STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X3) DATE SURVEY COMPLETED
	AL11942925	R
NAME OF PROVIDER OR SUPPLIER **HIDDEN OAKS OF FORT MYERS**	STREET ADDRESS, CITY, STATE, ZIP CODE **3625 HIDDEN TREE LANE FORT MYERS, FL 33901**	

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0000 Initial Comments

An unannounced fourth revisit was conducted from / through at Hidden Oaks of Fort Myers an Assisted Living Facility (license #5531) in Fort Myers, Florida.

The first survey was completed / . The first revisit was on ; the second revisit was on ; and the third revisit was on . This fourth revisit survey was completed in conjunction with a complaint survey and in collaboration with the local Health Department.

The following is a description of the identified deficiencies:

0030 Resident Care - Rights & Facility Procedures

Based on Agency and Health Department observations and staff and resident interviews, the facility failed to ensure residents a safe and decent environment and failed to treat them with dignity and respect by neglecting to minimally clean human waste from resident areas.

The findings included:

1. Inspection of the facility by Agency surveyor and two inspectors from the local Health Department began on . The inspection process continued through / and included the following observations.
Memory Care: There was a strong smell of and feces throughout the Memory Care wing.
Memory Care courtyard: Outdoor gazebo benches were soiled with feces. There was a diaper soiled with feces in the plants in the courtyard. There were feces on sidewalk in the courtyard.
Library: Light house was soiled with feces. There was a strong smell of throughout.
: The dresser, the mattress cover, and the box springs were soiled with feces.
: Pillow case was soiled with feces.
: Resident shoes were soiled with feces. (Fecal matter on resident clothing is a repeat deficiency.)
: Mattress cover was soiled with feces.
: Baseboards were soiled with feces. Clothes and shoes soiled with feces in closet. There was on floor in . No soap observed at sink.
: Mattress covers were soiled with feces. Feces were observed on resident shoes.
The front of entry door was soiled with feces.
: Walls were dirty and soiled with feces. There was a strong smell of .
: Floor was soiled with feces. Feces were on the door.
: The diaper bag was soiled with feces. Used soiled diapers were stored in laundry basket

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under sink.
: Floor near bed was soiled with feces.
: There was on .
: Towel rack in soiled with feces.
: Bed sheets were soiled with feces.
: Chair was soiled with feces.
: Shelves were soiled with feces. Feces were observed on the wall.
: Walls were soiled with feces.
: Slippers and shoes were soiled with feces.
: Wall and closet door next to soiled with feces. Dresser soiled with feces.
Feces were on floor throughout the .
: Slippers and shoes were soiled with feces.
: Feces were observed on vanity.

2. In an interview on at 10:15 a.m. in library area, a random resident said the area is dirty and very cluttered. No one really cleans this area.

On at 11:20 a.m., Resident #2 said they come in but don't clean his area much.

On at 12:30 p.m., the Administrator verified the facility had 64 resident and 4 housekeepers. Each housekeeper is responsible for one hallway of the facility. The Administrator admitted she did not realize the were not being cleaned appropriately.

Class III

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0152 Physical Plant - Safe Living Environ/Other

Based on Agency and Health Department observations and staff and resident interviews, the facility failed to ensure the entire building, including furniture and furnishings were clean, functional and safe throughout the facility for 63 of 64 resident (was unavailable during this survey) and common areas of the facility. Note that 38 of these 64 were previously cited on / , , , or .

The findings included:

1. A tour of the facility was begun on with two inspectors from the local Health Department. The tour continued on and / . The tour revealed the following, which is not an all-inclusive list

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of physical plant issues:

Cleaning staff were cleaning the floor which was soiled with and feces then using same mop/water to clean other and hallway. Chairs in lobby were dirty. Lighting was less than 20 foot-candles throughout facility, including common areas, , and multiple (lighting standard is at least 20 foot-candles of illumination in all areas per 64E-12.005(4) FAC). Laminate floors were dirty throughout the facility. Laminate floors in disrepair throughout the facility, including . There was a strong smell of and feces throughout Memory Care. Air vents were dirty throughout the facility. Walls, floors and ceilings were dirty throughout Memory Care. Linens were dirty throughout Memory Care. Light shields broken throughout facility, including common areas. Multiple door frames were in disrepair throughout the facility. Un-sealed wood was observed in kitchenettes in resident .

Exterior of Building: The walkway at entrance of building presented a trip hazard. Runoff drains in yard had broken covers. Runoff drains in yard were missing covers. There were holes in the ground at gutter runoff. There was standing water at the water meter. Outdoor gazebo benches were soiled with feces in Memory Care courtyard. Uneven sidewalk in Memory Care courtyard presented a trip hazard. Trash was observed in multiple locations surrounding the facility. There was harborage of yard waste and harborage of large items by dumpster. Wood around door at Memory Care dining was rotting. There was harborage of excessive leaves in outdoor courtyard. The exterior wall under window at was in disrepair. There was a diaper soiled with feces in the plants in Memory Care courtyard. There were feces on sidewalk in Memory Care courtyard. The Exterior wall surrounding Memory Care dining in disrepair.

Hallways: There was a hole in ceiling tile above . There were bugs in chair rails throughout the facility. There was food in hand rails throughout the facility. There was soiled carpet in hallways throughout the facility. The carpet in hallways was in disrepair throughout the facility. Light shield in front of utility askew. Light shield between 25 and 26 was cracked. There were live bugs in hallways. Ceiling tiles were missing in back hallway. Chair rail at corner across from was in disrepair. Light shields throughout facility were dirty. Ceiling tile tracks/supports were in disrepair in multiple areas throughout facility, including by and the back hallway.

Lobby: Garbage and debris was found in couches and chairs. Couches and chairs were dirty. Lighting was insufficient.

Main Common : Chair rails were dirty. There was a hole in the wall behind the TV. The chairs were dirty. The walls, floor, and baseboards were dirty. A light was missing the light shield. The light shields were broken and dirty. The speaker cover was rusted. Ceiling tiles were water damaged.

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There were holes in the ceiling.

Laundry : Mop sink was in disrepair. Floors were dirty throughout. The air vents were dirty. Light shields were missing. There was laundry on the floor. Ceiling lights were dusty. Wall by the air conditioner was dirty. Air conditioner cover was missing. Lighting in Memory Care laundry not meet 30 foot-candle requirement (reference 64E-12.008(2) FAC).

Library: Light house was soiled with feces. There was a strong smell of throughout. Sofas were dirty throughout. There were bugs on the floor. Floors were dirty throughout. Lighting was insufficient (measured at 9 foot-candles). There was a gap observed in phone jack.

