RICK SCOTT
GOVERNOR

ELIZABETH DUDEK
SECRETARY

2015

Administrator
Westover Home - ARC
1717 Westover Drive
Palatka, FL 32177

RE: CCR #

Dear Administrator:

This letter reports the findings of a state licensure survey that was conducted on 2014 by representatives of this office.

Enclosed 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 **2015** 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 this office at (386) 462-6201.

Sincerely,

Kristen J. Mennella
Field Office Manager

KJM/amw
Enclosure

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STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER IDENTIFICATION NUMBER:	(X3) DATE SURVEY COMPLETED
	AL11966583	12/29/2014
NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE	
Westover Home - Arc	**1717 Westover Drive Palatka, FL 32177**	
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
St - A - 0052 - 58a-5.0185(3) Fac - Medication - Assistance With Self-Admin S-S= D
St - A - 0084 - 58a-5.0191(5) Fac - Training - Assis Self-Admin Meds & Med Mgmt S-S= D
St - A - E203 - 58a-5.030(4) Fac - Ecc - Staffing Requirements S-S= D

Specific Tag Findings:

0000-Initial Comments

An unannounced Extended Congregate Care monitoring survey was conducted at ARC of Putnam County, Inc. on Westover Drive in Palatka, Florida on , 2014. Deficient practice was identified at the time of the survey.

0030-Resident Care - Rights & Facility Procedures 58A-5.0182(6) FAC; 429.28 FS
Based on interview and observation the facility failed to ensure the shower chair safety belt was clean for 1 of 9 sampled residents (Resident#9).

Findings:

An observation was conducted on at 1:32 PM of the shower I there was a shower chair that had a safety belt that was covered in a black substance (photographic evidence obtained).

An interview was conducted on at 1:57 PM with the Administrator and she verified the safety belt on the shower chair was covered with a black substance. The Administrator removed the belt, and there was a foul odor as the belt was being removed. The Administrator stated the belt should be soaked, or cleaned regularly. The Administrator stated Resident 9 was the only resident using the shower chair. When this surveyor asked for the cleaning schedule for the shower equipment the Administrator stated there was no cleaning schedule. When this surveyor asked for the policy and procedure for the cleaning of the shower equipment, the Administrator stated there was no policy and procedure.

Class III

0052-Medication - Assistance with Self-Admin 58A-5.0185(3) FAC
Based on interview, observation, and record review the facility failed to ensure medications were free from contamination for 3 of 5 sampled residents, Resident #2, #3, and #4. The facility further failed to ensure medications were not administered by unlicensed staff to 1 of 5 sampled residents, Resident #4.

Findings:

1. An observation was conducted on at 3:35 PM of Staff A, Medication Technician (Med Tech) and it showed the Med Tech pushed Resident #2 ' s pills from the pack into her right bare hand, then put the medications into a bowl containing yogurt. The Resident took the spoon provided and took the pills.

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2. An observation was conducted on at 3:39 PM of Staff A, Med Tech and it showed the Med Tech pushed the pill from the pack into Resident #3 ' s hand. The resident dropped the pill on the floor. The Med Tech picked up the pill with her bare hand off of the floor, handed it to the Resident, and instructed him to take the medication. The Resident took the medication.

3. An observation was conducted on at 3:47 PM of Staff A, Med Tech and it showed the Med Tech pushed the first medication from the pack for Resident #4 into a bowl containing yogurt. The Med Tech took a spoon, scooped the pill with some yogurt from the bowl and administered the medication to the resident. The Med Tech continued to administer each medication one at a time placed in yogurt to the resident. The Med Tech took the inhaler for Resident #4, and attached the chamber to the medication canister. The Med Tech placed the mouth piece of the inhaler into the resident's mouth, pressed on the mediation canister, and administered one puff. The medication administration was observed by the Administrator. The Administrator was observed speaking with the resident and asking if the yogurt was good.

An interview was conducted on at 3:43 PM with Staff A, Med Tech and she stated that Resident #4 has a hard time taking her medications herself so I give them to her. I am aware that I am not supposed to touch the pills with my hands, and that if a pill on the floor it is contaminated, and should not be given to the resident.

An interview was conducted on at 3:46 PM with the Administrator and she verified that she was present when the Med Tech administered medications to Resident #4. The Administrator further stated the Med Tech was only to assist the resident with the medications and was not supposed to administer the medications. When this surveyor asked why the Administrator did not intercede and stop the Med Tech from administering the medications the Administrator stated she was not paying attention to what the Med Tech was doing. "I was doing my paperwork, and didn't even notice".

Record review of the Policy and Procedures entitled "Procedures For Making Medications Available" showed any medication that is dropped or otherwise contaminated will be labeled as contaminated and discarded by flushing in the presence of a supervisor at the earliest opportunity.

Class III

0084-Training - Assis Self-Admin Meds & Med Mgmt 58A-5.0191(5) FAC
Based on interview and record review the facility failed to ensure the required two hours of continuing education for assistance with self administration of medications was completed for 1 of 1 sampled staff, Staff A.

Findings:

Record review of Staff A, Medication Technician ' s (Med Tech) training record showed the record did not provide proof of certification of the Med Tech having completed the required two hours of continuing education for assistance with self administration of medication.

An interview was conducted on at 3:38 PM with Staff A and she stated she didn't know when she completed her continuing education for assistance with medication self administration.

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An interview was conducted on at 3:42 PM with the Administrator and she verified Staff A's personnel file did not contain proof Staff A had completed the required two hours of continuing education for assistance with self administration of medication. The Administrator further stated she didn't know if the training had been completed by Staff A.

Class III

E203-ECC - Staffing Requirements 58A-5.030(4) FAC
Based on Interview and record review the facility failed to ensure a nurse was on staff or was contracted for the Extended Congregate Care (ECC) program.

Findings:

Record review of the Contract for Nursing Services showed "Contract expires one (1) year from date of nurse's signature " . The contract was signed and dated by the nurse on .

An interview was conducted on at 2:42 PM with the Administrator and she verified the contract for the ECC nurse had expired, and there is not an updated contract.

Class III