STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER IDENTIFICATION NUMBER:	(X3) DATE SURVEY COMPLETED
	AL11911223	10/01/2013
NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE	
Vick Street Manor	22332 Vick Street Port Charlotte, FL 33980	
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= D
St - A - 0052 - 58a-5.0185(3) Fac - Medication - Assistance With Self-Admin S-S= D
St - A - 0093 - 58a-5.020(2) Fac - Food Service - Dietary Standards S-S= B

Specific Tag Findings:
This is the result of an unannounced complaint survey CCR #2013010251 completed on [redacted] at Vick Street Manor, an Assisted Living Facility.

The complaint was done in conjunction with the Department of Health, Environmental Services Inspectors. The following is the results of the survey:

0030-Resident Care - Rights & Facility Procedures 58A-5.0182(6) FAC; 429.28 FS
Based on observation, interview and record review, the facility failed to ensure each resident's right to a safe and decent living environment, with services consistent with community standards, as evidenced by the meal service and sanitation of the kitchen; and failed to ensure the physical plant was in good condition and free from rain seeping into the building. These failures directly affect all residents of the building for whom meals are prepared or eat in the main dining [redacted].

The findings include:

1. A tour of the kitchen on [redacted] at 9:14 a.m., after breakfast, was conducted in conjunction with the Department of Health Inspectors and found the hair nets in the food prep area, not by the entrance to the kitchen. Black flying bugs were observed in the kitchen flying around and lighting on surfaces. When asked about black bugs, the cook stated they have had them for a couple days, and stated he got rid of bananas yesterday.
The Maintenance Director, who was running the dishwashing machine, stated a Pest Control company comes in every Thursday. The Pest Control company placed pheromone traps around areas in the kitchen and dish [redacted] a trap to catch the fruit flies. He further stated they caught a rat two weeks ago, and have not seen any since. He verified it was a rat and not a mouse. He stated he had sealed up the hole which was around the drain pipe, and observation verified it is sealed up now.
Observation by the surveyor revealed a pan of rolls cooling on a rack in the kitchen. The rack contained other baking trays inverted with baked on debris on the under-edges. A tiny black flying bug was observed to land on the trays. Other tiny black flying bugs were noted flying around in the kitchen.

Observation by the surveyor discovered an old waste drain, covered with cardboard, in the floor behind the food prep area. When the cardboard was removed a foul odor was emitted. The Maintenance Director stated he did not know this drain was there. It had been hidden by a cart with pans on it. The cart was visibly dirty with caked on debris.
The DOH inspector tested the sanitizer in the dishwasher and did not get results. The Maintenance Director stated the dishwasher was not working since last night and the tube for the sanitizer was un-plugged. Maintenance plugged in. He further verified they were not keeping an up-to-date log on dishwasher. Although the machine was run again, no [redacted] registered on the test strip.

Further observation revealed food debris on clean cups and bowl on tray on bottom shelf of rack beside door to kitchen. The can opener was observed to have food build-up. The steam table wells were observed to not have the pans removed and cleaned and had a large amount of food build-up. Food build-up was also observed on

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the rims of flat cooking sheet used to cook food. All the coffee pots were observed to be black inside. There was food debris under the mesh matting used to set clean cups on.
The floor of the walk-in refrigerator and freezer was observed to be dirty with food debris. The kitchen employee [redacted] did not work, and the garbage had not been emptied from the day before. The ovens were dirty with caked on debris and grime; the grease trap on the stove was pulled and observed to be dirty and needed cleaning; the back of oven was dirty and had dust build up.

A tour of the outdoors revealed the dumpster was closed, but had garbage stuck under it. The dumpster drain hole was not plugged, so as to prevent the entrance of vermin into the dumpster and the side was visibly cracked. Ants were observed by hand sink and coffee machine. Every tray cart was covered in food spillage build up and had not been cleaned. When asked, the cook stated, "We clean at least monthly."