Memory Care Hallway: Walls, chair rails, and baseboards were dirty throughout. There were gaps in floor at baseboards. Paint was peeling from walls throughout. Ceiling tile in hallway between 8 and 9 was water damaged. Ceiling tracks in front of were in disrepair.

Memory Care Activity : Caulking on floor at baseboards was not properly sealed. Floor and walls throughout dirty. Paint was peeling from walls. Window screen was not in place. There was a gap in air conditioning unit. Tables and chairs were dirty. The light was shield dirty. The table cloth on the table was torn. There was a hole in the hallway ceiling at the light shield.

Memory Care Activity/TV : Walls were chipping. Walls and floors were dirty throughout. Door to patio was not self-closing, the self-closer was . Two lights were out in the . The entertainment system/TV stand was dirty. Furniture was dirty throughout. Vanity next to employee dirty and in disrepair. Shelving in the supply cabinet was dirty and in disrepair. Multiple air vent covers were dusty. Countertop/ledge in Memory Care was in disrepair. Paint was peeling on walls of common areas in Memory Care. Bare nails were exposed on walls in Memory Care. Light switch cover in Memory Care common area was broken leaving a sharp edge.

Memory Care Porch/Patio: Floor was dirty throughout. Tables were chipping, no longer with a cleanable surface. Tables were dirty. The door was dirty. Screen in porch screen door was in disrepair. Floor was cracked, no longer with a cleanable surface.

(occupied): Mattress cover was torn. Lever on recliner was in disrepair. Flooring was in disrepair throughout . Light was out above closet. Toilet tank cover was chipping/in disrepair. Shower drain was rusted. Sheets/linens were dirty/soiled. Shower/tub was dirty throughout.

(occupied): Insufficient Lighting (12 foot-candles in ; 16 foot-candles in). Wall at corner was in disrepair. Dresser drawers were in disrepair. The dresser, the

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mattress cover, and the box springs were soiled with feces. Mattress cover was torn. Sheet/blanket were dirty. [redacted] was wet. Shower was leaking. Shower drain, faucet, and handles were corroded. There was a strong smell/odor present in [redacted]. Walls were not properly sealed, including wall in [redacted].

[redacted] (occupied [redacted]): Insufficient Lighting throughout (10 foot-candles, 8 foot-candles in [redacted], 12 foot-candles in [redacted]). Light was out in [redacted]. Shower was leaking. There were gaps in screen at [redacted]. Interior of refrigerator was dirty. Front door was in disrepair. Interior of closet was dirty throughout. Walls and floors were dirty throughout. Floor was in disrepair. Bed sheets were dirty. Pillow case was soiled with feces. Recliner was dirty and in disrepair (torn). Box spring was dirty. Bed remote control was dirty. Faucet and sink drain were corroded. Window was missing a screen. Walls and door near [redacted] in disrepair. Grout/caulking on shower ledge shower was in disrepair. Cabinet in [redacted] in disrepair and no longer had a cleanable surface. Flooring is a repeat deficiency.

[redacted] (occupied [redacted]): Hot water was 98 Fahrenheit (F), did not meet minimum of 100 F. Lighting was insufficient throughout. Closet was dirty throughout and soiled with feces. Air vent near closet was dusty/dirty. Floor under furniture was dusty/dirty. Touchpoints throughout [redacted] dirty. Wheelchair was dirty. There was a hole in wall near window sill. The mattress cover on one bed was dirty. A support bar was missing, but a metal mounting plate was left on wall. Grout in shower was dirty. Floor in [redacted] wet. Medicine cabinet was not secure. Walls near towel rack were in disrepair. Air vent was dirty/dusty. Ceiling was dusty. Wall between sink and closet was in disrepair. Resident shoes were soiled with feces. One mattress was missing a cleanable cover. One mattress was soiled. Linens on beds were dirty. Fecal matter on resident clothing is a repeat deficiency.

[redacted] (occupied [redacted]): Hot water was 99 F, did not meet minimum of 100 F. Lighting was insufficient throughout [redacted] (2 foot-candles in area by closet, 13 foot-candles in [redacted]). Floor at baseboards was not sealed. Pillow was soiled and without a cleanable cover. There was a hole in mattress. Bed frame rusted and dirty. Baseboards dirty. Light out above closet. Caulking at baseboards was in disrepair. There were clothes on floor in closet. Night stand was in disrepair and no longer had a cleanable surface. There was no sheet on one bed. Mattress cover was soiled with feces. Fire sprinkler head was not flush with ceiling. Dresser was in disrepair and no longer had a cleanable surface. Dresser drawers were in disrepair. Caulking at vanity and around tub was in disrepair. Drain and faucet in tub were corroded. Grout was in disrepair in shower. There was no soap at sink in [redacted]. Cabinet (vanity) under sink was in disrepair, was dirty and no longer had a cleanable surface. Lighting is a repeat deficiency.

[redacted] (occupied [redacted]): Insufficient Lighting throughout (11 foot-candles in [redacted]). Mattress was

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in disrepair. Box spring was soiled. Baseboards were soiled with feces. There was a strong odor in the . There was a gap in window screen. Wall near window was in disrepair. Caulking at baseboards was in disrepair. Walls were dirty and throughout in disrepair, including chipped paint in closet. Nightstand was in disrepair. Interior of drawers throughout dirty. Mattress cover was torn. frame was in disrepair. Clothes and shoes soiled with feces in closet. The ceiling in closet was water-damaged. Floor throughout in disrepair. There was on floor in . Support bar in loose. Showerhead holder was broken. Grout on tile wall was in disrepair. Towel rack was corroded. was in disrepair. The walls in disrepair is a repeat deficiency.

(occupied): Insufficient lighting (16 foot-candles in , less than 1 foot-candle in). Mattress cover was torn. Bed sheets/ linens were dirty. Caulking at baseboards was in disrepair. Mattress covers were soiled with feces. Leather chair was dirty. Blinds were dirty. Baseboards were dirty throughout. There were gaps in window screens. Air vents were dirty. Fire sprinkler was not flush with ceiling. Bags of dirty clothes were on floor in closet. Floors including in disrepair. Vanity was in disrepair. Light shield had melted in the . Caulking throughout in disrepair. The drain and faucet were corroded. Toilet paper and towel holder were in disrepair. were in disrepair. Resident shoes were soiled with feces. Ceiling above entrance was in disrepair. The ceiling and floor disrepair are repeat issues.

