STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER IDENTIFICATION NUMBER:	(X3) DATE SURVEY COMPLETED
	AL11910374	05/05/2015
NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE	
WINDSOR COURT	3700 N. FLAGLER DR WEST PALM BEACH, FL 33406	

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

0000 - Initial Comments

An unannounced complaint survey, CCR# 2015001603 and 2015001759, was conducted on [redacted] and [redacted] at Windsor Court. The facility had deficiencies found at the time of the visit.

0030 - Resident Care - Rights & Facility Procedures - 58A-5.0182(6) FAC; 429.28 FS

Based on observations and interviews, the facility failed to honor the residents' rights to privacy for 1 out of 1 randomly observed resident (Resident #1).

The findings include:

On [redacted] at 10:38 AM, Resident #1 was observed receiving toileting assistance from Employee I in the facility's memory care unit. The door to the [redacted] left open, Resident #1 was observed with her briefs down, and 8 residents were present nearby. In an interview conducted at that time, Employee I stated she was listening for the other residents, she acknowledged she should give the resident privacy during toileting. This was discussed with the facility's Care Coordinator on [redacted] at 9:05 AM and with Administrator and Manager on [redacted] at 1:16 PM.

These concerns were discussed with the Administrator and Manager on [redacted] at 1:16 PM.

Class III

0055 - Medication - Storage and Disposal - 58A-5.0185(6) FAC

Based on observations and interviews, the facility failed to ensure centrally stored medications were stored in a locked [redacted] cabinet, cart or other locked storage by not ensuring the medication [redacted] locked when unsupervised and residents having knowledge of the security code for the medication [redacted] lock. This had the potential to affect all of the 81 current residents with centrally stored medications.

The findings include:

1. Upon attempting entry to the facility's medication [redacted] at 8:39 AM, it was observed that the curtain on the inside of the door to the medication [redacted] sticking out of the door and blocking the locking mechanism to the door. The lock was [redacted] and the door opened without having to enter the keypad code (photographic evidence obtained).

2. Upon attempting entry to the facility's medication [redacted] at 8:39 AM, Resident #1 advised this surveyor what the numeric code was for the keypad lock on the medication [redacted] Upon entry of the code given, the door unlocked.

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0055 Continued From page 1

3. Upon attempting entry to the facility's medication at 9:00 AM, Resident #11 advised another surveyor what the numeric code was for the keypad lock on the medication Upon entry of the code given, the door unlocked.

This was discussed with and acknowledged by the Administrator and Manager on at 1.16 PM and the Manager stated they should change the code.

Class III

0152 - Physical Plant - Safe Living Environ/Other - 58A-5.023(3) FAC

Based on observations and interviews, the facility failed to maintain mechanical and appurtenances in good working order evidenced by floors, plumbing, ceilings, window coverings, a baseboard and mattress in disrepair in 5 resident and 2 common areas. The facility also failed to ensure the right to live in a decent environment and by not following pest control vendor's recommendations; and, the right to live in a safe environment by not securing a janitor closet containing chemicals.

The findings include:

During a tour of the facility conducted , the following concerns were observed:

1) At 10:53 AM in resident the right side bed had a worn mattress to the point where the springs could be felt through the top of the mattress.

2) At 11:00 AM in resident , the hot water faucet was missing the handle and was The resident present stated staff started working on it last week and left it like that (photographic evidence obtained).

3) At 11:10 AM in resident , the over the toilet had a 2' x 2' hole, exposing a large unsightly pipe and a raw, wooden beam (photographic evidence obtained).

4) At 11:20 AM in resident , the large window's had three slats missing; the small window's had one slat missing, and the vinyl baseboard in the the shower was in disrepair and unsightly (photographic evidence obtained).

5) At 11:22 AM in resident , the front of the step-through in the shower was in disrepair and unsightly (photographic evidence obtained).

6) At 11:35 AM, the floor near the second floor elevator was in disrepair (photographic evidence obtained).

