STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER IDENTIFICATION NUMBER:	(X3) DATE SURVEY COMPLETED
	AL11965474	09/15/2014
NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE	
Emeritus At Wekiwa Springs	203 S Wekiwa Springs Road Apopka, FL 32703	
SUMMARY STATEMENT OF DEFICIENCIES (FINDINGS PRECEDED BY TAG AND REGULATORY IDENTIFYING INFORMATION)		

List of Tags Cited:
St - A - 0152 - 58a-5.023(3) Fac - Physical Plant - Safe Living Environ/other S-S= D

Initial Comments
Complaint inspection CCR#2014005959 in conjunction with the re-licensure Survey including Limited Nursing Services was conducted on . Emeritus at Wekiwa Springs Assisted Living Facility had deficiencies found at the time of the visit.

0152-Physical Plant - Safe Living Environ/Other 58A-5.023(3) FAC
Based on the Facility's Computerized Call Log, observation and interviews, the facility failed to ensure that all existing electrical and structural systems and appurtenances (call pendant system) were maintained in good working order.

Findings:

During interviews on it was revealed that in addition to the call bells that were located in the residents , some of the residents also had a pendent with a chain that they were provided and wore around their neck to use in the event they needed assistance and could not get to the facility's call bell system that was in the . Further interviews revealed the call pendant system was not working properly in the past and was still not working properly at times. The residents stated they were informed to give the staff at the most 15 minutes to respond.

Observations revealed there was a call light with a cord in the resident's and . Further observations revealed resident's #2, #3, #16 and #17 had call pendants/button that were on a chain and were worn around their necks.

During an interview with the administrator on at approximately 11:30 AM, he stated there was a problem with the call pendants in the past. He stated he did testing on the system and found that the Ethernet was not plugged in fully to the system. He had the company come out and make the repairs. He stated that the staff had pagers and when the residents would place the call it would go to their pagers that the staff kept on them. He explained that he went to the and pressed every pendant in the building and made sure that they worked after it was fixed. He stated they obtained the new system in .

Review of a grievance log revealed the family members had complained on and about staff not responding to the Resident's follows:

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Resident #2
Resident #2's family member sent an email to the facility regarding concern of the response time of the staff after the resident pressed the pendant, the computerized log used by the facility to record the response times noted:
On at 3:58 PM " Response required but not received as of 4:43 PM. This alert was never responded to." Announced 9 times.
At 6:42 PM- " Announced 9 times Response required but not received as of 7:27 PM. This alert was never responded to.
At 7:30 PM " Response required but not received as of 8:15 PM. This alert was never responded to. " Announced 9 times;

For Resident #3
The grievance log noted on that the family or resident #3 complained that the resident had pushed the pendant and no one was responding. The resident had to call her family member outside of the facility. The family member called the facility to make them aware that the resident was trying to call for assistance.
The follow up from the facility's administrator noted as follows:
The pendant was replaced with a new one and tested against all three beepers and new pendant sending signal with no problem. Staff to be re-in serviced again on using the resets. Previous pendant took 9-10 minutes to send signal to pagers which was discovered upon testing.
The call log for Resident #3 noted:
-10:44 AM- Response required but not received as of 11:29 AM. This alert was never responded to. Announced 9 times.

Further review of the log revealed for this time period revealed there were other Residents calls that also went unanswered.

A review of the current computerized log was conducted and there were still calls that were documented as no response or responded to untimely some of the examples (not all) are as follows for through :

Resident #2:
The call log noted the following
-6:23 PM-Announced 9 times, Responded at 7:04 PM (41 minutes)
-2:30 PM-"Announced 9 times, Response required but not received as of 3:15 PM, This alert was never responded to."
-9:34 AM--"Announced 9 times, Response required but not received as of 10:19 PM, This alert was never responded to."
-3:21 PM-Announced 6 times. Responded at 3:49 PM (28 minutes)
-4:58 PM-Announced 7 Times. Responded at 5:30 PM (32 minutes)
-6:19 AM-"Announced 9 times, