RICK SCOTT
GOVERNOR

AHCA
FLORIDA AGENCY FOR HEALTH CARE ADMINISTRATION
*Better Health Care for all Floridians*

ELIZABETH DUDEK
SECRETARY

, 2013

Administrator
GMZ Ventures Inc.
Leisure Manor ALF
301 South Main Ave
Minneola FL, 34715

Dear Administrator:

This letter reports the findings of complaint CCR#2013009808 inspection survey conducted on 19, 2013 and . 2013, by representatives of the Agency for Health Care Administration. Attached is the provider's copy of the Statement of Deficiencies, which indicates there were deficiencies noted during the inspection. You are hereby responsible for complying with the Agency's corrective action plan within **ten calendar days** of receipt of this hand delivered report.

The inspection resulted in findings of non-compliance in the following areas:

1) A0152- Physical Plant- Class I
The facility failed to provide a safe living environment free of hazards (bedbugs) and failed to ensure all existing architectural, mechanical, electrical and structural systems are maintained in good working order.

2) A0030- Residents Rights- Class II
The facility failed to honor residents' rights by ensuring that residents live in a safe and decent living environment free from . Facility failed to treat residents with consideration and respect, and with due recognition of personal dignity, individuality and the need for privacy. Facility failed to ensure that residents retain and use his or hers personal property (cigarettes and allowances).

You are directed to perform the following:

1. The entire facility must be treated in the appropriate manner, in accordance to the pest control company's recommendations and contract, until all bedbugs are killed/removed from the facility.
2. The facility must follow the recommendations of the pest control company to monitor the bed bug infestation in accordance with the pest control contract.

3. Resident's belongings/clothes that are in the facility are to be treated, in accordance to best practice and the pest controls recommendation until all resident belongings are free of bed bug infestation.
4. The facility must maintain contact with Lake County Department of Health and request a re-inspection within 30 days of completion of treatment by the pest control company.
5. An approved plan of correction must be submitted to the Agency for Health Care Administration that outlines how the facility will monitor, and maintain an environment free of bed bugs within 30 days.
6. The facility must develop a plan of correction that outlines how they will ensure residents admitted to the facility in the future do not bring bed bugs on to the premises within 30 days.
7. The facility will make all necessary architectural, mechanical, electrical and structural repairs within 30 days of the date of this letter.
8. The facility shall ensure all staff receives training on resident rights by approved trainer by the Department of Elder Affairs (DOEA) within 30 days of the date of this letter.

Nothing in this DPOC limits the Agency's authority and responsibility to impose administrative sanctions as provided by law.

Thank you for the assistance provided to the surveyor(s). If you have questions, please contact Steve Burgin.

Sincerely,

Stephen Burgin for,
Kristé J. Mennella
Field Office Manager

Accepted by: Gerald Zanansi
Printed Name: GERALD ZANANSI
Title: Mgr. OWNER
Dated: 9/25/13

PRC/brn

| STATEMENT OF DEFICIENCIES | (X1) PROVIDER/SUPPLIER IDENTIFICATION NUMBER: | (X3) DATE SURVEY COMPLETED |
|---|---|---|
| | AL11910284 | 09/19/2013 |
| NAME OF PROVIDER OR SUPPLIER | STREET ADDRESS, CITY, STATE, ZIP CODE | |
| Leisure Manor Alf | 301 South Main Avenue Minneola, FL 34755 | |
| SUMMARY STATEMENT OF DEFICIENCIES (FINDINGS PRECEDED BY TAG AND REGULATORY IDENTIFYING INFORMATION) | | |

**List of Tags Cited:**

St - A - 0030 - 58a-5.0182(6) Fac; 429.28 Fs - Resident Care - Rights & Facility Procedures S-S= G
St - A - 0152 - 58a-5.023(3) Fac - Physical Plant - Safe Living Environ/other S-S= J

**Specific Tag Findings:**

0000-Initial Comments

On unannounced complaint survey CCR # 2013009808 was conducted at Leisure Manor Assisted Living Facility in Minneola Florida. Discernible deficiencies were identified as a result of this survey. The facility was not in compliance at this time.

