

AGENCY FOR HEALTH CARE
ADMINISTRATION

PRINTED: 02/26/2014
FORM APPROVED

STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER IDENTIFICATION NUMBER: AL11942866	(X3) DATE SURVEY COMPLETED 02/20/2014
NAME OF PROVIDER OR SUPPLIER Courtyards Of Horizon Llc (the)	STREET ADDRESS, CITY, STATE, ZIP CODE 26455 Rampart Blvd. Punta Gorda, FL 33983	
SUMMARY STATEMENT OF DEFICIENCIES (FINDINGS PRECEDED BY TAG AND REGULATORY IDENTIFYING INFORMATION)		

List of Tags Cited:

St - A - 0025 - 58a-5.0182(1) Fac - Resident Care - Supervision S-S= D
St - A - 0030 - 58a-5.0182(6) Fac; 429.28 Fs - Resident Care - Rights & Facility Procedures S-S= D
St - A - 0054 - 58a-5.0185(5) Fac - Medication - Records S-S= D
St - A - 0056 - 58a-5.0185(7) Fac - Medication - Labeling And Orders S-S= D

Specific Tag Findings:

These are the result of a Complaint Survey, CCR# 2014000139 which was conducted on _____ at The Courtyard of Horizon an Assisted Living Facility (ALF) in Punta Gorda, FL.

The following is the description of non-compliance.

0025-Resident Care - Supervision 58A-5.0182(1) FAC

Based on interview and observation, the facility failed to provide Resident Care Supervision and sufficient staff to meet the needs to 4 (Residents #2, #5, #6, and #7) of 7 sampled residents

The findings include

- On _____ at 2:15 p.m., Resident #2's wife stated that her husband has only been in the facility for 2 weeks. But, that today and most days they have to wait for their medications for a very long time. She asked the med tech for her husband's medications at about 10:00 a.m. The med tech said that she would get them. She waited, but her husband got sleepy so she took him back to his _____. She said that she is still waiting for his medication. She said that she thinks that the facility is short staffed and that the residents suffer because of it. She stated that she didn't know anything about the bottles of medication because her daughter brought those in.
- On _____ at 3:50 p.m., Resident #5 stated that she has to wait for help from staff a lot. She said that she thinks that the facility is understaffed. She sometimes hears residents in the hall yelling for help for a long time.
- On _____ at 4:10 p.m., Resident #6 stated that she doesn't feel there is enough staff in the facility to meet her needs. She sometimes needs to wait for a long time for help. She said that sometimes she has had to wait for almost an hour. She said she goes most of the day without seeing anyone.
- On _____ at 4:15 p.m., Resident #7's husband stated that his wife sometimes has to wait for hours it seems for help. He stated that his wife has _____ and can't always vocalize her needs appropriately. She usually just yells out. He stated that he thinks because the facility doesn't have enough help she just yells and that she has to wait longer for help. He stated that he doesn't think the do it on purpose. But, there is only so much two girls on the floor can do.
- On _____ at 4:20 p.m., Staff A stated that she doesn't have enough staff to help her take care of the residents. She stated that she usually only has 2 resident aides to help her during the day. There is usually only a med tech and one resident aide at night. She stated that the residents complain of not getting help when they need it. She said that they complain of having to wait for long periods of time before being assisted.
- On _____ from 9:00 a.m. until 5:00 p.m., observations were made throughout the day. Call lights were observed to be ringing unanswered for long period of times. The residents were heard yelling without intervention. Only one resident aide was assigned to assist with medication administration. This same resident

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aid was also assigned to provide the surveyor with items requested. She was required to assist with the counting of the medications with the surveyor and answering her questions. The Administrator then brought in a new employee for her to orient to the facility during this time taking, her away from her duties. This left the call lights unanswered and the phones unanswered. During the day, there was only one other Resident Aide observed in the facility. Staff A was then called to a resident's emergency. The emergency was that the resident was out with the daughter and the daughter got mad at the mother. So, the daughter brought the mother back. The mother was upset about it. Staff A made a determination that another resident "Wasn't quite right." She notified the physician. The physician wanted the resident sent to the hospital. arrived. The receptionist called on the radio that someone needed to come and hold the doors. No one came. So, Staff A had to leave the med go hold the doors for She assisted them to the resident's The resident was transferred to the hospital. It was observed that Staff A was the only employee in the building. One other resident aide was observed very sporadically.

