FLORIDA AGENCY FOR HEALTH CARE ADMINISTRATION

RICK SCOTT
GOVERNOR

Better Health Care for all Floridians

ELIZABETH DUDEK
SECRETARY

, 2013

Administrator
Brentwood Retirement Community
1900 West Alpha Court
Lecanto, FL 34461

Dear Administrator:

Re: CCR #2013002422

This letter reports the findings of a state licensure survey that was conducted on . 2013 by representative of this office.

Enclosed is the provider's copy of the State (3020) Form, which indicates the deficiencies that were identified on the day of the visit. Section 408.811(4), Florida Statutes, requires that you correct these deficiencies within thirty days of the date of this letter unless the Agency has approved another timeframe. Staff from this office will conduct a review afterJune 21, 2013 to verify that the necessary corrections are in place to correct the deficiencies identified on your survey.

The Quality Assurance Questionnaire has long been employed to obtain your feedback following survey activity. This form has been placed on the Agency's website at http://ahca.myflorida.com/Publications/Forms.shtml as a first step in providing a web-based interactive consumer satisfaction survey system. You may access the questionnaire through the link under Health Facilities and Providers on this page. Your feedback is encouraged and valued, as our goal is to ensure the professional and consistent application of the survey process.

Thank you for the assistance provided to the surveyor. Should you have any questions please call this office at (386) 462-6201.

Sincerely,

Kriste J. Mennella
Field Office Manager

KJM/amw

Enclosure
XG90

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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
	AL11942763	A. BUILDING: _____ B. WING _____	

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
BRENTWOOD RETIREMENT COMMUNITY	1900 WEST ALPHA COURT LECANTO, FL 34461

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A 000	Initial Comments On an Assisted Living Facility Complaint Investigation #2013002422 was conducted at Brentwood Retirement Community, the facility was found to not be in compliance.	A 000		
A 030 SS=D	58A-5.0182(6) FAC; 429.28 FS Resident Care - Rights & Facility Procedures (6) 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 Council shall be posted in full view in a freely accessible resident area, and included in the admission package provided pursuant to Rule 58A-5.0181, F.A.C. (b) In accordance with Section 429.28, F.S., the facility shall have a written grievance procedure for receiving and responding to resident complaints, and for 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 address and telephone number for lodging complaints against a facility or facility staff shall be posted in full view in a common area accessible to all residents. The addresses and telephone numbers are: the District Long-Term Care Ombudsman Council, 1(888)831-0404; the Advocacy Center for Persons with 1(800)342-0823; the Florida Local Advocacy Council, 1(800)342-0825; and the Agency Consumer Hotline 1(888)419-3456. (d) The statewide toll-free telephone number of the Florida Hotline " 1(800)96 or 1(800)962-2873 " shall be posted in full view in a common area accessible to all residents.	A 030		

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A 030	Continued From page 1 (e) The facility shall have a written statement of its house rules and procedures which shall be included in the admission package provided pursuant to Rule 58A-5.0181, F.A.C. The rules and procedures shall address the facility ' s policies with respect to such issues, for example, as resident responsibilities, the facility ' s ... and tobacco policy, medication storage, the delivery of services to residents by third party providers, resident elopement, and other administrative and housekeeping practices, schedules, and requirements. (f) Residents may not be required to perform any work in the facility without compensation, except that facility rules or the facility contract may include a requirement that residents be responsible for cleaning their own sleeping areas or apartments. If a resident is employed by the facility, the resident shall be compensated, at a minimum, at an hourly wage consistent with the federal minimum wage law. (g) The facility shall 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 shall not prohibit 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 shall be, at a minimum, an accessible telephone on each floor of each building where residents reside. (h) Pursuant to Section 429.41, F.S., the use of physical ... shall be limited to half-bed rails, and only upon the written order of the resident ' s physician, who shall review the order biannually, and the consent of the resident or the resident ' s representative. Any device, including half-bed rails, which the resident chooses to use and can remove or avoid without assistance shall	A 030		

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A 030	Continued From page 2 not be considered a physical ... ... 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 achieve 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 facility to provide safekeeping for funds as provided in s. 429.27.	A 030		

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A 030	Continued From page 3 (g) Share a 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) Access to adequate and appropriate health care 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 shall be set forth in writing. 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	A 030		