When asked, the Administrator stated the Food Service Direct (FSD) had been here since [redacted]. When asked, the FSD produced blank cleaning schedules. He stated, he and his assistant cook are responsible for ensuring the kitchen is clean. He stated he has food service management but is not a Certified Dietary Manager. He was asked for copies of the completed "shift form" and "QA forms" for the last 3-6 months at 11:35 a.m.

The "shift form" documented: Things to be done at end of every shift: 1) all dishes, pots, pans must be cleaned and put away; 2) all trash cans must be washed, cleaned out every day; 3) all sinks, strainers and dishwasher strainers and traps must be cleaned; 4) all counters are to be wiped off; 5) all mats moved and washed; 6) all floors are to be mopped every night. "No exceptions." 7) All shifts will sign and date work sheet at the end of your shift. 8) Failure to comply will lead to disciplinary action.

The "QA form" documented: Dietary quality assurance audit sheet: Cooler: 1. Are all food products stored off the floor & on clean surfaces? 2. Are foods kept at 35 to 45 degrees F? 3. Are foods covered, dated, and labeled appropriately? 4. Are foods that are being thawed kept on the lower shelf? 5. Are the walls and floors clean? 6. Are the shelves orderly and organized to provide easy access?
Equipment: 1. Are utensils and equipment in good repair? I.E.: free of breaks, open seams, cracks and chips? 2. Are all food contact surfaces of equipment clean to sight and touch? 3. Are the hood and vents clean to sight and touch? 4. Do all fire extinguishers and ansel systems have current inspection tags? Are they clean? 5. Are all drawers organized and clean? 6. Check the following equipment for cleanliness: a. food blender/processors; b. mixers; c. steam tables/wells; d. knives and holder; e. ovens; f. stovetop and grill; g. fryer; h. beverage dispensers; i. can opener; j. bus and serving carts.

At 12:38 p.m. the assistant cook told the surveyor the FSD had left, so the surveyor asked the administrator again for menus, cleaning sheets and QA sheets completed for last 6 months. At 12:42 p.m. the administrator told the surveyor that she and the assistant cook had looked for a green binder which holds the old cleaning sheets, but it was could not be found. The administrator stated they had fired 2 staff this last week and the person who worked last night did not show up and was also fired. The dishwashing machine worked yesterday, but did not work after the person who worked last night left. Also everything in the complaint was identified by management and they had developed a plan to fix things, but "We appear to have the same list."

The Maintenance Director stated at 11:31 a.m. on [redacted] they actually had a meeting last week about the kitchen and getting it power cleaned.

The plan was asked for again at exit, and the meeting note under "Misc. issues: All TBs done on employees [redacted] Code change as of [redacted] Kitchen - clean carts, dish area (staff meeting) floor. Maintenance to

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power wash carts, shelf + floor."

Observation of the noon meal on 10/1/13 revealed the meal served was meatloaf, mashed potatoes, cooked cauliflower and a roll; the board in the dining beef stroganoff, noodles, carrots and roll; the posted menu shows the lunch to be meatloaf with gravy; mashed potatoes, cauliflower, roll and jell with topping.

During the noon food tray line observations on , the Assistant cook was observed to sit the scoop used to dip the mash potatoes on edge of steam table, dip surface down; then picked it up and scooped more mash potatoes; then set it on top of a well cover food side down and continued to repeatedly scoop potatoes and lay it food surface down each time she picked up the next spoon. The assistant cook was observed to changed gloves without washing her hands, then wipes the steam table with rag from a bucket, got clean dishes down to plate more food onto; and then rinsed her hands in water (3 seconds and no soap); put on gloves again and went back to plating food. She was observed to open and close the kitchen drawer holding utensils, open the refrigerator and did not wash hands or change gloves. She went into the office and looked for a binder then came out and began clean up, covering the food on steam table and continued on.

During noon the meal 4 tables were approached and all residents stated they liked the food. However two residents stated they had a soup recently which was water and tomatoes was supposed to be soup but it had no meat or pasta, or other vegetables.