(occupied): Insufficient lighting (17 foot-candles in). Floor was dirty and in disrepair throughout including in . Screen was missing from window. Knob was loose on dresser. Walls were dirty throughout. Caulking at baseboards was in disrepair. Baseboards were dirty throughout. Mattress cover was dirty and torn. Outlet cover behind the nightstand was broken. Exterior of dressers were dirty. Bags of dirty laundry were on floor in closet. was dirty and the drain was rusted. Vanity was dirty and in disrepair. Towel rack was corroded. Caulking at ceiling in shower was in disrepair.

(occupied): Insufficient lighting (20 foot-candles in , 9 foot-candles in). Vanity shelf/countertop was in disrepair. Flooring throughout including in disrepair. Baseboards and walls were dirty throughout. Bedframe was dirty and rusting. Floor in wet. There was a strong odor. Faucet handle at sink was stuck/corroded. Sink drain and bathtub were rusted. Mattress cover and sheets were dirty. There was no toilet paper in . Caulking throughout in disrepair. Bare nails were exposed in walls. The front of entry door was soiled with feces. There were gaps in window screens. Shower head holder was in disrepair. Dresser doors were in disrepair. Floor in disrepair is a repeat deficiency.

(occupied): Insufficient lighting (20 foot-candles in , 6 foot-candles in

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). Entry door was in disrepair. Bag of dirty clothes was on floor in closet. Wood in the closet was unsealed. Baseboards were dirty throughout. Window screen was missing on one window. Chair was dirty. Caulking at baseboards was in disrepair. was in disrepair throughout. There were holes in . There were bugs on ground and live ants. Walls were dirty and soiled with feces. There was a strong smell of throughout. Mattress cover was dirty and torn. Sheets were soiled. Pillow was dirty. Walls in closet were dirty. Caulking throughout in disrepair. Towel rack was corroded. Toilet was dirty. Fire sprinkler was not flush with ceiling. Faucet and handles at were corroded. Dresser was in disrepair. Flooring in disrepair is a repeat deficiency.

(occupied): Insufficient Lighting (18 foot-candles in closet area, 9 foot-candles in). Paint was peeling from front door. Support bar next to toilet was loose. Fixed tiles in not properly sealed. Front of dresser was dirty. Box spring was in disrepair. Mattress covers were torn. Light shield above closet was broken. Walls were dirty throughout. Bare nails were exposed in walls. One-night stand was unstable. There were live spiders in . Mattress was dirty. Window screen had gaps. Caulking at baseboards was in disrepair throughout. Floor was dirty throughout. Sheets had just been changed at time of inspection but were still dirty. Floor was in disrepair throughout including . Door frame was in disrepair. Night stand was dirty. Air vents were dirty. Wall in in disrepair. Bathtub drain was corroded. Base of toilet was dirty. Caulking at tile on wall in in disrepair. Rust was coming out of bathtub faucet. Bag full of dirty laundry was on closet floor. Vanity was in disrepair. The sink drain was corroded. Floors in disrepair and mattress condition are repeat deficiencies.

(occupied): insufficient lighting (15 foot-candles). Floor was dirty throughout. Medicine cabinet was dirty. Bag of dirty laundry was on floor in closet. There was a strong odor. Caulking at baseboards was in disrepair. Baseboards were dirty throughout. Dresser was in disrepair. Cable cover was broken. Pipe cover behind toilet was rusted. Floor was in disrepair throughout including . Wall in in disrepair. Caulking throughout in disrepair. Toilet tank cover was missing. Shower grout was dirty. Nightstand drawer was in disrepair. Mattress covers were torn. Mattresses were dirty. Bed frames were dirty. There were gaps in window screen. Furniture was in disrepair. Bed linens were dirty.

(occupied): Lighting was insufficient throughout (: 9 foot-candles). Floor was in disrepair throughout. Caulking at baseboards was in disrepair throughout. Drains were corroded. Caulking throughout in disrepair. Grout on walls was in disrepair. Toilet tank was missing cover/lid. Water line/pipe at toilet was corroded. Vanity was in disrepair. Window sill ledge was cracked. Floor was soiled with feces. Feces were on the door. Door was in disrepair. Nightstands were in disrepair. There were no bedsheets on bed. Bedframe and cover were dirty and soiled with feces.

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Gaps in window screen. There was a hole in wall. Floor in disrepair is a repeat deficiency.

(occupied): Lighting was insufficient (15 foot-candles , 10 foot-candles). Light was out in . Paint was peeling from front door. Front door was in disrepair. Baseboards were dirty throughout. Vanity/sink was dirty. Chair cushion was dirty. Bedframes were dusty/dirty. Chair was dirty. There was a hole in door by handle. Floor by closet was in disrepair. Bed sheet was dirty. Mattress was dirty. Floor was dirty throughout. Touch points were dirty throughout. Night stand was in disrepair. Electrical cover on wall was in disrepair. Floor was in disrepair throughout . Toilet was dirty. Toilet seat was peeling, no longer a cleanable surface. Pipes under sink in rusting. Door frame at in disrepair. Caulking throughout in disrepair. Towel rack was in disrepair. Tiles next to sink were in disrepair or missing. Sink drain and faucet were corroded. Screen was missing from . Furnishings in disrepair are a repeat deficiency.

(occupied): Lighting insufficient throughout (11 foot-candles in , 13 foot-candles in). One light was out. Bare nails were exposed in wall. Walls/shelves in closet were dirty. Floor was dirty. Caulking at baseboards was in disrepair. Handle was missing from dresser next to entrance. was in disrepair. Medicine cabinet rusty and no longer had a cleanable surface. The diaper bag was soiled with feces. Used soiled diapers were stored in laundry basket under sink. Pipe cover in rusty.

(occupied): Lighting was insufficient throughout (: 13 foot-candles). Vanity shelf/countertop was in disrepair. Closet door was in disrepair at handle. Bed sheets were dirty. Baseboards were dirty. Baseboard behind bed was in disrepair. Floor was dirty throughout. Dresser was in disrepair. Shoes in closet were dirty. Towel rack in in disrepair. Grout missing was from tile wall. Shower drain and drain pull were in disrepair. Caulking around sink was in disrepair. Toilet was etched. and toilet paper holder were corroded. Grout in shower around window and ceiling were in disrepair. Caulking around tub was in disrepair. Wall behind vanity was in disrepair. were in disrepair. Door near in disrepair. When faucet is turned on in tub, water was rusty.