0030-Resident Care - Rights & Facility Procedures 58A-5.0182(6) FAC; 429.28 FS
Based on interviews and record reviews the facility failed to honor resident rights by failing to provide an environment free from . Failure to treat residents with due recognition of personal dignity, individuality, and the need for privacy. Failure to allow residents to retain and use their personal property (cigarettes and monies). For 22 of 22 residents.

Findings:

On at approximately 1:23 PM an interview was conducted with resident #5. During the interview resident #5 stated the manager of the facility screamed and yelled at him for requesting his medication. He stated she has yelled at him at least 12 times in the last eight days. He stated that the manager has threatened to throw him and his wife out of the facility for asking too many questions.

On at approximately 11:15 AM an interview was conducted with resident #7. Resident #7 stated that the manager of the facility only allows residents six cigarettes a day. These are cigarettes which the residents buy with their own funds. She stated that the manager has made her open a personal lockbox she keeps in her to search for cigarettes. The manager has accused her of bringing bedbugs into the facility because she shops at second hand stores. She said the manager has sent her to her the past when the manager was mad at her. Resident #7 said the manager has threatened to give her a 45 day notice if she talks to the State.

On at approximately 11:40 AM an interview was conducted with the Administrator regarding allegations of withholding or giving out resident cigarettes one at a time. The Administrator was asked if the facility controls the resident cigarettes and she said yes to keep the residents from smoking in the facility and to ensure they do not run out of cigarettes before the end of the month. The Administrator stated that the facility also controls the resident' s $54.00 a month and uses it to buy their cigarettes and other items. She was asked about the manger yelling at residents or making threats about discharging them. The Administrator said none of the residents have made these complaints to her. She was asked if residents are allowed to wear bed clothes to breakfast which she said it ' s against house rules.

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On at approximately 11:40 AM a record review was conducted on the facilities house rules. The house rules state that no resident is to wear bed clothes, pajamas, or bathrobe to breakfast.

On at approximately 12:24 PM an interview was conducted with the manager regarding her being verbally . She stated " these residents are like my kids " . I talk very loud and when I get excited I get even louder but I do not yell at residents. She did admit to yelling at resident #6 the other day because the resident yelled at her first. She said she has never threatened a resident with a 45 day discharge. She said she does buy the residents their cigarettes out of their S 54.00 dollars which they receive every month. She said she locks up the resident cigarettes in an old med cart. They have a schedule with times set as to when they get their cigarettes. At first they got two at a time now it ' s one at a time. She denied ever sending a resident to their ; " they are not babies or children " . She said she does not discipline any the residents. She stated she has never made a resident let her search their cigarettes.

On at approximately 1:30 PM an interview was conducted with resident #8. She was asked how long she has been living in the facility and she stated 12 years. When asked if she likes living here she said she hates it. She said she is tired of being hollered at and being rebuked by staff. She said you can ' t do anything right to please these people. She said she finally got her cigarettes and money today after asking for them constantly. She said they would only give her 1 cigarette every two hours which is hard on a smoker. She said the facility has gotten worse over the years. She said there are bugs in the facility that crawl on you and bite you.

Class II

0152-Physical Plant - Safe Living Environ/Other 58A-5.023(3) FAC
Based on interviews, record reviews and observations the facility failed to provided a safe living environment free from hazards (bedbugs) and did not ensure that architectural, mechanical, electrical and structural systems are maintained in good working order for 22 of 22 residents.

Findings:

On at approximately 10:30 AM during an entrance conference with the facility manager, she stated that the facility has had an ongoing problem with bedbugs. She said that the Department of Health inspector also said the facilities gas stove was out of compliance because two of the four pilot lights were not working. An inspection of the stove confirmed that the pilot lights were not working.

On at approximately 11:41 AM an interview was conducted with the Administrator. She stated that it was true that DOH had been to the facility to look for bedbugs. The Administrator stated that they have had two different pest control company ' s come to the facility in the past to treat for bedbugs. She said the pest control company never came back to re-inspect the second time. The Administrator said as far as she knows there were no bedbugs in the facility.