A review of the DOH Food Service and Group care inspection foods revealed citations at 64E-12.005 and 64E-11.006(4) and 64E-11.007(7) for the unsanitary conditions in the kitchen and roof leaks (noted below). The reports are marked "unsatisfactory" and correction is to be completed by . Upon discussion with the DOH inspector on at 1:30 p.m., about the food service violations observed and unsafe food handling practices, the DOH inspector concurred the violations presented a direct threat to the residents and that was why she had given them the short correct time frame.

2. During breakfast clean up, Resident #1 stated, the water comes in when it rains and runs down the wall. They just cleaned the wall yesterday. He stated it has been raining in all summer.

Observation of the ceiling and wall in the main dining the water fountain revealed brown streaks running down the wall and a hole in the ceiling above the area.

The Maintenance Director toured the building and verified 3 had been redone. which was empty had a strong molding odor. The Maintenance Director stated the been redone as it had separated from the wall and base and had been taken down to the studs. He stated roots from trees came in and separated wall and when viewed 2 other had been repaired also. All 3 taken down to studs and floor pulled up; insulation removed; cleaned and silver board put in then wall re-built and linoleum laid; and residents returned.

When asked about the dining the Maintenance Director verified the leak had been occurring since the end of or first of but stated it did not affect any residents. The Maintenance Director stated the roof is a single vapor barrier and rain is coming in between the vapor barrier and roof and states it can't be fixed by slapping caulk on it. He stated no one wants to fix it now until after the rainy season anyway, so if they had an estimate tomorrow, work would not get done. He stated he did not know about mold remediation and the need to have that looked at, but could have a mold come in. He stated the wall leaks depending on which way the rain is coming from and how heavily, but it does not rain in all the time. He stated when it does it runs down

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the wall. "Yes, it does drip, it does not gush." He stated he had been putting a piece of plastic up by the vent and funneling the drip down the wall in to a bucket as he does not want it to splash on residents or cause them to

On the Administrator stated, she had been the Administrator since She stated they have no contract for the roof leak which began sometime in or as they are waiting for a quote from a 3rd roofing company which should be received this week. The first quote was declined by a roofing company in because of the "numerous plumbing, electrical and door terminations, " and recommended, "for you to consult a general contractor." She had second quote from for $33,100.00 for "option one" or $78,900.00 for "option two." The options differ in the materials used and the second option also includes Hanover pavers. She stated she has made several improvements since taking over. She verified she has no contract to fix the roof as of

Class III

0052-Medication - Assistance with Self-Admin 58A-5.0185(3) FAC
Based on observation, interview and record review, the facility failed to accurately administer medication to 6 (Resident #2, #4, #5, #6, #7, and #8) out of 8 residents observed for assistance with self-administered medications.

The findings included:

1. During an interview on at 11:50 a.m. with Employee F she stated, "If there is a medication error, I complete a form, fax it to the doctor, and put it in the resident chart. We haven't had an error since I have been here, 2 years." The surveyor asked if there is any tracking mechanism and she replied, "No, there is nothing to track."

At 2:00 p.m. the surveyor informed Employee F that Employee D stated she had a medication error when Employee F interrupted and stated, "Right, I thought about it some more and remembered there was a medication error. The file is on (the resident care director's) desk." The surveyor asked what happened to putting the form in the resident's chart, the fax copy and notifying the physician and she replied, "The form is in Employee D file and I haven't gotten around to putting a note in the chart yet." The surveyor replied, you haven't written a note about that situation; the med tech did not write a note and that was almost 6 weeks ago and she replied, "That is correct. I can do a late entry now."

A record review of Employee D's training file documented she received her "Assistance with Medication" training on from a Registered Nurse. On Employee F completed a medication error form for Employee D; she had administered an extra dose to Resident #2 in error. Resident #2's husband and physician were immediately notified, and there was no adverse outcome. Employee D was given an oral counseling, and there was a mandatory meeting on for all medication technicians regarding the importance of following the Medication Observation Record (MOR) and accurate documentation/the overall responsibility of med pass/basic ology/and med errors.