(occupied): Lighting was insufficient. Floor was in disrepair. Carpet was dirty throughout. Nightstand was dirty. There was gap between fire sprinkler and ceiling.

(occupied): Lighting was insufficient (8 ft. candles in). Box spring cover was torn. Sheets and blankets were dirty. Outside of trash can was dirty. Dresser was dirty. Floor near bed was soiled with feces. Wall behind bed was in disrepair. Floor was in disrepair throughout. Black night stand was in disrepair. Window sill was dusty.

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(occupied): Doors were in disrepair. Caulking in shower was in disrepair. Mattress was soiled. There was no cleanable cover on mattress. Chairs were dirty. Wheelchair was dirty. Sheets were dirty. Bed frame was dusty.

(occupied): Lighting was insufficient (8 foot-candles in). Mattress cover was torn. There was gap between floor and wall. Box spring cover was torn. Floor near front bed at corner was in disrepair. Wall at entrance was in disrepair. Exterior of nightstand and dresser were dirty. Bed sheets were dirty. Wheelchair cushion was torn, no longer had a cleanable surface. Wheelchair was dirty. was in disrepair. Closet door spacer on floor was in disrepair. Closet doors were in disrepair. Closet doors were dirty. Threshold at dirty. Caulking and floor throughout dirty. Countertop and vanity in in disrepair. Vanity was dirty. Tub drain was corroded. Chair was dirty. Towel rack was dirty. Lighting, flooring, and wall disrepair are repeat deficiencies.

(occupied): Sink piping was corroded. Plumbing under sink was dirty. Toilet paper holder was in disrepair. was in disrepair. Sink and faucet were in disrepair. Toilet was etched. There was gap between flooring and baseboard, not properly sealed. Carpet at entrance was in disrepair. Chair at foot of bed was dirty.

(occupied): Dressers were chipped and were not a cleanable surface. Fixed tiles in not properly sealed. Recliners were dirty. There was no cleanable cover on mattress. Mattress was soiled. Floor under beds was dirty. Entry door was in disrepair. Box spring was torn. Box spring cover torn. Bathtub caulking was in disrepair. Tiles above were in disrepair. Wall in properly sealed. Floor throughout, including in disrepair.

(occupied): Lighting was insufficient (3 foot-candles in , 5 foot-candles in shower). Window screen was missing. Bare nails exposed in wall. There was on Hutch was missing knobs. Exterior of hutch was in disrepair. Floor was dirty throughout. Heating was dirty. Mattress cover was torn. Box spring was soiled and in disrepair. Exterior of yellow dresser was dirty. There were holes in walls from old screws. There were clothes on floor. Door was in disrepair. Towel rack was loose. Toilet caulking was in disrepair. Vanity was in disrepair. Wall at sink was in disrepair.

(occupied): Lighting was insufficient (10 foot-candles in , 5 foot-candles in). Bare nails were exposed in walls. Floor was dirty throughout. Rusty water came out of water pipes in shower. Floor in in disrepair. Caulking in in disrepair. Closet and were in disrepair. Bath tub was dirty. Dresser and nightstand were dirty.

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Wheelchair was dirty. Closet door was missing handles. Bed frame was dirty.

(occupied): Lighting was insufficient (7 ft. candles - 13 ft. candles, 8 ft. candles in). Floor was dirty throughout. Towel rack in soiled with feces. Mattress cover was torn. Personal belongings were dirty. Couch was dirty with food debris. Wheelchair was dirty. Wall above nightstand was dirty. Vanity was in disrepair. Toilet was dirty. Carpet and floor were in disrepair. There was gap at floor and baseboards. Wheelchair and walker were dirty. Doors were in disrepair. was in disrepair. Sink was broken. Inside of medicine cabinet was dirty.

(vacant): Lighting was insufficient. Sink in disrepair. Drain in rusted. Faucet corroded. Toilet removed. bug in vanity. There were holes in walls throughout. Tub drain and faucet corroded. Vanity was in disrepair.

(occupied): Flooring and caulking in disrepair throughout . Vanity in in disrepair. Vanity in dirty. Drain in sink corroded. Drain in sink clogged. Medicine cabinet rusted. Closet tracks and floor dirty. Flooring was in disrepair. Front door was in disrepair. Walker was dirty. Dresser was chipped. Fire sprinkler was not flush with ceiling. Chair was dirty. Couch/love seat dirty. Fabric on love seat was torn. There was no cleanable cover on mattress. Foam and mattress soiled.

(occupied): Lighting was insufficient. Floor was dirty. Chair was dirty. Flooring in in disrepair. Touchpoints dirty throughout. Door frame was dirty. Caulking around toilet was in disrepair. Caulking at sill was in disrepair. Vanity was in disrepair. Caulking at vanity was in disrepair. Front door was in disrepair. Light shield cracked. Flooring in disrepair is a repeat deficiency.

(occupied): Lighting was insufficient (: 2 ft. candles, : 13 ft. candles). Cleanable cover not observed on mattress. Chair was dirty. Laundry basket was dirty. Cleanable cover and box spring on bed were torn. Closet door was in disrepair. Floor was dirty throughout. Walls were dirty throughout.
(occupied): Insufficient lighting (13 ft. candles in). Light out at ceiling fan in . Floor was in disrepair throughout. Cleanable cover on mattress was torn. Bed sheets dirty. Outlet cover broken under window. Vanity was in disrepair. Tub drain corroded. Bathtub faucet was corroded and leaking. Grab bar in secure. Caulking at tub was in disrepair. Flooring in disrepair is an uncorrected deficiency since .

(occupied): Multiple lights were out. Lighting was insufficient (7 foot-candles in , 14 foot-candles in). Dresser was in disrepair. There was no cleanable cover on

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mattress. There was gap in cable cover. Drain in [redacted] was rusted. Floors, walls, baseboards in [redacted] dirty. [redacted] frame was in disrepair. [redacted] frame is a repeat deficiency.

[redacted] (occupied [redacted]): Lighting was insufficient throughout. Nightstand drawers were in disrepair, no longer had a cleanable surface. Fans were dusty. Doors were in disrepair. Dresser drawers were in disrepair. Furniture was in disrepair, no longer had a cleanable surface. Clean wares in cabinets were stored dirty. Baseboards were missing in kitchen. Floors were dirty throughout. Walls were in disrepair. Caulking in kitchen cabinets and countertops were in disrepair. Sink in kitchen was rusted. Kitchen was dirty and in disrepair throughout. Fronts of dressers were dirty. Leather chair was dirty and in disrepair. Leather chair was dirty. Pillowcases were soiled. Box spring was dirty. Shower light was not flush with ceiling. Toilet, shower, and floor were dirty throughout. There were cobwebs/spiders above doorway. Ceiling tiles above entrance were water damaged. Shower light fixture is a repeat deficiency.

