STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER IDENTIFICATION NUMBER:	(X3) DATE SURVEY COMPLETED
	AL11968046	11/04/2014
NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE	
Myrtice Angels Senior Home Care Llc	2570 Vernon St Jacksonville, FL 32209	
SUMMARY STATEMENT OF DEFICIENCIES (FINDINGS PRECEDED BY TAG AND REGULATORY IDENTIFYING INFORMATION)		

Revisit Corrected Tags:
0160-Records - Facility-1

Revisit Repeat Tags:
0000-Initial Comments-
0007-Admissions - Criteria-58a-5.0181(1) Fac
0010-Admissions - Continued Residency-58a-5.0181(4) Fac
0025-Resident Care - Supervision-58a-5.0182(1) Fac
0093-Food Service - Dietary Standards-58a-5.020(2) Fac

Revisit New Tags:
0164-Records - Inspection Availability-58a-5.024(4) Fac

Specific Tag Findings:

0000-Initial Comments
An unannounced complaint follow-up visit, CCR#2014007190, was conducted at Myrtice Angels Senior Home Care, LLC, in Jacksonville, Florida, on [redacted]4, 2014. Uncorrected deficiencies were identifed. One deficiency was corrected.

0007-Admissions - Criteria 58A-5.0181(1) FAC
Based on record review and staff interview the facility failed to ensure that a new admission was free from signs and symptoms of communicable [redacted] which might be transmitted to other residents or staff.

The findings include:

This surveyor could not confirm correction at the time of the survey. Records were taken away and not made available by the facility. The records were pertinent to confirm the facility ' s compliance with this regulation.

During the survey the administrator called the facility and spoke with Employee A on [redacted] at 10:25 am and this surveyor could over hear Employee A tell her "she was asking about you." Employee A then took the phone to another [redacted] the house and proceeded to talk to the administrator until 10:45 am. When Employee A came back from the phone call she picked up the medical records for Resident #2 and #5 and put them back in the filing cabinet. When asked why she did so, she replied "I'm just doing what I'm told." She was told that the resident medical records would need to be reviewed as part of the survey and she shrugged her shoulders and replied "I'm just doing what I'm told." She was asked when the administrator would be arriving at the facility and she stated "She said she's on her way." The administrator did not come to the facility during the revisit survey.

Class III

0010-Admissions - Continued Residency 58A-5.0181(4) FAC
Based on record review and interview, the facility failed to ensure that a Resident Health Assessment was completed by a licensed health care provider after significant change for 1 of 3 sampled residents (Resident #2).

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The findings include:

This surveyor could not confirm correction at the time of the survey. Records were taken away and not made available by the facility. The records were pertinent to confirm the facility ' s compliance with this regulation.

During the survey the administrator called the facility and spoke with Employee A on at 10:25 am and this surveyor could over hear Employee A tell her "she was asking about you." Employee A then took the phone to another the house and proceeded to talk to the administrator until 10:45 am. When Employee A came back from the phone call she picked up the medical records for Resident #2 and #5 and put them back in the filing cabinet. When asked why she did so, she replied "I'm just doing what I'm told." She was told that the resident medical records would need to be reviewed as part of the survey and she shrugged her shoulders and replied "I'm just doing what I'm told." She was asked when the administrator would be arriving at the facility and she stated "She said she's on her way." The administrator did not come to the facility during the revisit survey.

Class III

0025-Resident Care - Supervision 58A-5.0182(1) FAC
Based on record review and staff interview, the facility failed to ensure awareness of the general health and physical well-being for 2 of 5 sampled residents (#2 and #5). The facility failed to contact the residents' healthcare provider and other appropriate party such as the resident's family, guardian, health care surrogate, or case manager of the resident exhibited a significant change in health status for 2 of 5 sampled residents (#2 & #5). The facility also failed to maintain a written record, updated as needed, of any significant changes, any illnesses that resulted in medical attention, or other changes that resulted in the provision of additional services for 2 of 5 sampled residents (#2 & #5).

The findings include:

This surveyor could not confirm correction at the time of the survey. Records were taken away and not made available by the facility. The records were pertinent to confirm the facility ' s compliance with this regulation.

During the survey the administrator called the facility and spoke with Employee A on at 10:25 am and this surveyor could over hear Employee A tell her "she was asking about you." Employee A then took the phone to another the house and proceeded to talk to the administrator until 10:45 am. When Employee A came back from the phone call she picked up the medical records for Resident #2 and #5 and put them back in the filing cabinet. When asked why she did so, she replied "I'm just doing what I'm told." She was told that the resident medical records would need to be reviewed as part of the survey and she shrugged her shoulders and replied "I'm just doing what I'm told." She was asked when the administrator would be arriving at the facility and she stated "She said she's on her way." The administrator did not come to the facility during the revisit survey.

