



RICK SCOTT
GOVERNOR

ELIZABETH DUDEK
SECRETARY

2015

Administrator
Heritage ALF of Tavares, Inc., The
900 East Alfred Street
Tavares, FL 32778

Dear Administrator:

This letter reports the findings of a state licensure survey that was conducted on 2015 by representative(s) 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,

Kriste J. Mennella
Field Office Manager

KJM/amw
Enclosure



STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER IDENTIFICATION NUMBER: AL11922369	(X3) DATE SURVEY COMPLETED 01/06/2015
NAME OF PROVIDER OR SUPPLIER Heritage Alf Of Tavares, Inc. (the)	STREET ADDRESS, CITY, STATE, ZIP CODE 900 East Alfred Street Tavares, FL 32778	
SUMMARY STATEMENT OF DEFICIENCIES (FINDINGS PRECEDED BY TAG AND REGULATORY IDENTIFYING INFORMATION)		

List of Tags Cited:

St - A - 0078 - 58a-5.019(2) Fac - Staffing Standards - Staff S-S= D
 St - A - 0079 - 58a-5.019(3) Fac - Staffing Standards - Levels S-S= D
 St - A - 0081 - 58a-5.019(2) Fac - Training - Staff In-Service S-S= D
 St - A - 0090 - 58a-5.019(11) Fac - Training - S-S= D
 St - A - 0161 - 58a-5.024(2) Fac - Records - Staff S-S= D

Specific Tag Findings:

0000-Initial Comments

An unannounced Biennial licensure with Limited Nursing Services survey was conducted on
 at Heritage Assisted Living Facility of Tavares. Deficient practice was identified at the time
 of the survey.

0078-Staffing Standards - Staff 58A-5.019(2) FAC

Based on record review and interview the administrator failed to ensure that 3 (A, B, C) of 3 employees
 who provide direct care to residents personnel file contained documentation which showed they are
 free of signs or symptoms of communicable

Finding:

A review of the personnel files for Employee A hired Employee B hired and employee C
 hired showed that all three employee files did not contain documentation from a health care
 that they were free from a communicable including

During the interview with the administrator on at 12:15 pm she stated that the administrative
 assistant did not ensure that the documentation was in the employees files.

Class III

0079-Staffing Standards - Levels 58A-5.019(3) FAC

Based on record review and interview the facility failed to meet minimum standards for staffing hours
 based on resident census of 19.

Findings:

A review of the facilities time cards and schedule showed that the facility did not meet minimum
 standards for staffing hours based on census. A of the required staffing hours showed that

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the facility total work hours worked for the one week period were 195.75 hours of the required 253 hours.

An interview was conducted with the administrator on [redacted] at 1:50 PM the administrator stated after reviewing the time cards/staffing hours that these were the correct hours that the staff worked for a one week period. The facilities work week begins on Sunday and ends on Saturday.

Class III

0081-Training - Staff In-Service 58A-5.0191(2) FAC

Based on record review and interview the administrator failed to ensure that 1 of 3 employees who provide direct care to residents received the required in-services within 30 days of employment (Employee C).

Finding:

Review of Employee C's personnel file showed that she was hired [redacted], 2013. Review of the training documentation showed that she had not received the following training:

[redacted] control, activities of daily living and behavior needs, elopement, emergency preparedness, incident reporting, resident rights, [redacted], and safe food handling.

During an interview with the administrator on [redacted] at 12:15 pm she stated that the administrative assistant did not ensure that the documentation was in the employee's files.

Class III

0090-Training - [redacted] 58A-5.0191(11) FAC

Based on record review and interview the administrator failed to ensure that 3 (A, B, C) of 3 employees who provide direct care to residents received the required in-service within 30 days after employment.

Finding:

Review of the personnel files for Employee A hired [redacted], Employee B hired [redacted] and employee C hired [redacted] showed that all three employee files did not contain documentation that they had received the facility's [redacted] Policy and Procedures.

During the interview with the administrator on [redacted] at 12:00 pm she stated that she was not aware of the regulation.

Class III

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0161-Records - Staff 58A-5.024(2) FAC

Based on record review and interview the administrator failed to ensure 1 of 3 employees who provide direct care to residents personnel file contained all required documentation (Employee C) .

Finding:

Review of Employee C's personal file showed that it did not contain an application, references or job description.

During an interview with the administrator on 01/06/2015 at 11:40 am she stated that she has not had the time to get all of her paper work in order.

Class III