Employee F stated she and Employee D failed to write a progress note regarding this situation and has now written a late entry on Upon review of this entry, Employee F has documented in the progress note dated Late Entry: Resident was given an additional in error. Primary and pharmacy notified. Spoke with POA regarding error. No adverse effects noted. Employee counseled as per policy." The entry should have been dated - Late Entry for

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Record review for Resident #2 documented she is prescribed 0.5mg take 1 tablet PO (by mouth) (twice a day) 9 AM & 9 PM. Review of Bayberry Controlled Substance/MAR change of Shift Audit documented Employee D signed the report dated and for the 7- 3 shift. A progress note date documented, "Dr. --orders - 0.5mg (three times a day) D/C (discontinued) previous order." At 7:30 p.m. "Resident found on floor in Bayberry hallway. 911 to Peace River. Husband, Doctor notified, returned no change, no injury. Home health ordered for balance safety." Review of physician orders documented on for 0.5mg increased sedation: Decrease to Review of Controlled Drug Usage Form indicates from the resident received 0.5mg (1) tablet, at 2:00 p.m. as prescribed.

2. During an observation on at 12:10 p.m. of the medication pass on the Bayberry Unit with Employee D, an unlicensed medication tech, she was observed to have administered medication to several residents. Employee D failed to wash and/or sanitize her hands prior to and/or after administering medication to the residents. Employee D was observed to compare the card to the MOR, remove the medication, place it in the cup and return the card to the medication draw. Employee D administered medications to Resident #4, #5, #6, #7 and #8 without bring the MOR and/or the card to read the label to the resident for each medication thereby, not affording each resident the opportunity to decline the medication. Employee D was asked by the surveyor if she knew why she was administering to Resident #6 and she stated, "I don't know, I am just a Certified Nursing Assistant (CNA) med tech." She was also asked if she knew a side effect of the she was administering and she replied, "No, I don't know what a side effect is." She then administered the medication to Resident #6 without identifying it.

During an interview with Employee D she was asked if she ever had made a medication error and she stated, "I think I had one with Resident #2, it was with the It was when I first started. I think I gave it at the wrong time. There were no adverse reactions to her. It happened, I think in when I first became a tech; they took me downstairs and talked to me."

Class III

0093-Food Service - Dietary Standards 58A-5.020(2) FAC
Based on observation, record review and interview, the facility failed to ensure menus were reviewed and up-dated annually by a registered dietitian.

The findings include:

1. Observation of the noon meal on revealed the meal served was meatloaf, mashed potatoes, cooked cauliflower and a roll.

2. Observation of the board in the dining beef stroganoff, noodles, carrots and roll would be served.

3. Observation of the posted menu which was dated and signed on by the registered dietitian shows Tuesday lunch to be meatloaf with gravy; mashed potatoes, cauliflower, roll and jello with topping.

4. The 4 cycle menus were requested at 9:00 and provided at 12:54 p.m. and all were dated and over

Class

AHCA
FLORIDA AGENCY FOR HEALTH CARE ADMINISTRATION

RICK SCOTT
GOVERNOR

ELIZABETH DUDEK
SECRETARY

, 2013

Administrator
Vick Street Manor
22332 Vick Street
Port Charlotte, FL 33980

Re: CCR #2013010251

Dear Administrator:

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

Attached is the provider's copy of the State (5000-3547) 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 after , 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 (239) 335-1315.

Sincerely,

Harold D. Williams
Field Office Manager

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Enclosure: State Form

Headquarters
2727 Mahan Drive
Tallahassee, FL 32308
http://ahca.myflorida.com

Fort Myers Field Office
2295 Victoria Avenue,
Fort Myers, FL 33901
Phone (239) 335-1315; Fax (239) 338-2372