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A 030	Continued From page 4 special interest groups. This Statute or Rule is not met as evidenced by: Based on observation, interview, and record review it was determined that the facility failed to ensure that the residents live in a safe and decent living environment. Findings: Observation of the facility during tour with Housekeeping Supervisor revealed: Court laundry Housekeeping staff interview on at 11:23 am in the Court laundry area revealed cobwebs were observed on the far right wall with flies in the cobwebs and chipped paint (6inx5in) on wall above washers. Housekeeping staff stated " they are down a staff and are not able to get as much done " . She stated she has seen residents doing their own laundry in the Court laundry but she usually does their laundry for them. The eye wash station in the Court laundry area consisted of 2 containers filled with eye flush liquid with both containers covered with dust which included the administration spouts. The eye flush station metal holders contained cobwebs with insects. Court kitchen: Interview and observation of the court kitchen with dietary staff and CNA #2 on at approximately 11:55am revealed they stated the spaghetti (from lunch) other food particles in the bottom of the dishwasher were in the unit this earlier in the morning when breakfast dishes were washed in the dishwasher. Dietary	A 030		

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A 030	Continued From page 5 staff stated " it ' s not too bad right now---sometimes there is lots more in there-I only get time to clean it out once a week--- we really have a lot to do and little time". CNA #2 added the same information about the dishwasher and added that she is the only one serving lunch for the Court dining ALF dining area-21 residents. Lodge Tour Observation of the laundry [redacted] the Lodge building on [redacted] at approximately 10:45am revealed the fluorescent light cover (approximately 3ft x 18inches) located on the ceiling was not attached and hanging over the washer. The cover to the fluorescent light was attached by one side to the ceiling and had the cover suspended into the laundry area. The hanging light fixture cover had grey duct tape attached to one side of the cover which was needed to keep the light fixture attached to the ceiling. Housekeeping supervisor attempted to replace the light cover but was unsuccessful as it [redacted] after the reattachment attempt. Further observation revealed dark grime and discolored floor around washing machine and dryer with tiles behind the washer discolored from the reported leak of the washer. Housekeeping Supervisor Dennis stated the washer had a gasket leak which leaked and leaked onto floor and caused the repeated moisture on the tiles. He stated the washer was leaking a little and got worse and he knows it took the repairman " a few days " to come out to repair it. He added the leak is now fixed " but the washer still does not work as it needs a switch " . Further inspection of the satellite kitchen (Lodge Building) at 10:48 AM revealed the floors were VCT floors and were " filthy " according to Housekeeping Supervisor. He stated he is in the process of getting a helper to come in on	A 030		

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A 030	Continued From page 6 weekends to clean floors. Further observation revealed 2 small flying insects (Nat type) flying around the juice dispenser with 1 [illegible] fly on molding 4 inches away. During the tour a flying insect flew into the spout holding container while tour with Housekeeping Supervisor at 11:04 AM and he did not attempt to extricate the flying insect. The flying insect escaped and was not hunted during tour. The bottom drawer of kitchen drawers has food particles (crumbs) brown and white. Serving area in satellite kitchen has plug strip (2 plug strip) coming away from the wall exposing screws. Interview with CNA #1 on [illegible] at 11:17 AM in the lodge section revealed she stated the food is brought down from the main kitchen and the dishwasher is used for plates and pots and it is used daily. She stated the gnats (small black flying insects) " drive me crazy " and are always in the Lodge satellite kitchen area. She added the building did not have a clothes washer for at least 2 weeks and" it is still not fixed" and they have had to use other buildings washers and bring the wet laundry to the Lodge unit to dry. She added she does not see housekeeping in the building " hardly at all " and almost never in the morning. She added she sees the housekeeping staff at the end of the day and often they just come in at the end of the day when the residents have needed their [illegible] cleaned all day. She stated the housekeeping staff reports they do a major cleaning for a couple of [illegible] a week, but she cannot tell which ones they do. She added she and other CNA ' s go into [illegible] and clean up in residents [illegible] and in the common area because the housekeeping staff is not available and she added the resident ' s toilets often don ' t get flushed. Observation of the carpet in the Lodge revealed it	A 030		

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A 030	Continued From page 7 is discolored and stained and worn-Housekeeping supervisor stated the carpets are done (cleaned) 1x per year. He stated the carpet in the common area is stained and is due to be replaced with tile. Class III	A 030		