Class III

0030-Resident Care - Rights & Facility Procedures 58A-5.0182(6) FAC; 429.28 FS

Based on interview and record review, the facility failed to provide adequate and appropriate health care consistent with established and recognized standards within the community by not following physician orders on 3 (Residents #2, #3, and #4) of 7 residents sampled.

The findings include

1. Resident #2's Medication Observation Records (MORs) revealed that he is currently receiving 40 mg tablet. He is to take 1 tablet by mouth (po) once daily. He is receiving DR 20 mg capsule. is used to treat symptoms of and other conditions caused by excess stomach (www.drugs.com). He is to take 1 capsule by mouth once daily He is receiving 10 mg tablet. improves the function of nerve cells in the (www.drugs.com). He is taking one tablet by mouth once daily. He is currently taking 5 mg tablet. is an oral medicine that helps control sugar levels (www.drugs.com). He is taking 1 tablet by mouth once daily. He is taking 81 mg tablet one tablet by mouth once daily. He is taking 500 mg tablet. is an oral medicine that helps control sugar levels (www.drugs.com). He is to take one tablet twice a day. He is taking 28 mg. (meantime) reduces the actions of chemicals in the that may contribute to the symptoms of (www.drugs.com). He is to take one tablet by mouth in am. He is to take is used with to treat Parkinson's (www.drugs.com). He is to take on tablet by mouth three times a day. Review of Residents Record revealed the physician orders for 40mg po daily, 100 mg po daily, 500 mg po 20 mg po daily, 10 mg po daily, 28 mg po daily in am, 5 mg po daily, 81 mg po daily and 100 mg 1 capsule po twice a day as directed (prn).

On at 10:50 a.m., Staff A stated that Resident #2 is a new admission as of The resident's medications were brought in by his daughter. Staff A stated that she brought them in. She stated that they come from the VA. She stated that she didn't know how many pills were in the bottles when they were brought in. Staff A, also pointed out that the pharmacy hadn't spelled the resident's name correctly. She said she just didn't think

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about calling the pharmacy as the resident's family had brought the medication in.

On during observation Staff A counted the medications in Resident #2's bottles. The dated contained 13 pills. The dated contained 1 pill the dated contained 137 pills in 2 bottles. The one bottle contained 47. The other bottle contained 90. The dated contained 14 pills, the omeprazole dated contained 80 pills. The dated contained 15 pills. The dated contained 3.5 pills. Observation of the MOR revealed that all medication dose times have been signed as given.

2. Review of Resident #3's MORs revealed that she is currently taking 25 mg by mouth 1 tablet daily. is used to treat (chest pain) and (high (www.drugs.com)). She is taking a chewable 1 wafer by mouth every day.

Observation of Resident #3's medication bottles revealed that her 25 mg was filled on with a quantity of 90. Review of Resident 3's record revealed a physician order dated for a 1 tablet by mouth daily and 25 mg 1 tablet by mouth daily.

On at 11:42 a.m., the resident's bottle was observed to be dated as filled on with a quantity of 90 pills.

On at 11:52 a.m., Staff A stated that the daughter-in-law brings in the resident's medications and then she sends them out to the pharmacy. She will call the pharmacy to see when the label was placed on the . She does not count the medication when it is brought in by the resident's family.

On at 12:08 p.m., observed Staff A count the resident's dated there were 90 tablets in the bottle. The were labeled from the pharmacy in of 2014. The resident's MOR was signed as all medications given.

3. Review of Resident #4's MOR revealed she has been receiving Centron Silver Tablet 1 tablet daily. She is taking MCR) 50 mg 1 capsule daily. is an that fights in the body (www.drugs.com). She is taking ER 25 mg 1 tablet by mouth daily. is a locker that affects the and circulation flow through and veins). is used to treat (chest pain) and (high It is also used to treat or prevent may also be used for other purposes (www.drugs.com). She is taking low dose 81 mg one tablet daily. She is taking DN 1 tablet by mouth one daily. is used to treat or prevent of chest pain (www.drugs.com). She is taking 20 mg by mouth 1 tablet daily. She is taking 40 mg by mouth 1 capsule daily. She takes Cranberry 4200 mg capsules with C 2 capsules by mouth once daily. She is taking 5000 mcg tab place 1 tab under tongue once daily. She is taking 1.5 mg capsule 1 capsule by mouth twice a day. improves the function of nerve cells in the (www.drugs.com). She is taking 0.5 mg 1 tablet by mouth twice daily as needed for is used to treat (www.drugs.com).

