



RICK SCOTT
GOVERNOR
ELIZABETH DUDEK
SECRETARY

2015

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

Dear Administrator:

This letter reports the findings of a State Licensure Revisit Survey conducted on
28, 2015 by a representative of this office.

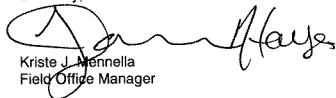
Enclosed is the provider's copy of the State (3020) Form, which indicates the deficiencies
corrected during the visit, uncorrected deficiencies and/or new deficiencies that were identified
on the day of the visit.

You will not receive a copy of this report in the mail; you will only receive this faxed report. **All
deficiencies shall be corrected no later than 2015.**

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,



Kriste J. Mennella
Field Office Manager

KJM/amw
Enclosure

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**AGENCY FOR HEALTH CARE
ADMINISTRATION**

PRINTED: 05/12/2015
FORM APPROVED

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

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

0000 - Initial Comments

An unannounced follow up to a Biennial Licensure Survey and ECC (Extended Congregate Care) survey was conducted at The Cove At Tavares Village in Tavares, Florida on 05/12/2015. Licensure deficiencies were identified as a result of the follow up survey. The facility was not in compliance with 58A-5, FAC and Chapter 429, Part I, FS.

0091 - Training - Documentation & Monitoring - 58A-5.0191(12) FAC

Based on interview and record review the facility continued to fail to ensure there was a certificate for Resident's Rights and Recognizing and Reporting training for 1 of 3 sampled employees, Staff C.

Findings:

Record review of the personnel record for Staff C showed there was no certificate in the record for Residents' Rights and Recognizing and Reporting training.

An interview was conducted on 05/12/2015 at 2:12 PM with the LPN (Licensed Practical Nurse) and she stated I don't know what happened. I thought we reviewed Staff C's record and there was a certificate prepared for her for Resident's Rights and Recognizing and Reporting training. I can't find it.

An interview was conducted on 05/12/2015 at 1:36 PM with the Administrator and she stated I am unable to locate a certificate for Staff C for her training in Resident's Rights and Recognizing and Reporting training.

Class III