RICK SCOTT
GOVERNOR

ELIZABETH DUDEK
SECRETARY

, 2015

Administrator
The Cove at Tavares Village
1501 Sunshine Parkway
Tavares, FL 32778

RE: CCR #2015001236

Dear Administrator:

This letter reports the findings of a state licensure survey that was conducted on . 2015 by a representative 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 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. Should you have any questions please call this office at (386) 462-6201.

Sincerely,

Kristie J. Mennella
Field Office Manager

KJM/amw
Enclosure

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STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER IDENTIFICATION NUMBER:	(X3) DATE SURVEY COMPLETED
	AL11964339	04/30/2015
NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE	
THE COVE AT TAVARES VILLAGE	1501 SUNSHINE PARKWAY TAVARES, FL 32778	

SUMMARY STATEMENT OF DEFICIENCIES
(FINDINGS PRECEDED BY TAGS AND REGULATORY IDENTIFYING INFORMATION)

0000 - Initial Comments

An unannounced Complaint Survey CCR #2015001236, and an Extended Congregate Care monitoring survey was conducted at The Cove At Tavares Village in Tavares, Florida on 2015. Deficient practice was identified at the time of the survey.

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

Based on record review and interview the facility failed to ensure required training was completed for 1 of 3 sampled employees, Staff A.

Findings:

Record review of Staff A's personnel record showed Staff A was hired on

Record review of Staff A's training record showed there was no documentation of Staff A having completed the required training in control, activities of daily living and behavioral needs, elopement response, emergency preparedness and evacuation, incident reporting, and nutritional and safe food handling.

An interview was conducted on at 2:12 PM with the LPN (Licensed Practical Nurse) and she stated I thought Staff A received all of her required training. I'm not able to locate any documentation that shows she received training in control, activities of daily living and behavioral needs, elopement, emergency preparedness and evacuation, incident reporting, or nutritional and safe food handling.
An interview was conducted on at 3:22 PM with Staff A and she stated I received an education packet when I was hired, but I can't say which training I did.
An interview was conducted on at 1:36 PM with the Administrator and she stated I am unable to locate the training documentation for Staff A. She is here now completing the necessary training.

Class III

0082 - Training - - 58A-5.0191(3) FAC

Based on interview and record review the facility failed to ensure required training was completed for 1 of 3 sampled employees, Staff A.

Findings:

Record review of Staff A's personnel record showed Staff A was hired on

Record review of Staff A's training record showed there was no documentation of Staff A having completed the

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required training.

An interview was conducted on at 2:12 PM with the LPN (Licensed Practical Nurse) and she stated I thought Staff A received all of her required training. I'm not able to locate any documentation that shows she received training in .

An interview was conducted on at 3:22 PM with Staff A and she stated I received an education packet when I was hired, but I can't say which training I did.
An interview was conducted on at 1:36 PM with the Administrator and she stated I am unable to locate the training documentation for Staff A. She is here now completing the necessary training.

Class III

0090 - Training - - 58A-5.0191(11) FAC

Based on record review and interview the facility failed to ensure required training in P & P (Policy and Procedure) was completed for 1 of 3 sampled employees, Staff A.

Findings:

Record review of Staff A's personnel record showed Staff A was hired on

Record review of Staff A's training record showed there was no documentation of Staff A having completed the required training in P & P.

An interview was conducted on at 2:12 PM with the LPN (Licensed Practical Nurse) and she stated I thought Staff A received all of her required training. I'm not able to locate any documentation that shows she received training in P & P.

An interview was conducted on at 3:22 PM with Staff A and she stated I received an education packet when I was hired, but I can't say which training I did.
An interview was conducted on at 1:36 PM with the Administrator and she stated I am unable to locate the training documentation for Staff A. She is here now completing the necessary training.

Class III

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E207 Continued From page 2

E207 - ECC - Services - 58A-5.030(8) FAC

Based on interview and record review the facility failed to ensure a physician's order was complete for 1 of 2 residents receiving ECC (Extended Congregate Care) services, Resident #1.
Findings:
Record review of the 1823 for Resident #1 showed the 1823 was completed on . Under Service Requirements: ECC Portable oncentrator as needed.
Record review of the Physician's Orders dated showed Nurse/Facility Correspondence: The above-stated resident meets the criteria for the Assisted Living Facility Extended Congregate Care Program (ECC). Prior to admission to this program, we must have a physician's order for ECC as well as the attached health assessment (Form 1823) completed and signed. Please indicate physician's orders for Extended Congregate Care (ECC) below and return with the completed/signed health assessment form. Physician's Response/Order: this area was Blank, there was no order written.
An interview was conducted on at 2:07 PM with the LPN (Licensed Practical Nurse) Memory Unit Care Coordinator and she stated there are no additional orders for Resident #1 regarding his . We do not have an order to indicate how much the resident is to receive or the criteria to determine the need for .
An interview was conducted on at 4:41 PM with the RN (Registered Nurse) ECC Consultant Nurse and she stated the physician's order isn't complete regarding Resident #1's . It doesn't show how much he is to receive or for what symptoms the is to be provided as needed. I don't know how that was missed.

Class III

E208 - ECC - Records - 58A-5.030(9) FAC

Based on interview and record review the facility failed to ensure Nursing Progress Notes were completed for 2 of 2 sampled residents receiving ECC (Extended Congregate Care) services, Resident #1, and Resident #2.
Findings:
Record review of the medical record for Resident #1 showed the Resident was admitted into the ECC Program on . There were no Nursing Progress Notes in the record.
Record review of the medical record for Resident #2 showed the Resident was admitted into the ECC Program on . There were no Nursing Progress Notes in the record.
An interview was conducted on at 4:02 PM with the LPN (Licensed Practical Nurse) Memory Care Unit Coordinator and she stated she was not able to provide documentation of Nursing Progress Notes being completed for Resident #1, and Resident #2 in their records or in the over flow records. I can't say they were done.

An interview was conducted on at 5:04 PM with the RN (Registered Nurse) Consultant for ECC and she stated there are no Nursing Progress Notes for Resident #1 or Resident #2 in their records or their over flow records. I am not able to provide that documentation.

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Class III