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

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7) At 11.40 AM, the floor near the third floor elevator was in disrepair (photographic evidence obtained).

8) At 12:33 PM in resident , the window had no in it.

9) During a tour of the facility conducted and , the following additional concerns were observed:

a. On at 11:00 AM, a small live German cockroach was observed in resident , in an interview conducted at that time, Resident #2 stated the building is riddled with bugs.
b. Resident #7 stated she was changing because of bugs in her , she found an unidentified bug on her blanket on her bed and something flew past her face while she was falling asleep the night before.
c. Review of the facility's pest control service reports dated through revealed comments made included "south door has holes and gaps, needs to be replaced" and "south side door under stairs has gap under it, needs to be replaced, snakes and rats could come in." Review of inspection recommendations for sanitation practices included repeated recommendations as follows: three occurrences of keeping storage areas clean and orderly; three occurrences of keeping mops and stored off floor on a rack; three occurrences of keeping exterior doors and windows rodent/insect proof; five occurrences of keeping walls and floors free from missing, loose or broken tiles; ; five occurrences of keeping items stored away from floors and walls; and two occurrences of keeping garbage containers cleaned and covered. During a tour conducted at 9:10 AM with the Administrator, examples of non-compliance with the above-listed pest control vendor recommendations were observed (photographic evidence obtained). In an interview conducted at that time, the Administrator acknowledged these concerns and further stated he had not yet fixed the south door listed in the pest control vendor's service reports. The observations made with the Administrator present included:
i. The kitchen area was observed with: a cardboard box stored directly on floor with uncooked food product with the plastic liner open exposing the food product; a dustpan stored directly on floor which per kitchen staff interview had been there a half hour; a garbage can with excessive soiled sides with the lid ajar; the staff √/storage a directly on the floor, and a mop, dustpan stored directly on floor.
ii. The first floor janitor closet with a mop stored head-down in the sink.
iii. The second floor linen closet with four boxes of supplies stored directly on floor.
The second floor janitor closet with two stored directly on the floor.
v. The third floor janitor closet with a mop stored head-down in the sink.
vi. The following observations were made in resident and common areas on at 10:00 AM in resident , a 2 ' x2 ' hole was cut into the over the toilet exposing an unsightly large pipe and a raw, wooden beam; at 11:35 AM, the flooring tiles near the second floor elevator were in disrepair; and, at 11:40 AM, the flooring tiles on the third floor near the elevator were in disrepair.

10)
a. At 11:22 AM on , in resident , the bottom of the toilet bowl was excessively soiled with black and green matter.

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b. At 12:20 PM on [redacted] in resident [redacted], the dresser had three broken drawers that were very difficult to open; the facing had come off one drawer exposing the sharp ends of ten staples.
c. At 12:33 PM on [redacted] in resident [redacted], the dresser near the window had drawers in disrepair, the resident had to open one drawer to get the next one open or closed.

11) On [redacted] the following concerns were observed:
At 10:25 AM, two surveyors observed the first floor janitor closet unlocked, inside was a cabinet with a unlocked padlock on the bracket. Inside the cabinet were five large bottles of cleaning chemicals. A signed posted on the door read, "Keep this door locked". This was brought to the Manager's Assistant's attention at 10:32 AM, she stated the employee with the key to this door was out on an errand, she acknowledged the door should have been locked.

These concerns were discussed with and acknowledged by the Administrator on [redacted] at 8:55 AM.

Class III

RICK SCOTT
GOVERNOR

ELIZABETH DUDEK
SECRETARY

, 2015

Administrator
Windsor Court
3700 N. Flagler Dr
West Palm Beach, FL 33406

RE: CCR #2015001603 and #2015001759

Dear Administrator:

This letter reports the findings of a complaint survey that was conducted on , 2015 by representatives of this office.

Attached 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 (30) 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 representatives. Should you have any questions please call this office at (561) 381-5840.

Sincerely,

Arlene Mayo-Davis
Field Office Manager

AMD/dso
Enclosure: State (5000-3547) Form
XG90

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