

**AGENCY FOR HEALTH CARE
ADMINISTRATION**

PRINTED: 02/16/2016
FORM APPROVED

STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: AL11963878	(X3) DATE SURVEY COMPLETED 02/07/2016
NAME OF PROVIDER OR SUPPLIER BRADENTON OAKS COURTYARD	STREET ADDRESS, CITY, STATE, ZIP CODE 1015 7TH AVENUE EAST BRADENTON, FL 34208	

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

0000 Initial Comments

Assisted Living Facility

An unannounced complaint investigation (CCR# 2016000847) was conducted on
The Bradenton Oaks Courtyard, Assisted Living Facility, had deficiencies at the time of this visit.

0030 Resident Care - Rights & Facility Procedures

Based on observation and interviews, the facility failed to ensure that rights of every resident of the facility are honored, specifically the right to be treated with consideration and respect and with due recognition of personal dignity, individuality, and the need for privacy. The facility failed to honor the rights of 26 residents living in the Memory Care Unit in the facility with a total of 115 residents.

Findings included:

AHCA Surveyor conducted a tour, observations, & interviews at the facility on Sunday, beginning at 9:30am.
On 2/7/16 at 11:30am, Surveyor observed that residents seated in the dining room, were served lunch beginning at 12:00pm, and most had remained seated at the dining room tables as of 1:00pm. Surveyor observed Staff C assisting residents in hallways & resident room while 20 residents sat unattended in the dining room. Most residents remained seated at the uncleaned tables.
Per interviews with family members at the facility on 2/7/16, all 3 interviewed stated the facility housekeeping needs improvement; 2 of 4 facility visitors expressed concerns regarding resident dignity not being considered. On 2/7/16 at 11:00am, a resident's family member stated: "No concerns today, but yesterday (Saturday) afternoon the hallway was really smelly, the smell was evident as soon as I opened door to the MCU, the smell was disgusting. They should close the door when they're toileting somebody. Resident dignity is not being considered at all. Staff say they have to leave doors open so they can hear if there's a problem with another resident." On 2/7/16 at 11:20am, a facility visitor stated: "There are only 2 staff on in the MCU to do meals, meds, and resident care. The facility needs more staff, could use a server, food is just brought & dumped, and they should close doors when doing personal care; many are 2-person assist, 2 long hallways, breakfast is the worst time--residents need meds, food cut up. It's not a matter of staff not doing their jobs. They're very caring. It's a matter of not enough staff. Only 2 girls do the best they can."

Class III

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0152 Physical Plant - Safe Living Environ/Other

Based on observation and interviews, the facility failed to ensure provision of a safe living environment maintained free of hazards for 26 residents of the Memory Care Unit in the facility with a total of 115 residents.

Findings included:

AHCA Surveyor conducted a tour, observations, & interviews at the facility on Sunday, beginning at 9:30am.

On 2/7/16 at 10:45am, Resident Aide Staff C stated she sweeps the Memory Care Unit dining after dinner, cleans tables, and keeps them tidy. Staff C stated that Resident #6 had an accident <bowel movement> on the floor by her room, so Staff C cleaned the spot with a paper towel. When Surveyor asked Staff C if she mopped the floor, Staff C stated: "It came up with the paper towel. There is stuff we can spray on if we need to. There is no mop in the MCU. We need one." Staff C stated she does not know where to get a mop.

On 2/7/16 at 11:30am, Surveyor observed a dustpan in the unlocked kitchenette adjacent to the dining room. Surveyor observed 2 covered plates on the counter containing breakfast items (including eggs) - Staff C stated she will reheat for residents who get up late, then stated she probably won't reheat those because lunch will be coming soon. Residents were seated in the dining room as of 1:00pm. Surveyor observed Staff C assisting residents in hallways & resident while 20 residents sat unattended in the dining room. The door to the kitchenette remained wide open throughout the entire time span observed. Surveyor did not observe any cleaning of the dining tables prior to or after serving lunch. On 2/7/16 at 11:30am, Staff D stated the aide cleans tables & sweeps the floor when residents leave the dining room for lunch. Surveyor observed crumbs on the tables and floor prior to and after lunch. There was no indication that the tables had been cleaned after breakfast, and no cleaning was observed after the lunch meal; most residents remained seated at the uncleaned tables.

