

AGENCY FOR HEALTH CARE
ADMINISTRATION

PRINTED: 02/06/2014
FORM APPROVED

STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER IDENTIFICATION NUMBER: AL11966615	(X3) DATE SURVEY COMPLETED 02/04/2014
NAME OF PROVIDER OR SUPPLIER Villa Serena III	STREET ADDRESS, CITY, STATE, ZIP CODE 1777 Nw 30 Street Miami, FL 33142	
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

Specific Tag Findings:

0000-Initial Comments

A Complaint (2014000850) Investigation Survey was completed at Villa Serena III on 3-4, 2014. There were deficiencies identified at the time of this survey.

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

Based on record review, interview, and observations the assisted living facility failed to honor resident rights. The facility failed to maintain a safe and decent environment, free of bed bug infestation.

Findings include:

On 2/3/14 at 9:05 a.m. met with the Department of Health (DOH) inspector at the facility and she said that the facility had bed bugs in #1, #2, #4, and #8. And that there was evidence of bed bugs in #1.

Tour with one of the facility's assistant administrator on 2/3/14 at 9:10 a.m.
#1 two beds both with lifts. There were two male residents in this room.
#2 two beds both male residents sleeping
#3 two beds, both male residents were not at the facility at the time of survey.
#4 there were three beds, all three beds were occupied by male residents
#5 two beds, both male residents were lying on their beds during the tour

After the tour the assistant administrator confirmed that #1, #2, #4, and #8 had bed bugs based on the Department of Health's inspection. She said she knows. She said that the facility had a census of 13 residents.

In an interview with resident #2 on 2/3/14 at 9:25 a.m. sitting on the back porch. He stated he has been living at the facility for one year. He stated the facility had a problem with bed bugs last winter. He stated someone came out and sprayed the facility at that time. He stated he has not seen any bed bugs since.

In an interview with resident #3 on 2/3/14 at 9:35 a.m. in his room #3. He stated he has been living at the facility for one year. He stated has seen bugs on the walls and ceiling in his room. He stated he do not know what can of bugs they are.

In an interview with resident #4 on 2/3/14 at 9:40 a.m. in the TV room #4. He stated he has been living at the facility for two years. He stated he has never had bed bugs problems. He stated his wife complained to him something was biting him over his entire body and did not know what it was.

Interview with resident #9 (resident #4's son) on 2/3/14 at 9:42 a.m. He was asked if he has any issues with bed bugs or anything biting him. He said yes in my bed at night and they bite me all over. He said he had bumps and had to go to the VA (Veterans Administration) hospital to get a cream. The cream was in his dresser called

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He say this was happening for 1 to 2 months. He told them to change his mattress. He said that he does not have any bumps or bites right now. He said that this did not happen during the day only at night.

Phone interview with the facility's administrator at 9:45 a.m. She was told that the Department of Health was at the facility and they confirmed that there were bed bugs. She said that they were spraying and a company came out to spray also. We requested the receipt to show that a company was out there spraying. She was told which where affected. She was weighing her options to tent the home or purchase new mattress. She said that there were mattresses that were changed and the old one thrown away. She said that she would be tenting the house.

Interview with assistant administrator at 10 a.m. revealed that administrator will tent the house. She said that mattresses are being removed and that they throughout five mattresses but the mattresses were observed on the side of the house next to a resident.

In an interview with DOH inspector on at 10:30 AM. She stated she observed bed bugs in #1, #2, #4, and #8 in the mattress. She stated # 's mattresses had evidence of bed bugs. She stated in # one of the mattress had bed bug eggs. She stated she will return to the facility on.

Phone conversations at 12:12 p.m. and 12:26 p.m. with the administrator. She said that she spoke to a company and that they would need to be out of the facility for 20 hours. She is looking to tent the house tomorrow. She said she had 7 beds available at her other facilities plus has a friend with an ALF that can take a couple of the residents. She is also in the process of calling family members to help for one night. She says that this is the initial plan but it may change and she will put everything in writing to us.

She called again and she said AVE pest control were out there on 3. She says that her maintenance person has been spraying and no company has come out to spray for the bed bugs.

Phone interview with the administrator on at 3:52 p.m. She stated that they are tenting the house tomorrow and that the residents will be out of the facility for two days. One day to exterminate and another day to air out the house. She was told that residents in the affected area needed to be removed from #1, #2, #4, and #8. She said that she will be moving them out today and that the rest will go out tomorrow at her other facilities, family homes, or another ALF. She said that all the information will be faxed to the office including the list of where residents are going.

Record review found that the Department to Health's report dated found that the facility had bed bugs in the mattresses throughout. During the inspection bed bugs were found in resident #1, #2, #4, and #8. There were evidence of bed bugs in resident #. The health department also observed stained and damage linens. DOH also had photo graphic evidence of the infestation of bed bugs.