[redacted] (occupied [redacted]): Lighting was insufficient. Carpet was in disrepair. Flooring was in disrepair. Vanity was in disrepair. Doors were in disrepair. There were [redacted] bugs in the couch. Couch was dirty. Pillowcases and sheets were dirty. There was a gap between air conditioning unit and wall. There was a strong odor throughout. Kitchen was dirty and in disrepair throughout. Wall next to bed was dirty. Floor was dirty throughout. Leather chair was dirty and in disrepair.
[redacted] (occupied [redacted]): Lighting was insufficient throughout ([redacted]: 3 foot-candles). Carpet was soiled. Paint on entry door was peeling. Carpet was in disrepair. Floor was dirty throughout. Chair was dirty. Sink in [redacted] rusty. Shower light was out. Shower light not flush with ceiling. There was insufficient storage. Flooring throughout was in disrepair. Vanity was in disrepair. [redacted] bugs were present throughout. Clean wares were stored dirty. Door to exterior of building was in disrepair. Floor fan was dirty. In [redacted] toilet, sink, floor, walls, and baseboards were dirty throughout. There were live ants in cabinets. Faucet was leaking. Caulking at kitchen cabinets and countertops were in disrepair. Caulking throughout [redacted] in disrepair. Mattress was in disrepair. Floor was in disrepair. Light shields were dirty. Dresser drawers were in disrepair. Exhaust cover was dusty. Vanity was in disrepair. Bare nails exposed in walls. Bed sheets and cleanable cover were dirty. Bed frame was dirty.

[redacted] (occupied [redacted]): Dresser was in disrepair. Knob was missing from dresser. Bare nails were exposed on walls. Carpet was dirty throughout. Microwave was in disrepair. Bed sheets were soiled with feces. Shower curtain, shower chair, medicine cabinet, and [redacted] dirty. Shower dirty. Air conditioning unit was dirty. Wall under air conditioning unit was dirty. Chair was dirty. Knobs on wicker dresser were dirty. Inside of kitchen sink was rusted. Faucet in kitchen was leaking. Picture frame was dirty. Outlet cover behind refrigerator was missing. Floor was dirty throughout. Bare nails were exposed in walls. Floor was in disrepair. Walls were dirty throughout. There was debris in light shield. Caulking

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at kitchen cabinets was in disrepair. Paint from front door was peeling. Carpet and shower issues were previously identified.

(occupied): Floor under the bed was dirty.

(occupied): Kitchen cabinets were in disrepair, (including countertops). Flooring was in disrepair throughout , including in . Air vents were dusty. Ceiling fan was dusty. There was a crack where wall met the ceiling. Grip tape in tub was coming loose. Touchpoints including light switches were dirty. There were bugs and live ants throughout . Floors were dirty, including under beds, in closets, and around furniture.

(occupied): Lighting was insufficient throughout . Knob on light was broken. "Black" light by chair was broken. Flooring was in disrepair. Floors were dirty, including under beds, closets, and . Kitchen countertop was in disrepair. Air conditioning unit was frozen (,). There was a hole in ceiling by internet cable. Walls were in disrepair. Door frames were in disrepair. Doors were in disrepair. Night stand was in disrepair. Clean clothes were not separated from dirty clothes.

(occupied): Lighting was insufficient throughout. There was a hole in ceiling in living . There were exposed wires in ceiling hole in living . bugs were found throughout . Kitchen cabinet and storage closet were dirty. Motorized chair was dirty. There were loose medications in . Door frames and doors were in disrepair. Clothes were on floor in closet. Floors, baseboards, and touchpoints in dirty. Walls in in disrepair. Kitchen sink was leaking. Fire alarm disconnected. Doors were in disrepair. Walls were in disrepair. Wheelchair was dirty. Light shield was dirty. Floor throughout was in disrepair. Shower was dirty. Shower chair was dirty. Exterior of vanity was chipped and dirty. Chair was soiled with feces.

(occupied): Lighting was insufficient (14 foot-candles in living , 8 ft. candles). Baseboards dirty. Pillowcase in living soiled. There were holes in walls. Nightstand was in disrepair. Sink was dirty. Door frames were in disrepair. Toilet was etched. There was water damage on wall next to shower. The shower curtain, shower, and shower chair were dirty. Floor was dirty throughout. Light in shower was out. faucet was corroded. Pipe cover on toilet was loose. There was no thermometer in refrigerator. There was a medication (pill) on floor. Paint on walls was chipped. Walls were in disrepair. Leather chair was dirty. Carpet was in disrepair. Carpet was soiled. Doors were in disrepair.

(occupied): Lighting was insufficient throughout (9 foot-candles in , 8 foot-candles in). Outlet in missing cover. bugs were found on floor

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throughout. There was gap in baseboards at corner near window in . There were holes in walls in . Walls in were dirty. Bare nails were exposed in . Window frame was in disrepair. There were holes in . Vanity in in disrepair. There was a roach in vanity cabinet. Baseboards, floor, shower, and caulking were dirty throughout . There were gaps in baseboards in . Floor in in disrepair. Showerhead was rusty and leaking. Toilet seat was loose. Toilet pipe cover was rusted and loose. Multiple lights were out in . Shower grab bar at shower was rusted. Kitchen counter and cabinets were in disrepair. Walls were in disrepair throughout. Chair was dirty. Box spring was in disrepair. Air vent was dusty/dirty. Interior of microwave was dirty. Flooring was in disrepair. Caulking at floor and baseboards was in disrepair.

(occupied): Lighting was insufficient throughout (: 10 foot-candles). Bed control was dirty. Wall in disrepair. Plastic chair was dirty and in disrepair. Floors were dirty, including under beds. Drawers were dirty throughout. There were gaps in screen. Handle on bottom drawer of dresser was missing. Cover was missing from thermostat. There were droppings on floor at corner near window. Bed sheets were on floor. Floor was dirty throughout. There were gaps between baseboard and floor. Pillows and blanket were on floor in closet. There was a hole in wall above light switch in . Bare nails were exposed in walls throughout. Light shields were dirty throughout, including above shower. Vanity and sink in dirty. Interior of medicine cabinet was rusty. Support bar loose next to toilet. Support bar rusty at shower. Floor was in disrepair in . Vanity was in disrepair. Toilet was dirty. Baseboards dirty. Light not flush with ceiling above shower. Closet shelf was in disrepair. Kitchen cabinets were in disrepair. Baseboards were missing at old oven. Food containers in cabinets were dirty. Walls were in disrepair. Coffee maker and microwave were dirty. Caulking in kitchen was in disrepair. Wood at old oven was unsealed. Popcorn machine was stored alongside cleaning chemicals under sink. were dirty throughout.