Class III

0093-Food Service - Dietary Standards 58A-5.020(2) FAC
Based on record review, observation, and interview, the facility failed to maintain a current substitution log, or to post substitutions before or when the meal was served. This could potentially affect all 5 residents residing in the facility.

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The findings include:

Observation of the Week One menu dated . . . . . for Tuesday revealed the menu: Chicken Caesar Salad, 2 oz. Diced Chicken, 2 cups Romaine Lettuce, 1 oz. Parmesan Cheese, 1/2 cups Croutons, 1/4 Caesar Dressing, 2 Dinner Rolls, 1/2 cups Canned Fruit, 2 Almonds Cookies, 8 oz. Low Fat Milk, Beverages, Condiments.

The menu for lunch was going to be substituted as follows: 2 oz Diced Chicken (diced ham substituted), 2 c Romaine Lettuce (iceburg substituted), 1 oz Parmesan Cheese (American slices substituted), 1/2 cup croutons, 1/4 Caesar Salad dressing (Ranch substituted), 2 dinner rolls, 1/2 c Canned fruit (pears observed), 2 almond cookies (oatmeal cookies observed), 8 oz low fat milk (whole Vit D added milk observed), beverages, condiments.

Observation of the food in the refrigerator revealed no low fat milk. A gallon jug of whole milk was observed. Employee A took the jug out to show this surveyor the label and stated " We don ' t have any low fat milk. "

A substitution log was observed. The last substitutions documented were on . . . . . "Bologna Sandwich, pudding, fruit juice, snack cake." No other substitutions had been documented in the log. At the conclusion of the survey at approximately 12:10pm the caregiver had not documented the substitutions in the substitution log.

Employee A stated at 9:45am that she tells the residents verbally that she is making substitutions. She stated that there is no way for her to post the changes to the menu so the resident s can see that there will be changes to the meal prior to it being served.

Class III

0164-Records - Inspection Availability 58A-5.024(4) FAC
Based on record review and interview, the facility did not make 2 of 5 sampled resident's (Resident #2 & #5) records available for review by the Agency for Healthcare Administration.

The findings include:

Upon entrance to the facility on . . . . . at 9:05 am this surveyor identified herself as a surveyor with the Agency for Health Care Administration. Employee A stated she understood the purpose of the survey and immediately telephoned the owner/administrator at 9:10am. When she hung up she stated the administrator would be arriving soon. The resident ' s medical records were requested and Employee A took five files out of a filing cabinet. She laid them on the kitchen table where this surveyor was set up to work.

At 10:25 am the administrator called the facility and spoke with Employee A and this surveyor could over hear Employee A tell her "she was asking about you." Employee A then took the phone to another . . . . . the house and proceeded to talk to the administrator until 10:45 am. When Employee A came back from the phone call she picked up the medical records for Resident #2 and #5 and put them back in the filing cabinet. When asked why she did so, she replied "I'm just doing what I'm told." She was told that the resident medical records would need to be reviewed as part of the survey and she shrugged her shoulders and replied "I'm just doing what I'm told." She

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was asked when the administrator would be arriving at the facility and she stated "She said she's on her way." The administrator did not come to the facility during the revisit survey.

This surveyor could not confirm correction at the time of the survey. Records were taken away and not made available by the facility. The records were pertinent to confirm the facility ' s compliance with all regulations.

Class III

RICK SCOTT
GOVERNOR

ELIZABETH DUDEK
SECRETARY

, 2014

Administrator
Myrtice Angels Senior Home Care, LLC
2570 Vernon Street
Jacksonville, FL 32209

Re: CCR #2014007190

Dear Administrator:

This letter reports the findings of a revisit survey conducted on , 2014 by a representative of this office. Enclosed is the provider's copy of the Statement of Deficiencies (State Form 5000-3547), which references the uncorrected deficiencies identified during the revisit.

All deficiencies shall be corrected no later than , 2014.

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 (904) 798-4201.

Sincerely,

Jana Meyering, QIDP
Health Facility Evaluator Supervisor
Division of Health Quality Assurance

JD/JM/sm
Enclosure

Jacksonville Field Office
921 N. Davis St., Bldg. A, Suite 115
Jacksonville, FL 32209
Phone:(904) 798-4201; Fax:(904) 359-6054
AHCA.MyFlorida.com