AGENCY FOR HEALTH CARE ADMINISTRATION

STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X3) DATE SURVEY COMPLETED
	AL11964130	09/07/2016
NAME OF PROVIDER OR SUPPLIER **BROOKDALE CLEARWATER**	STREET ADDRESS, CITY, STATE, ZIP CODE **2750 DREW STREET** **CLEARWATER, FL 33759**	

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

0000 Initial Comments

Assisted Living Facility

Three off hours complaint investigations, (CCR# 2016009772, CCR# 2016009193, and CCR# 2016006880), were conducted at Brookdale Clearwater, (lic# 6670), on . Brookdale Clearwater, Assisted Living Facility, had a deficiency at the time of the investigation.

0079 Staffing Standards - Levels

Based on observations and interviews, the needs of the residents are not being met regarding answering call lights (pendants) in a timely manner and responding to meet the needs for 9 (#4, #5, #6, #9, #10, #11, #12, #13 & #14) of 16 residents sampled for call light response and staffing.

Findings included:

On / , the facility had 4 staff scheduled to work the second shift. Another staff from the first shift was asked to stay and work the second shift to help out.
On at 8:23 pm observed resident #13 outside of her her pendant button. Resident #13 entered her observed to wait for 35 minutes before a direct care staff #G came to her "clear" the call button code.
On at 8:34 pm resident #14 was observed coming out of her for someone to give her medications. Resident #14 was observed pushing her pendant button and going back into her . Resident#14 was observed to wait 29 minutes before direct care staff #G "cleared" her call button code and gave the resident her evening medication.
On at 8:29 p.m. interviewed direct care staff #E about the process when the call button is pushed by a resident. Staff member stated , "The pagers go off so we know where to go but I didn't grab one tonight."
On at 4:17 p.m. in an interview with Resident #4 regarding the call lights she stated, "They come but how long it takes varies, sometimes it is real long and other times it is pretty quick."
On at 4:32 p.m. in an interview with Residents #5 & #6 regarding the call lights they stated, " they respond slowly. In my husband had an issue with his . I used the call button and waited a while (may be more than 10 minutes) so I ended up calling 911 myself."
On at 5:53 p.m., in an interview with Resident #9 regarding call lights, she stated, " I have one here on my wrist. Three (3) months ago I pressed the call button and I waited 45 minutes! I just called the secretary at the front desk and four (4) med techs came up. If I had not called the desk I may not have been here. I am a and when I call, I need help. I can't wait 45 minutes.

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On [redacted] at 4:17 p.m. in an interview with Resident #4 regarding staffing, she stated, " I am pretty sure they don't. I have to wait too long for things to be done.
On [redacted] at 4:32 pm in an interview with Residents #5 & #6 regarding staffing, they stated, " We don't think so. Resident #6 stated he gets his showers around 8pm and sometimes later or not at all. Resident #5 stated my husband gets his medications late sometimes.
On [redacted] at 5:53 pm, in an interview with Resident #10 regarding staffing, she stated, " No, there is not enough staffing. I am up at 1 am for my meds. I go down to them so they don ' t have to come up to me. 1 person for floors 1 and 2 and 1 for floors 3 and 4. I think they are short staffed.
On [redacted] at 6:29 pm, in an interview with Resident #11 regarding staffing, she stated, " I wait and wait for my medication to come. She is a busy one in the evening. Pop in and out. "
On [redacted] at 6:42 pm, in an interview with Resident #12 regarding staffing, she stated, I don ' t think there is enough staffing. I will be heading down to watch the movie and I need help to get there and there is no one around to get me there. I go by myself and it is a long way. They must do something about that.
On [redacted] at 6:17 pm, in an interview with direct care staff #E regarding enough staffing for the second shift, she stated Oh yes. I will be honest with you. There isn't enough. On the 7 to 3 shift, where I work it seems ok but like today (I am working a double to help out on 3p-11p shift) I have to do meds, showers and escort. It is that way most of the time on this shift. It's like 1 to 30 residents everyday. They need more staff on the second shift (3p -11p).
On [redacted] at 8:04 pm, in an interview with direct care staff # F regarding enough staff for the second shift, she stated not really enough. We are all over the place here.

Class III

RICK SCOTT
GOVERNOR

ELIZABETH DUDEK
SECRETARY

, 2016

Administrator
Brookdale Clearwater
2750 Drew Street
Clearwater, FL 33759

RE: CCR# 2016009772, CCR# 2016009193, & CCR# 2016006880

Dear Administrator:

This letter reports the findings of three complaint surveys that were conducted on , 2016, by representative(s) of this office.

Attached is the provider's copy of the State (5000-3547) Form, which indicates the deficiency that was identified on the day of the visit. Section 408.811(4), Florida Statutes, requires that you correct this deficiency 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 the identified deficiency. 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 deficiency 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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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 Caufman
Field Office Manager

PRC/kpr

Enclosure: State Form 5000-3547

XG90