STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER IDENTIFICATION NUMBER:	(X3) DATE SURVEY COMPLETED
	AL11964197	06/12/2014
NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE	
Clare Bridge Of Fort Myers	13565 American Colony Blvd Fort Myers, FL 33912	
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

Specific Tag Findings:
This is the report for Clarebridge of Fort Myers, an Assisted Living Facility (ALF), for a Complaint Survey, CCR# 2014004812 conducted on .

There were 2 allegations in this complaint one of which was not substantiated.

The following is a description of non-compliance:

0030-Resident Care - Rights & Facility Procedures 58A-5.0182(6) FAC; 429.28 FS
Based on observation and interview with both residents and families, the facility failed to ensure resident rights were protected in the areas of a clean and sanitary environment, and for resident rights related to grievances.

The findings include:

1. Observation of the facility was performed during a tour of the facility on starting at 9:30 a.m. During the tour, it was noted the resident for the on the C wing all had stains inside the toilet. In C8, there is black marks at the inside base of the C7 has stool stains at the front of the toilet and on the frame of the commode which sits over the toilet. C6 has a broken toilet paper holder. It was noted one of the chairs in the residents' facing the wall. When the chair was turned, it was noted there was either dried or feces involving the left side of the seat. There is a 1.5 by 4-5 inch hole behind the door. The handle of the door fits perfectly in the hole.

During an interview with the Administrator on at approximately 10:00 a.m., she stated the clean the common areas and every day the assistants' spot check the and remove garbage.

During an interview on at 10:15 a.m. Staff B stated the chair has been stained for about 3 weeks. She thought the staff tried to clean it, but were not successful. The resident's son has been notified of the issue and but the son needed to arrange transportation for the chair to be removed. The chair was placed facing the wall so the resident would not use it.

2. All of the on the D wing with the exception of D7 had staining in the toilet.

3. The had a powder like substance on the handrails and floors. There was also a smearing of what appears to be feces on the floor next to the toilet. This was confirmed with the Director of Wellness who was accompanying the surveyor on this tour. She stated at 9:40 a.m. the clean the areas when needed.

4. The B4 had multiple brown spots on the floor around the toilet.

5. The had what, appeared to be feces, smeared on the floor around the toilet.

6. The had multiple brown spots around the rim of the toilet that appeared to be feces.

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7. All of the hallways had much debris on the carpets. At this time the Director of Wellness stated that the . . . . vacuum carpets as needed each shift.

8. An interview with the Administrator was performed on . . at 11:27 a.m. During the interview, she stated she does not have a designated housekeeping staff. She does have a part time . . . . who is doing housekeeping, but this person has been replacing other . . . . . when they are scheduled off for some reason. The . . . . . are supposed to be doing deep cleaning of 2 . . . . . a day. One is supposed to be done on day shift and one on evening. She stated there has been some change over in staff and several of the part time staff are working full time now.

9. During an interview at 10:05 a.m. on . . . . one of the . Staff A, stated that sometimes if the . . . dirty she will clean otherwise she doesn't.

10. During an interview at 10:05 on . . . . Resident #1's family stated the . dirty. The family further stated sometime one of the best caregivers also cooks (confirmed with the Administrator this person is trained). The family further stated there was a leak from someone's . and it stained the hallway and had a bad odor. They leak was fixed. But they noticed the Director of wellness was the one who shampooed the carpeting. The family questioned whether this type of problem should have been cleaned by someone who was trained in housekeeping.

11. Staff D stated at 11:32 a.m. on , she had no specific training to provide housekeeping tasks. She stated she just does what common sense tells her to do. She stated she changes the beds and tries to keep the . . . . clean.

12. An interview was performed with staff E at 12:07 p.m. She stated she comes in early sometimes and the . . . . . are not always clean. She stated as the day progresses, the . . . . . do improve.

13. Interview with the Administrator was performed on at 1:30 p.m. She stated she has been here a short time and since starting she has not had any grievances. She did not find any from the previous administrators also. She did state she had a resident's spouse was unhappy and came back 2 times to get all of the resident's belongings. But she did not make a grievance of this.

14. A review of resident council meeting minutes was performed. These showed the residents did complain of issues in . . . . of 2014, the residents wanted a steak and baked potatoes. One resident during the meeting (not identified in the minutes) that he is always hungry. In . one of the residents complained of lost or missing clothing. One of the residents asked about . the . . . . and the rugs should be vacuumed every morning. The residents made suggestions about activities they would like to go to such as miniature golf, and boat tours. The residents asked about spring cleaning. In . . they ask about going to the movies. They stated they were tired of rice and did not like it, they wanted French toast, fried eggs, and more fruit and orange juice.

15. Interview with staff G, who does the minutes for the resident council meetings, was performed on . . . . at 12:30 p.m. She stated agreement that she does not show the resolution of those concerns the residents raised. She stated the facility has just come up with a form for this, but she hasn't used it as yet. She stated she tries to resolve the issues on the spot. She stated the resident with lost clothing, had it found, and was found to not have

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it labeled with the name of the resident. This was done and there were no further issues. She stated she did not show any of this in the meeting minutes, and she stated she never follows up to determine if the residents are satisfied with what was done.

Class III

RICK SCOTT
GOVERNOR

ELIZABETH DUDEK
SECRETARY

, 2014

Administrator
Clare Bridge Of Fort Myers
13565 American Colony Blvd
Fort Myers, FL 33912

RE: CCR #2014004812

Dear Administrator:

This letter reports the findings of a complaint survey that was conducted on , 2014 by representatives 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 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 surveyors. 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

Fort Myers Field Office
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