On at approximately 12:14 an interview was conducted with resident #1. During the interview he stated he used to live in building two and there were rats and bugs in the building. He said the bugs were the type

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SUMMARY STATEMENT OF DEFICIENCIES
(FINDINGS PRECEDED BY TAG AND REGULATORY IDENTIFYING INFORMATION)

that bite you and take your . . . . . He said but now he lives in building one and he only feels the bugs crawl on him at night.

On . . . . . at approximately 12:25 PM an interview was conducted in . . . . . with resident #2 in building two. He stated that staff sprays the facility for bugs. It was observed that the ceiling in his . . . . . water damage.

On . . . . . at approximately 12:38 PM it was observed in building two that two light sockets over the sink in the women ' s . . . . . missing light bulbs and a globe to protect the lights was missing. An empty light socket exposes residents to electrocution. Observed in the same hand rail in the shower was severely rusted.

On at approximately 12:44 PM an interview was conducted with resident #3. She stated that the facility is always spraying for bugs and when they do spray it messes with her sinus and makes her sick.

. . . . . at approximately 12:56 PM an interview was conducted with resident #4. During the interview resident #4 stated this morning she found a bug on her neck and when she killed it . . . . got all over her hand and she had to wash it off. Upon inspection of her bedding it was observed a brown pear shape bug which appeared to be a bedbug was seen crawling on her sheets. She stated the AC unit in the window does not work and when you turn it on it smells like burnt rubber.

On . . . . . at approximately 1:18 PM it was observed in building two that the hallway ceiling fan was missing three light bulbs from the ceiling fan light sockets. It was observed that the outside soffit (overhang) around the building was coming apart and the wood framing around the front door was rotten at the bottom.

On . . at approximately 1:40 PM during an interview with resident #6 she stated she sleeps in building two, . . . and while she is sleeping bugs are biting her all night. It was observed on both her arms there were at least 10-15, little red bumps on each arm. She stated they were bug bites and that they itch.

On . . at approximately 2:00 PM during an inspection with a DOH inspector it was observed in building two on resident #6 bed there was a nest of 20 or more bedbugs on the sheets at the corner of the bed. In building one in . . . . . it was observed stains on resident mattress and on the wall were bugs were smashed. The DOH inspector stated that the bedbug infestation was severe and was a danger to residents because the bites from the bugs can become . . . . . when scratched by the residents.

On . . at approximately 3:00 PM a record review was conducted on facility records concerning pest control treatment for bedbugs. The records show that on . . . . . three . . . . . and five beds were treated for bedbugs by a pest control company. On . . . . . the same company conducted a follow-up treatment. On . . . . . a second pest control company was hired to treat for bedbugs. That contract states that there was supposed to be a follow-up treatment which the facility never allowed the pest control company to complete.

On . . at approximately 4:30 PM, a second interview was conducted with the Administrator regarding the physical plant issues and bedbugs. The Administrator stated that she was not aware of the physical plant issues

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issues in building #2. She said she did know about the bedbugs and the manager's husband comes into the facility every week to spray pesticide to treat the facility. She said the pest control company never came back to do their follow-up.

On at approximately 5:39 PM an interview was conducted with a licensed pest control inspector who was called to the facility by the Administrator subsequent to DOH and Agency for Health Care Administration assessing the bedbug problem. He stated that the facility did not allow them to follow-up with the last treatment they conducted, but instead decided to self-treat to save money. He stated the bedbug infestation is moderate to low. The bugs are starting a second life cycle but are still in the first life cycle. He stated if the facility agrees to the new contract they must allow ongoing monitoring by the company to ensure results.

at approximately 6:00 PM an inspection was conducted with the pest control inspector. He pointed out evidence of bed bugs in building two #2 and #3 which both contained what he described as nests with several bugs. In building one he pointed out stains on the wall and mattresses. He stated both buildings needed to be exterminated.

Class I