extended congregate care services, record keeping may be limited to a log listing the names of residents participating in this arrangement. (q) Except for resident contracts, which must be retained for 5 years, all resident records must be retained for 2 years following the departure of a resident from the facility unless it is required by contract to retain the records for a longer period of time. Upon request, residents must be provided with a copy of their records upon departure from the facility. (r) Additional resident records requirements for facilities holding a limited mental health, extended congregate care, or limited nursing services license are provided in Rules 59A-36.020, 59A-36.021 and 59A-36.022, F.A.C., respectively. This Statute or Rule is not met as evidenced by: Based on interview and record review the facility failed to maintain a completed copy of the Agency for Healthcare Administration Resident Health Assessment (1823) for four (Resident #14, Resident #16, Resident #21 and Resident #23) of eight sampled residents.	A 162			

Agency for Health Care Administration

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: AL11964831	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____		(X3) DATE SURVEY COMPLETED 11/06/2025
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A 162	Continued From page 17 Findings included: A record review for Resident #14 conducted on _____ revealed an 1823 dated _____ that was blank for if needs could be met in an ALF (assisted living facility) and diet. A record review for Resident #16 conducted on _____ revealed an 1823 dated _____ and the diet was blank. A record review for Residents #21 and Resident #23 conducted on _____ revealed 1823's dated _____ and both, the physical or sensory limitations as well as special precautions were blank. During an interview on _____ at 1:27 p.m. the Regional Director of Operations said the 1823's should not have blanks. Photographic evidence obtained. Class III	A 162			