(occupied): Lighting was insufficient (: 2 foot-candles). Caulking at sink was dirty and in disrepair. Lights were out above sink and above shower. Shower light was not flush with ceiling. Toilet was dirty. Toilet was etched. Shower was dirty. There were rust stains in shower. Caulking around toilet was in disrepair. Shower curtain dirty. throughout. Bare nails were exposed in wall. Cobwebs were by door. Floors were dirty throughout including closets. Baseboards in front closet were water damaged. Walls were chipped throughout. Wheelchair was dirty. Kitchen cabinets were in disrepair. Baseboards in kitchen where old oven was located were missing. Cabinets were not sealed at old oven. Vanity was in disrepair. Baseboards were dirty. Toilet seat and toilet seat cover were stored in closet. Door frames were dirty and in disrepair throughout. Dirty laundry was on floor. Live spiders were found in . Knobs on night stand in loose. Bare nails were exposed on walls throughout.

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(occupied): Lighting was insufficient throughout (10 foot-candles in , 3 foot-candles in). Caulking was in disrepair throughout kitchen. Baseboards were missing behind kitchen. Light shield was dirty. Paint on front door was peeling. There were live ants in closet. Floor and walls in closet were dirty. Wood in unsealed. Vanity was dirty throughout. Toilet was dirty and etched. Toilet was loose and caulking was in disrepair. Shower, shower curtain, shower chair, and shower mat were dirty. Light above shower was not flush with ceiling. Light shield above shower was dirty. and baseboards were dirty throughout. Recliner was dirty. There were cobwebs in closet. Window blinds were in disrepair. Box spring was in disrepair. Light shields were dirty. Box spring was dirty. Mattress cover was dirty. Ceiling fan was dusty. Chair in kitchen was dirty.

(Occupied): There was insufficient lighting throughout (Living : 2 foot-candles). The microwave and toaster oven was dirty. Floor dirty throughout the . Floor in disrepair throughout the . Kitchen cabinets were dirty throughout. Unsealed wood in kitchen. Light shields were dirty. Light was not flush with ceiling in . Headboard loose. Foam cover on bed was dirty. Outlet cover behind bed was dirty. Shelves were dirty with feces. Feces was observed on the wall. Unsealed wall in kitchen where old oven was removed. Hole in wall in kitchen where old oven was removed. Walls in disrepair throughout the . Window screen missing.

(Occupied): There was gap around outlet by the sliding door. Vertical blinds were dirty. Cleanable cover was not observed on the bed. Mattress was dirty. Live ants inside the kitchen storage closet. spider on the box spring. No bedframe for the bed. Floor dirty throughout the .

(Occupied): There was insufficient Lighting throughout the (Living : 10 foot-candles, : 4 foot-candles). bugs were on the floor throughout, including in the closets. Gaps around outlet next to dresser in . Bedframe was dirty. Blinds were in disrepair.

(Vacant): Floor was dirty throughout. Baseboards were dirty throughout. Paint peeling on baseboards. Closet shelving was dirty in . Cobwebs and bugs observed throughout. Door frames were in disrepair. Flooring was in disrepair. Light shield in kitchen was dirty. Missing outlet cover in kitchen. Kitchen cabinets dirty throughout. Unsealed wood in kitchen.

(Occupied): There was insufficient lighting throughout (Living : 8 foot-candles). Live spiders and ants in the . Walls were dirty. Floor was dirty. Floor was in disrepair throughout. Caulking was in disrepair at tub and throughout . Debris was in the shower light shield. Baseboards were dirty in .

(Occupied): There was insufficient lighting throughout (: 3 foot-candles, Living

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: 4 foot-candles, : 9 foot-candles). Bare nails were in walls. Microwave was dirty. Interior of cabinets were dirty. Light shields were dirty. Cleanable cover not observed on the bed in the living . Bed frame in the living dirty. Blanket cover was stored dirty, in kitchen storage unit. Clean wares were stored dirty, in the cabinets. Floor was dirty throughout. Insufficient storage in . Feces was on the walls. Top dresser drawer in broken. Knob was missing on dresser next to bed in living . Knob was loose on nightstand next to bed in living . Recliner was dirty in living . Handle was in disrepair at . Dresser drawers were dirty. Carpet was in disrepair. Loose medications were found in nightstand (2 yellow, 1 pink, 1 white pill). No thermometer in refrigerator (facility supplied refrigerator). Air vent was dirty. Shower was dirty. Wet pants were hanging from towel rack. Walls, floors, door frames, and vanity areas were dirty. Vanity was in disrepair. Floor was dirty in . Unsealed wood in kitchenette.

(Occupied): There was insufficient lighting (5 foot-candles in kitchen, 9 foot-candles in). Walls in front closet were dirty. Slippers and shoes were dirty with feces. Cleanable cover on mattress was torn. Cleanable cover was dirty and rust was observed on cleanable cover. Mold-like substance was observed on carpet under bed and on the box spring. bugs were found throughout , including bed bugs. bed bugs were in the mattress. Live ants were in kitchen. Kitchen table/counter was in disrepair. Light shields were dirty. Toilet, floor, and walls were dirty in . Floor in in disrepair. Interior and exterior of vanity was dirty. Vanity was in disrepair. Unsealed wood at vanity. Toilet tank was broken. Lights were out above vanity and in shower. Floor was dirty throughout, including closets. Mattress and box springs were dirty. Furniture was dusty. Bed sheets were dusty. Cabinets were dirty in kitchen. was observed in kitchen cabinets. Walls were dirty in . Insufficient storage in closet. Sheets were dusty. Bedframe was dirty. Light shields were dirty. Rotten food was observed on nightstand. Thermostat in missing cover.

(Occupied): There was insufficient lighting throughout (13 foot-candles in ; 3 foot-candles in). Contact paper in kitchen cabinets was in disrepair, no longer a cleanable surface. Flooring was in disrepair throughout. holes were in scooter seat - no longer a cleanable surface. Dresser drawers were in disrepair. Chairs were dirty throughout. Thermometer was missing from refrigerator (refrigerator provided by facility). Bed sheets were dirty. Floors were dirty throughout, including dirty throughout. Paint was peeling from closet door and door frame. Wall was in disrepair, in closet. Motorized chair was dirty. Chairs were dirty throughout. Vents were dusty. Microwave was dirty. Fridge was dirty. Shower light was out. Plastic container on kitchen counter was dirty.

