STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER IDENTIFICATION NUMBER:	(X3) DATE SURVEY COMPLETED
	AL11968390	10/29/2014
NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE	
Merlox Haven Llc	3151 Granada Blvd Kissimmee, FL 34746	
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 - 0052 - 58a-5.0185(3) Fac - Medication - Assistance With Self-Admin S-S= D
St - A - 0055 - 58a-5.0185(6) Fac - Medication - Storage And Disposal S-S= D
St - A - 0078 - 58a-5.019(2) Fac - Staffing Standards - Staff S-S= D
St - A - 0090 - 58a-5.0191(11) Fac - Training - [redacted] S-S= D
St - A - 0091 - 58a-5.0191(12) Fac - Training - Documentation & Monitoring S-S= D
St - A - 0093 - 58a-5.020(2) Fac - Food Service - Dietary Standards S-S= D
St - A - 0161 - 58a-5.024(2) Fac - Records - Staff S-S= D
St - A - 0162 - 58a-5.024(3) Fac - Records - Resident S-S= D
St - A - 0167 - 58a-5.025 Fac - Resident Contracts S-S= D

Specific Tag Findings:

0000-Initial Comments
Re-licensure survey with Limited Nursing Services (LNS) was conducted on [redacted]
Merlox Haven had deficiencies found at the time of the visit.

0025-Resident Care - Supervision 58A-5.0182(1) FAC
Based on resident record review and interview the facility failed to ensure it provided care and services appropriate to the needs of 1 of 2 sample residents (#1) and did not obtain a healthcare provider's order to discontinue anti-em[redacted] hose.

Findings:

Resident record review for residents #1 at approximately 2 PM on [redacted] revealed a health assessment report 1823 dated [redacted] that listed diagnoses of [redacted] and [redacted]
Continued review revealed a healthcare provider's order [redacted] that indicated [redacted] (anti [redacted] hose/ compression hose) hose knee high or elastic wraps both lower extremities.
Continued review revealed no evidence to confirm the healthcare provider's order was carried out or an order to discontinue the treatments.

In an interview with the administrator on [redacted] at approximately 4:30 PM who stated the daughter told her "Don't worry about it". An order to discontinue the hose was not available.

Class III

0052-Medication - Assistance with Self-Admin 58A-5.0185(3) FAC
Based on observations the facility failed to ensure the unlicensed staff that assisted 1 of 2 sampled residents (#2) with self-administration of medications followed the correct procedure.

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Findings:

Observations of the medication pass at approximately 12 PM noted, staff C assisted resident #2 with self-administration of medications. She retrieved the medications from the locked medication cabinet. She poured the medication in a plastic cup and brought it to the resident. She handed the medication container to the Agency representative. She asked the resident his name and date of birth. She told him "I'm giving you your 12 O'clock medication". She handed the cup to the resident. She observed the resident take the medication and signed the MOR. She returned the medication to the locked medication cart.

The staff did not bring the medication in it's properly label dispensed container to the resident and read the label to the resident.

Observations of the medication pass at approximately 4 PM noted, staff C assisted resident #2 with self-administration of medications. She retrieved the medications from the locked medication cabinet. She poured the medication in a plastic cup and brought it to the resident. She handed the medication container to the Agency representative. She asked the resident his name and date of birth. She told him "I'm giving you your 4 O'clock medication". She handed the cup to the resident. She told him I'm not giving you the other one, the one you always refuse". The resident replied "OK". She observed the resident take the medication and signed the Medication Observation Record (MOR). She returned the medication to the locked medication cart

In an interview with the administrator on ..... at approximately 3 PM stated she would speak with the staff.

Class III

0055-Medication - Storage and Disposal 58A-5.0185(6) FAC
Based on observation record review and interview the facility failed to ensure the medication for 1 of 1 Random Sampled resident (RS#1) were returned to resident or representatives upon discharge and all centrally stored medications were secure at all times.

Findings:

Observations at approximately 2 PM noted that 2 vials of ..... with prescription label dated ..... & ..... indicated 10 Units at bedtime were in the refrigerator with the

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medications for resident #2. The medications were kept inside the butter compartment of the refrigerator. The refrigerator had 2 locks however the staff walked away and left the refrigerator unlocked.

Random Sample resident #1 was discharged from the facility on . There was no evidence to confirm the facility attempted to return the medications to the resident after her discharge.

In an interview with the administrator on at approximately 3 PM who stated she had not documented efforts to return the medication.

Class III

0078-Staffing Standards - Staff 58A-5.019(2) FAC
Based on personnel record review and interview the facility failed to ensure all staff were assigned duties consistent with his/her level of education, training, preparation, and experience and allowed unlicensed staff to make judgment call as to offer a resident medication or not.

Findings:

Observations during the medication pass on at approximately PM noted that staff C retrieved the medication from the locked medication cart. She poured the medication in a plastic cup and brought it to resident #2. She asked the resident his name and date of birth. She told him "I'm giving you your 4 O'clock medication and "handed the cup to the resident. She told him "I'm not giving you the one you always refuse". The resident said OK. She observed the resident take the medication and signed the Medication Observation Record (MOR). She returned the medication to the locked medication cart. Observations on the medication bottle noted it was faded and difficult to see the filled date. The medication was spirolactone 25 mg 2 times a day.

In an interview with the administrator on at approximately 4:30 PM that she stated would speak with the staff.