On 2/7/16 at 11:30am, Surveyor observed 3 Ecolab cleaning products in spray bottles in an unlocked cabinet under the sink in the unlocked kitchenette adjacent to the dining room. The spray bottles were properly labeled as poisonous--for cleaning only, not to be ingested. The cleaning products were freely accessible to anyone entering the kitchenette. Food could be observed in the kitchenette by anyone in the dining room. Memory Care Unit residents were left unattended in the dining room while the 2 staff were busy in hallways & resident room. This created a hazardous situation for residents who need and have the right to a safe living environment maintained free of hazards.

On 2/7/16, Staff C did not follow facility Control protocol and left residents at risk of exposure to and/or ingestion of poisonous cleaning chemicals.

Per interviews with family members at the facility on 2/7/16, all 3 interviewed stated the facility

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housekeeping needs improvement; 2 of 4 facility visitors expressed concerns regarding resident dignity not being considered. On [redacted] at 10:30am, a resident's family member stated the facility "could use better housekeeping, [redacted] not cleaned in [redacted] for 4 days: Thurs, Fri, Sat, & Sun, and an unknown staff told her there was a problem with housekeeping." On [redacted] at 11:00am, a resident's family member stated: "No concerns today, but yesterday (Saturday) afternoon the hallway was really smelly, smell as soon as I opened door to the MCU, [redacted] disgusting. They should close the door when they're toileting somebody. Resident dignity is not being considered at all. Staff say they have to leave [redacted] & [redacted] open so they can hear if there's a problem with another resident." On [redacted] at 12:45pm, a resident's family member stated: "They don't have enough staff. They went from 18 or 19 people up to 26, and there's the same number of staff. It's a corporate problem. They tell Administrator how many staff she can have when they're not here to see residents' needs; they're just looking at the bottom line financially. Regarding cleaning, I'd give them an 8 out of 10 rating. The dining [redacted] to be the least taken care of, with crumbs everywhere. It could be that they used to have a housekeeper every day, not any more, now they only come when called." On [redacted] at 11:20am, a facility visitor stated: "There are only 2 staff on in the MCU to do meals, meds, and resident care. The facility needs more staff, could use a server, food is just brought & dumped, and they should close doors when doing personal care; many are 2-person assist, 2 long hallways, breakfast is the worst time--residents need meds, food cut up. It's not a matter of staff not doing their jobs. They're very caring. It's a matter of not enough staff. Only 2 girls do the best they can."

Per interview with the facility Administrator on [redacted] at 2:00pm: All staff are trained; staff during visit needs retraining. The pantry door has a lock on it and is supposed to be kept closed; there is a reminder note on the door for staff to keep [redacted] and locked (door open, sign not observed by Surveyor). There are cleaning supplies in a locked closet in the MCU & all staff have keys; there is no reason for staff not using proper cleaning products, as trained. The Administrator confirmed the facility having housekeeping staff 6 days of the week and stated that aides know their duties include cleaning properly. Surveyor had previously ([redacted]) observed facility [redacted] Control Policies & Procedures and staff training records. The Administrator stated she will be providing staff retraining and is considering adding a weekend Supervisor in the Memory Care unit. There were no concerns observed or expressed in any other areas of the 2 facility buildings.

Class III



RICK SCOTT
GOVERNOR

ELIZABETH DUDEK
SECRETARY

, 2016

Administrator
Bradenton Oaks Courtyard
1015 7th Avenue East
Bradenton, FL 34208

RE: CCR# 2016000847

Dear Administrator:

This letter reports the findings of a complaint survey that was conducted on
, 2016, by representative(s) 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 days of the date of this letter unless the Agency has approved another timeframe. **Please attach a summary of your corrective action for each deficiency, including completion dates, on your letterhead. Also include any additional documentation to support correction of identified deficiencies. Submit summary and documents to the Field Office no later than , 2016.** Staff from this office will conduct a review of the provided corrective action and supporting documentation to verify that the necessary corrections are in place to correct the deficiencies identified on your survey, which may include a desk review or onsite revisit.

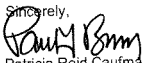
The Quality Assurance Questionnaire has long been employed to obtain your feedback following survey activity. This form has been placed on the Agency's website at <http://ahca.myflorida.com/Publications/Forms.shtml> as a first step in providing a web-based interactive consumer satisfaction survey system. 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.

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Facebook.com/AHCAFlorida
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Thank you for the assistance provided to the surveyor(s). Should you have any questions please call **Paul Brown**, HFES, at 727-552-2000.

Sincerely,

for Patricia Reid Kaufman
Field Office Manager

PRC/kpr

Enclosure: State Form 5000-3547