Review of Resident #4's records revealed physician orders for 50 mg po daily. Cranberry tablets

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is used to treat symptoms of _____ and other conditions caused by excess stomach _____ (www.drugs.com). He is to take 1 capsule by mouth once daily he is receiving _____ 10 mg tablet. _____ improves the function of nerve cells in the _____ (www.drugs.com). He is taking one tablet by mouth once daily. He is currently taking _____ 5 mg tablet. _____ is an oral _____ medicine that helps control _____ sugar levels (www.drugs.com). He is taking 1 tablet by mouth once daily. He is taking _____ 81 mg tablet one tablet by mouth once daily. He is taking _____ 500 mg tablet. _____ is an oral _____ medicine that helps control _____ sugar levels (www.drugs.com). He is to take one tablet twice a day. He is taking _____ 28 mg. _____ (meantime) reduces the actions of chemicals in the _____ that may contribute to the symptoms of _____ (www.drugs.com). He is to take one tablet by mouth in am. He is to take _____ is used with _____ to treat Parkinson's _____ (www.drugs.com). He is to take on tablet by mouth three times a day. Review of Resident #2's record revealed the physician orders for _____ 40mg po daily, _____ 100 mg po daily, _____ 500 mg po _____ 20 mg po daily, _____ 10 mg po daily, _____ 28 mg po daily in am, _____ 5 mg po daily, _____ 81 mg po daily and _____ 100 mg 1 capsule po twice a day as needed (prn).

On _____ at 10:50 a.m., Staff A stated that the Resident #2 is a new admission as of _____. The resident's medications were brought in by his daughter. Staff A stated that she brought them in. She stated that they come from the VA. She stated that she didn't know how many pills were in the bottles when they were brought in. Staff A, also pointed out that the pharmacy hadn't spelled the resident's name correctly. She said she just didn't think about calling the pharmacy as the resident's family had brought the medication in.

On _____ during an observation Staff A counted the medications in Resident #2's bottles. The _____ dated _____ contained 13 pills. The _____ dated _____ contained 1 pill the _____ dated _____ contained 137 pills in 2 bottles. The one bottle contained 47. The other bottle contained 90. The _____ dated _____ contained 14 pills, the _____ dated _____ contained 80 pills. The _____ dated _____ contained 15 pills. The _____ dated _____ contained 3.5 pills. Observation of the MOR revealed that all medication dose times have been signed as given.

2. Review of Resident #3's MORs revealed that she is currently taking _____ 25 mg by mouth 1 tablet daily. _____ is used to treat _____ (chest pain) and _____ (high _____ (www.drugs.com). She is taking a _____ chewable 1 wafer by mouth every day.

Observation of Resident #3's medication bottles revealed that her _____ 25 mg was filled on _____ with a quantity of 90. Review of Residents Record revealed physician order dated _____ for a _____ 1 tablet by mouth daily and _____ 25 mg 1 tablet by mouth daily.

On _____ at 11:42 a.m., the resident's _____ bottle was observed to be dated as filled on _____ with a quantity of 90 pills.

On _____ at 11:52 a.m., Staff A stated that the daughter in law brings in the resident's medications and then she sends them out to the pharmacy. She will call the pharmacy to see when the label was placed on the

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She does not count the medication when it is brought in by the resident's family.

On 12:08 p.m., observed Staff A count the resident's dated . There were 90 tablets in the bottle. The were labeled from the pharmacy in of 2014. The resident's MOR was signed as all medications given.

3. Review of Resident #4's MOR revealed she has been receiving Centron Silver Tablet 1 tablet daily. She is taking MCR 50 mg 1 capsule daily. She is taking ER 25 mg 1 tablet by mouth daily. She is taking a locker that affects the and circulation flow through and veins). It is used to treat (chest pain) and (high). It is also used to treat or prevent may also be used for other purposes (www.drugs.com). She is taking low dose 81 mg one tablet daily. She is taking DN 1 tablet by mouth one daily. is used to treat or prevent of chest pain (www.drugs.com). She is taking 20 mg by mouth 1 tablet daily. She is taking 40 mg by mouth 1 capsule daily. She takes Cranberry 4200 mg capsules with C 2 capsules by mouth once daily. She is taking 5000 mcg tab place 1 tab under tongue once daily. She is taking 1.5 mg capsule 1 capsule by mouth twice a day. improves the function of nerve cells in the (www.drugs.com). She is taking 0.5 mg 1 tablet by mouth twice daily as needed for is used to treat (www.drugs.com).

