



RICK SCOTT
GOVERNOR
ELIZABETH DUDEK
SECRETARY

I, 2016

Administrator
Rosecastle of Citrus
279 North Lecanto Highway
Lecanto, FL 34461

RE: CCR #2016003810

Dear Administrator:

This letter reports the findings of a state licensure survey that was conducted on I, 2016 by representative(s) 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. **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 I, 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.shtm> 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(s). Should you have any questions please call this office at (386) 462-6201.

Sincerely,

Charles Borg for
Kriste J. Mennella
Field Office Manager

KJM/amw
Enclosure

XG90



**AGENCY FOR HEALTH CARE
ADMINISTRATION**

PRINTED: 07/29/2016
FORM APPROVED

STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: AL11964613	(X3) DATE SURVEY COMPLETED 06/13/2016
NAME OF PROVIDER OR SUPPLIER ROSECASTLE OF CITRUS	STREET ADDRESS, CITY, STATE, ZIP CODE 279 N. LECANTO HWY LECANTO, FL 34461	

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

0000 Initial Comments

REVISED on : Deficiency 0011 Admissions/Discharge is being deleted.

An unannounced complaint survey (CCR#2016003810) was conducted on , 2016 at Rosecastle of Citrus in Lecanto, Florida, License Number 9126. Deficiencies were identified as a result of the survey.

0030 Resident Care - Rights & Facility Procedures

Based on record review and interview, the facility failed to have a written grievance procedure for receiving and responding to resident complaints for 3 of 3 residents reviewed (Resident #1, Resident #2, and Resident #3).

Findings:

On at 10:05 AM, an interview was conducted with the Administrator who reported the facility had no grievance log or complaint log. The Administrator reported the Regional Executive Director investigates grievances from the residents. She stated there was no policy and procedure for grievances but reported grievances are a part of the Resident Council Meeting Minutes. She expressed awareness of the need for a log as she reported she came from another facility.

On at 11:44 AM, a record review was conducted on the grievance policy and procedure provided at that time, which revealed no date or signature. It was requested at that time that the Administrator sign and date the policy and procedure.

On at 11:44 AM, an interview was conducted with the Administrator who confirmed that she got the grievance policy and procedure from another facility. She reported she is in the process of updating the policies at this facility.

On at 4:08 PM, an interview was conducted with The Administrator. She reported the grievance policy and procedure she provided was from the Delaney Community. She stated, "You're right that (RE: Resident Council) would not cover everything we would need to be addressing."

Class III