Class III

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0090-Training - 58A-5.0191(11) FAC
Based on interviews and personnel record review the facility failed to ensure 1 of 3 sampled staff (B) received the required 1 hour training related to

Findings:

In an interview with caregiver A on at approximately 1 PM, who stated he was not aware what a was. He was unable to remember whether he was trained on or not. We continued with the interview. At the end of the interview he could still not recall what a was.

Personnel record review on at approximately 3 PM for staff A revealed certificates of training dated

In an interview with the administrator on at approximately 3:30 PM, she stated that she had trained the staff.

Class III

0091-Training - Documentation & Monitoring 58A-5.0191(12) FAC
Based on personnel record review and interview the facility failed to ensure the training certificates for 2 of 3 sampled staff (A and C) contained all the required information.

Findings:

Personnel record review on at approximately 3 PM revealed the following:

Staff A had 1 certificate dated that listed the in-service training on control, activities of daily living/resident behavior, , elopement response policies and procedures, emergency preparedness & evacuation procedures, adverse/ incident reporting, safe food handling, recognizing neglect and resident rights , policies and procedures with a total of 8 hours The certificate did not indicate the number of the training.

Staff C had a certificate that listed the training courses with a total of 10 hours dated that listed the in-service training on , elopement response policies and procedures, emergency preparedness & evacuation procedures, adverse/ incident reporting, safe food handling, recognizing neglect and n/resident rights. The certificate did not

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indicate the number of hours of the training.

In an interview with the administrator on at approximately 3:30 PM, she stated that she was not aware that each hour of in-service training needed to be documented on the certificate of training.

Class III

0093-Food Service - Dietary Standards 58A-5.020(2) FAC
Based on observations and interview the facility failed to maintain regular menus as served, with substitutions on file in the facility for 6 months.

Findings:

Observations during lunch on at approximately 12 PM noted the menu posted by the kitchen was dated for the week of to . The menu to be served was corn beef or chicken, potatoes, cabbage, mixed salad with dressing, pudding, ice cream /sugar free ice cream. The facility served chicken, cabbage with carrots and zucchini and Jell-O.

Review of the facility's menus revealed they were dated for the week in use; however there were no substitution noted.

In an interview on at approximately 1:30 PM with the administrator who stated the staff normally wrote the substitutions on a piece of paper or on the menu. She had no documentation to confirm what substitutions were made for the last 6 months.

Class III

0161-Records - Staff 58A-5.024(2) FAC
Based on personnel record review and interview the facility failed to ensure 1 of 3 sampled staff records (C) contained copies of all licenses or certifications for all staff providing services that require licensing or certification.

Findings:

Personnel record review on at approximately 3 PM revealed that staff C had no evidence to confirm she attended a First Aid certification course.

In an interview with staff C on at approximately 3:30 PM who stated she did not have

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her First Aid card with her.

In an interview with the administrator on at approximately 3:30 PM, she stated the staff was never alone with the residents and she was sure she had the training.

Class III

0162-Records - Resident 58A-5.024(3) FAC
Based on interview and record review the facility failed to ensure that 2 of 2 sampled residents (#1 and #2) records contained the written informed consent described in Rule 58A-5.0181, F.A.C., if not included in the resident's contract.

Findings:

Individual resident record review for residents #1 and #2 revealed both received assistance with self -administration of medication from unlicensed staff. An informed consent regarding assistance with self-administration of medications from unlicensed staff was in the resident's records. However the consents were incomplete and did not state whether or not the staff that assisted with the medications, would or not be supervised by a nurse.

In an interview with the administrator on at approximately 3 PM, who stated the consent form had been overlooked.

Class III

0167-Resident Contracts 58A-5.025 FAC
Based on resident record review and interview the facility failed to ensure that the resident contracts for 2 of 2 sampled resident records (#1 & #2) contained all the necessary requirements.

Findings:

Individual Contract review for residents #1 and #2, at approximately 2 PM on revealed the following:

Resident#1's contract did not include: 1. A list of the specific services, supplies and accommodations to be provided by the facility to the resident, including limited nursing services that the resident may elect to receive; 2. A list of any additional services and charges to be provided that were not included in the daily, weekly, or monthly rates, or a reference to a

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separate fee schedule that must be attached to the contract; 3. A provision stating that at least 30 days written notice will be given before any rate increase; 4. A refund policy that must conform to Section 429.24(3), F.S.; 5. A written bed hold policy and provisions for terminating a bed hold agreement.

Resident #2's contract did not include: 1. A list of the specific services, supplies and accommodations to be provided by the facility to the resident, including limited nursing. 2. A list of any additional services and charges to be provided that are not included in the daily, weekly, or monthly rates, or a reference to a separate fee schedule that must be attached to the contract; and 3. A provision stating that at least 30 days written notice will be given before any rate increase;

In an interview on at approximately 3 PM, the administrator stated the contract must have come apart because she was sure the information was included in the contract.

Class

RICK SCOTT
GOVERNOR

ELIZABETH DUDEK
SECRETARY

, 2014

Administrator
Merlox Haven Llc
3151 Granada Blvd
Kissimmee, FL 34746

RE: Biennial relicensure with LNS

Dear Administrator:

This letter reports the findings of a state licensure survey that was conducted on 2014 by representative(s) 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 surveyor(s). Should you have any questions please call Lorraine Henry at .

Sincerely,

Theresa DeCanio, RN
Field Office Manager

LH/be
Enclosure

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