: (Occupied): There was insufficient lighting throughout (8 foot-candles in ; 8 foot-candles in). No thermometer was in refrigerator (refrigerator provided by

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facility). Kitchen cabinets were dirty. Kitchen sink was rusty. Bare nails were on walls throughout. [redacted] bugs were observed throughout [redacted], including bed bugs. Carpet under bed was dirty. Base boards were dirty throughout. Mattress covers was dirty. Dresser drawers were in disrepair. Chairs were in disrepair - no longer a cleanable surface. Microwave was dirty. [redacted] dirty throughout. Hole was observed in wall behind toilet. Pipe cover was rusted behind toilet. Medicine cabinet was rusted. Ceiling was cracked in [redacted]. Light shields were dirty. Floors were dirty throughout. Pillow case was soiled. Couch and black stool were dirty in [redacted]. Personal belongings were dirty/dusty throughout.

[redacted] (Vacant [redacted]): There was insufficient lighting (15 foot-candles in [redacted], 6 foot-candles in [redacted]; 6 foot-candles living [redacted]). Leaking into the [redacted]. Water damage was throughout [redacted]. Toilet tank was leaking. Carpet was in disrepair. Bare nails were in walls throughout. Cable outlet was not flush with wall. Kitchen cabinets were in disrepair. Holes were in walls throughout. Electrical outlet was missing cover. Flooring was in disrepair. Underside of counter in kitchen was in disrepair. Baseboards were missing in kitchen. Kitchen counter was in disrepair. Bare screw was in front door. Floors were dirty throughout. Strong odor was throughout the [redacted] bugs were observed on floor. Multiple lights were out throughout. Live spiders were observed in [redacted]. Chair cover was in disrepair in [redacted]. Shower was dirty. Baseboards in [redacted] in disrepair.

[redacted] (Vacant [redacted]): There was insufficient lighting throughout (2 foot-candles in [redacted]). Carpet was dirty. Interior of kitchen storage unit was dirty. [redacted] roaches were observed in cabinet under sink in kitchen. Bug droppings were observed in cabinet under sink. Floor was in disrepair in kitchen. Hole was observed in wall next to oven plug. Baseboard was missing/in disrepair in kitchen area. Caulking was in disrepair throughout [redacted]. Drain cover was rusting in shower. Support bar was rusting in [redacted]. Walls were dirty throughout. Floors were dirty throughout. [redacted] bugs were observed throughout. Hood vent was rusting. Vertical blinds were dirty. Hole was in wall under vanity. Vanity was dirty. [redacted] were dirty throughout. Floor were in disrepair in [redacted]. Bottom of vanity was in disrepair. Bare nails were observed in walls. Small holes were observed in walls. Hole was observed in wall in closet. Doors were in disrepair. Toilet was dirty. Carpet was in disrepair. Toilet was in disrepair.

[redacted] (Occupied [redacted]): There was insufficient lighting throughout [redacted]. Underside of countertop in kitchen was in disrepair. Flooring by baseboards were not sealed, gap between floor and baseboards. Dirty toilet chair was in [redacted]. Baseboards were dirty throughout including [redacted]. Floor was dirty throughout. Box spring was dirty. Sheets were dirty. Wall was dirty behind bed. Recliner was dirty. Toilet was loose. Vanity cabinet was dirty. Shelves were dirty in [redacted]. Paint was peeling from baseboards inside closet at entrance.

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(Occupied): There was insufficient lighting throughout (5 foot-candles in). Fans were dirty throughout . Bed sheets were not on bed. Cleanable cover was not observed on mattress. Holes were in walls throughout , no longer a cleanable surface. Bare nails were in walls throughout . Air vents were dusty throughout . Insufficient storage of personal items. Floors were dirty throughout. Wall was damaged at entrance to . Cobwebs were observed in . Light were out above vanity in . Medicine cabinet was dirty. Unsealed wood was observed under vanity in . Toilet was dirty. Caulking was in disrepair around toilet. Vanity was dirty in . Floor was in disrepair in . Debris was observed in light shields. Handle was in disrepair on shower, metal pieces observed on floor. bug was observed in shower. Vanity was dirty. Caulking was in disrepair at vanity in . Door frames were in disrepair. Faucet was leaking. Bed frame was dirty. Sheets, pillowcase and pillows were soiled. Mattress was missing cleanable cover in living .

(Occupied): There was insufficient lighting throughout (6 foot-candles) Ceiling was in disrepair, caving in above door. Dresser drawers were in disrepair. Feces was observed on wall/door of closet next to . Flooring in disrepair throughout . Dresser dirty with feces. Bottom of door leading to exterior of building was in disrepair. Holes were in walls throughout . Feces was on floor throughout . Window track was dirty. Light shield was missing. Wall at air conditioner was in disrepair. Water leak was above doorway. Box spring was dirty. Bed frame was dirty. Blinds at door were in disrepair. Kitchen cabinets were dirty throughout. Strong smell of was throughout . Kitchen cabinets were not sealed throughout, unsealed wood. Baseboards were in disrepair at kitchen. Bottom of rear exit door was in disrepair, rusted. Faucet was corroded in . Toilet was dirty. Shower was curtain dirty. frame was dirty. Shower chair was dirty. Shower was in disrepair. Walls were dirty throughout. Bedframe was dirty. Hole was in wall at vanity. bugs were observed throughout.

(Vacant): There was insufficient lighting (2 foot-candles in , 5 Foot-candles in). Floor was in disrepair throughout . Carpet was dirty in . Strong smell of throughout. Mattress cover was dirty. Mattresses were dirty. Box spring and box spring were cover dirty. Box spring was cover torn. Bedframe was dirty. Floors were dirty throughout. bugs were observed throughout, including bed bugs. Air vents were dirty. Door frame at closet was in disrepair. Walls were in disrepair, no longer a cleanable surface. Screen was missing from window. Furniture was in disrepair, nightstands, dressers, etc. Filing cabinet was dirty. Toilet was dirty. Caulking along shower wall and floor was in disrepair. Unsealed wall in , next to towel holder. Sink cabinet/vanity was in disrepair in . Doors were in disrepair. Light was not flush with ceiling above shower. Light was out above shower. Handle on toilet was in disrepair. Towel racks dirty. Interior of medicine cabinet dirty. Ceiling cracked/in disrepair. Recliner was dirty in living . Plastic was peeling from bedframe, no longer a cleanable surface. Bedframes were dirty. Light pull-cord was missing on ceiling

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fan in living . Ceiling fan blades were dusty. Thermometer was missing from refrigerator. Interior of refrigerator was dirty. Toothbrush holder was dirty. Microwave was dirty. Interior of kitchen cabinets were dirty. Interior of closet storage were dirty. Handle was loose on dresser in living . Baseboards were dirty throughout . Gap was in between outlet covers and wall behind bed in living under window in . Ceiling was dirty above sliding glass door. Paint was peeling above sliding glass door.