Arrived and entered the facility with DOH inspector on at 8:30 AM. The assistance administrator let us into the facility. DOH explained we wanted to inspect the for bed bugs.

Inspection of with DOH on at 8:35AM.
#1 bed bugs found in the corner ceiling

bed bugs noted in resident #9's mattress. Bed bugs were found in corner of wall base board

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.....# bed bugs noted in both mattresses

.....# bloody spots noted on bed sheet.

.....# beg bugs noted in both mattresses

at 10:15 a.m. staff member from the Miami office translated via telephone an interview with the maintenance man from the facility. He stated he sprayed the facility for bed bugs four to five times using a spray named Talstar.

In an interview with a staff member from Darn Quick Termite and Fumigation via telephone on at 10:30 a.m. She stated the administrator did not tell them of the bed bug problems at the facility. She stated the revised proposal in the amount of 1,500 dollars was e-mailed. She stated the company was planning to tent the facility. No signed contract between the facility and Darn Quick was on file at the time of my visit.

the agency received a fax from Villa Serena 3. The first page was an action plan for the next few days.

transfer residents (with items examples medications, clothing, etc.). Disposed compromised furniture. Wash linens at high temperature.
Property is tented
tent is removed from property and staff begin cleaning
pending Department of Health approval to readmit residents

The facility faxed the maintenance log to the agency on which stated that on "presence of bed bugs in Resident s". The log says that the area was sprayed with special chemical solution. Mattresses were disposed and clothing cleaned. The log says that on "bed bugs in resident". The facility documents that they sprayed and special covers for beds were purchased. The facility does not document that the mattresses were disposed. The facility writes on "all sprayed for bed bugs". The facility writes on "pest control-bed bug sprayed". The facility does not have any additional documentation regarding spraying for bed bugs after The facility does not have any documentation that a licensed pest control company came out from to completed an inspection to see if the sprays actually helping eliminate the bed bugs.

Class II



RICK SCOTT
GOVERNOR

Better Health Care for all Floridians

ELIZABETH DUDEK
SECRETARY

, 2014

Villa Serena III
Attention: Roxana Solano, Administrator
1777 NW 30th Street
Miami, FL 33142

Dear . Solano:

This letter addresses findings of a complaint investigation (CCR# 2014000850) conducted on 3 and 4, 2014 by a representative of the Agency for Health Care Administration. The visit confirmed an unsatisfactory inspection from the county health department, indicating your facility has an ongoing bed bug infestation. **You are directed to immediately comply with the tangible steps outlined below.**

The investigation resulted in findings of noncompliance with the following area:

- 1) A 30: Your facility failed to maintain a safe and decent environment, free of bed bug infestation.

Your facility must immediately comply with the following:

- 1) Per the Department of Health, contract with a licensed pest control company and arrange for treatment to fully eliminate the bed bug infestation. You are to follow all recommendations of the licensed pest control company, including preparing for treatment, relocating residents as necessary and eliminating clutter and excessive debris in .
- 2) Prior to and during treatment, no residents shall reside in infested with bed bugs. Residents must be relocated from all areas that are being treated during the treatment process.
- 3) All resident bedding and clothing shall be laundered at high heat using a commercial-strength washer and dryer to help with the eradication of bed bugs. Mattresses throughout the facility must be replaced. Remove stained and damage linens.
- 4) Once treatment is completed, you are required to have inspections by the Department of Health and AHCA. No residents may return to the facility until a satisfactory re-inspection has been conducted by both DOH and AHCA. You must maintain documentation of satisfactory inspections for review.
- 5) Your facility shall develop and implement a policy and procedure within 5 days to prevent future infestation of bed bugs that includes, at a minimum, the following:

During intake interviews, ask questions regarding unexplained bite marks and ask about infestation at prior residences, including ALFs.



Prevent access to resident areas prior to the intake interview and inspection of clothing and belongings.

Thoroughly inspect the resident's belongings for signs of infestation during the intake or upon resident return from any temporary absences from the facility.

Laundry patient clothing and belongings using high heat for drying if there are concerns about infestation.

Discuss bed bug prevention with any health care providers coming into the facility and consider inspecting any medical equipment brought in.

If the facility is concerned about an infestation, immediately prevent access to the affected , seal clothing and bedding in plastic until laundered and dried on high heat and inspect common areas frequented by the resident.

All facility staff must be trained on the policy/procedures and documentation of the training must be available upon request.

Please be advised that nothing in this DPOC limits the Agency's authority and responsibility to impose administrative sanctions as provided by law.

Should you have any questions, please contact Kristal Branton, ALF Supervisor, at 305-593-3100 or Catherine Anne Avery at 850-412-4505.

Sincerely,



Arlene Mayo-Davis, Field Office Manager