Review of Resident #4 records revealed physician orders for _____ 50 mg po daily. Cranberry tablets 1-2 by mouth daily depending upon brand. _____ 1.5 mg capsule by mouth _____ 0.5 mg one tablet by mouth twice a day as needed. She was ordered _____ 1 tablet by mouth daily. She was ordered _____ ER 25 mg 1 tablet by mouth daily. She was ordered _____ 81 mg by mouth daily. She was ordered _____ DN 30 mg 1 tablet by mouth daily. She was ordered _____ 40 mg 1 capsule by mouth daily. Observation of the MOR revealed that all medication dose times have been signed as given.

On _____ at 2:18 p.m., observation of the Resident #4's medication bottles revealed the Centrum Silver was dated _____. The Cranberry tablets were dated _____. The _____ was dated _____. The _____ was dated _____. The _____ was dated _____. The _____ DN was dated _____. The _____ was _____ and the _____ was dated _____.

On _____ at 2:31 p.m., Staff A stated that the _____ had been held due to the Resident #4 being scheduled for surgery. The surgery had been cancelled and it took her some time to get the physician to get the medication reordered. She also stated that the resident refuses to take the Centrum Silver due to her choking on it. She stated that she couldn't explain the extra medication in the bottles.

On _____ at 3:06 p.m., Staff A was observed counting Resident #4's medications. The resident's bottle of cranberry capsules dated _____ contained over 79 capsules. Her bottle of _____ dated _____ contained 45 tablets. The resident's bottle of _____ dated _____ contained 43 tablets. The resident's bottle of _____ dated _____ contained 1 capsule. The _____ bottle dated _____ contained 23 tablets. The _____ DN bottle dated _____ contained 8 tablets. The _____ bottle dated _____ contained 44 tablets. The _____ bottle dated _____ contained 30 tablets. The _____ bottle dated _____ contained 44 tablets.

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Class III

0056-Medication - Labeling and Orders 58A-5.0185(7) FAC

Based on interview and observation, the facility failed to assure proper labeling of medication for 1 (Resident #2) of 7 residents.

The findings include

Resident #2's Medication Observation Record (MOR) revealed that he is currently receiving 40 mg tablet. He is to take 1 tablet by mouth (po) once daily. He is receiving DR 20 mg capsule. is used to treat symptoms of and other conditions caused by excess stomach (www.drugs.com). He is to take 1 capsule by mouth once daily he is receiving 10 mg tablet. improves the function of nerve cells in the (www.drugs.com). He is taking one tablet by mouth once daily. He is currently taking 5 mg tablet. is an oral medicine that helps control sugar levels (www.drugs.com). He is taking 1 tablet by mouth once daily. He is taking 81 mg tablet one tablet by mouth once daily. He is taking 500 mg tablet. is an oral medicine that helps control sugar levels (www.drugs.com). He is to take one tablet twice a day. He is taking 28 mg. (meantime) reduces the actions of chemicals in the that may contribute to the symptoms of (www.drugs.com). He is to take one tablet by mouth in am. He is to take is used with to treat Parkinson's (www.drugs.com). He is to take on tablet by mouth three times a day. Review of Residents Record reveals the physician orders for 40mg po daily, 100 mg po daily, 500 mg po 20 mg po daily, 10 mg po daily, 28 mg po daily in am, 5 mg po daily, 81 mg po daily and 100 mg 1 capsule po twice a day as needed (prn).

On at 10:49 a.m., observed Resident #2's Over the Counter (OTC) equate stool softener not labeled correctly. Observed bottle of (OTC) low dose safety coated 81 mg not labeled correctly. Observed 500 mg tablet bottle to be expired as of

On at 10:50 a.m., Staff A stated that the Resident #2 is a new admission as of The resident's medications were brought in by his daughter. Staff A stated that she brought them in. She stated that they come from the VA. She stated that she didn't know how many pills were in the bottles when they were brought in. Staff A, also pointed out that the pharmacy hadn't spelled the resident's name correctly. She said she just didn't think about calling the pharmacy as the resident's family had brought the medication in.

Class III



RICK SCOTT
GOVERNOR

ELIZABETH DUDEK
SECRETARY

, 2014

Administrator
Courtyards Of Horizon LLC (the)
26455 Rampart Blvd.
Punta Gorda, FL 33983

Re: CCR #2014000139

Dear Administrator:

This letter reports the findings of a Complaint survey that was conducted on , 2014 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 , 2014 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