(Occupied): There was insufficient lighting throughout (7 foot-candles in). Contact paper in drawers were in disrepair, not a cleanable surface. Feces was observed on slippers. Floor was dirty throughout , including closets, , and under bed. Mattress was dirty. Light was not flush with ceiling over shower. Grab bar in shower was in disrepair, no longer a cleanable surface. Pipe covers in shower by handles were not flush with wall. Light shield was not flush with ceiling in . Cobwebs were observed next to kitchen cabinets. Kitchen cabinets were not sealed, unsealed wood. Baseboard were in disrepair near kitchen cabinets. Live spiders were observed in . Feces was observed on shoes. Pillow was soiled. Cobwebs were observed behind bed. Wall was damaged at air conditioning unit. Chair was dirty in living .

(Occupied): There was insufficient lighting throughout (6 foot-candles in living ; 15 foot-candles in ; 3 foot-candles in). Baseboards were missing behind refrigerator and old oven. Carpet was dirty by couch. Full sharps container was observed in . NOTE: Container not an appropriate size for sharps disposal. There were holes in walls, no longer with cleanable surfaces. Shelving in storage closet by kitchen was in disrepair. Chairs were dirty. Loose medication was in dresser (Resident not self-medicating). Window tracks were dirty. Cobwebs were around dresser. bugs were throughout , including bed bugs. Bedsheets were dirty. Food crumbs were in dresser drawers. Food crumbs were in chair. Live spiders and ants were observed throughout . Thermometer was not observed in refrigerator (refrigerator provided by facility). Interior of microwave was dirty. bugs were observed behind night stand in living , , and kitchen closet. Finish inside kitchen storage unit was in disrepair. Walls and caulking was dirty in . Vanity and medicine cabinet were in disrepair in . Light in shower was not flush with ceiling.

(Occupied): There was insufficient lighting throughout (6 foot-candles in). Flooring was in disrepair. Wall was in disrepair in . Floor was dirty throughout. Box spring and cleanable cover on mattress was dirty. Toilet support chair was rusted. Fan blades were dusty. bugs were observed on floor near bed. Unsealed wood was at kitchen cabinets. Pillow case was dirty. Mattress was dirty. Exterior of dresser was dirty. Paint was peeling on closet door. was observed on storage container under bed. was on floor next to bed. Head board was not attached to bed frame. Head board was in disrepair. Strong smell of was throughout. Thermometer was not observed in refrigerator (refrigerator provided by facility). Kitchen cabinets were

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in disrepair. Gaps were observed in window screen. Broken beer bottle was observed outside of . Interior of microwave was dirty. Ceiling fan was dusty. Sink was dirty. Insufficient storage in closet. Caulking at baseboards was in disrepair throughout . Vanity was dirty throughout. cover was in disrepair. Support bar in in disrepair. Toilet tank was missing cover in was dirty.

(Occupied): There was insufficient lighting throughout (1 ft. candle in , less than 1 ft. candle in living , 8 foot-candles in). Window tracks were dirty. Carpet was dirty. Contact paper in closet storage by kitchen was not a cleanable surface. , side of vanity, and were dirty. Shower was dusty/dirty. Interior of kitchen storage unit was dirty. Cabinet under sink was dirty. Air vent was dusty in living . Kitchen cabinets were not sealed throughout, unsealed wood. bugs were observed in closet in kitchen area. Floor was dirty in kitchen closet. Fire sprinkler was not flush with ceiling in . Toilet was dirty in . Feces was observed on vanity. Light was out above shower. Light was not flush with ceiling above shower. Light shield was dirty in front of . Underwear was observed drying on towel rack. Paint was peeling on . Sheets were dirty in . Laundry was observed on floor in closet in . Rug was dirty in .

2. In an interview on at 10:15 a.m. in library area, a random resident said the area is dirty and very cluttered. They don't have enough places for all the books and they pile them up everywhere. No one really cleans this area.

On at 10:30 a.m. the maintenance man touring with the surveyor and health department inspectors verified the facility is patching those areas they can and fixing things as they go. They wait until a vacant to complete the larger work of replacing the flooring, showers and walls. The maintenance man verified he is working a lot of hours to keep up with the repair needs. The maintenance man said he was told he could be using different color/style linoleum on the floors to repair the damaged areas.

On at 10:50 a.m., Resident #1 said she had moved from the the hall. She had bed bugs and thinks she must have brought them into the facility. She said the new nicer, it's clean. They have her stuff stored in the other she brings over what she needs.

On at 11:20 a.m. Resident #2 stated he knows he has a lot of stuff. It's been this way since he moved in. He agreed the staff did not move his belongs or clean around or under them. He said they come in but don't clean his area much. He verified they get worms every time it rains.

On at 12:30 p.m. the Administrator verified the company has spent a lot of money over the last 6

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months making repairs to the building and recently completed some air conditioning (a/c) repairs.. She acknowledged the ceiling in recently dropped after the a/c work was completed. She was unsure why the ceiling failed on . She verified the facility had 64 resident and 4 housekeepers. Each housekeeper is responsible for one hallway of the facility. The Administrator admitted she did not realize the were not being cleaned appropriately.

Photos on file

Class III

RICK SCOTT
GOVERNOR

ELIZABETH DUDEK
SECRETARY

, 2016

Administrator
Hidden Oaks Of Fort Myers
3625 Hidden Tree Lane
Fort Myers, FL 33901

Dear Administrator:

This letter reports the findings of a **fourth** State Licensure Revisit Survey completed on May 26, 2016 by a representative of this office.

Attached is the provider's copy of the State (3020) Form, which indicates the uncorrected deficiency and the new deficiency that was 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 , 2016.**

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 (239) 335-1315.

Sincerely,

Jon Seehawer, R.N.
Field Office Manager

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Enclosure: State Form

YOSF

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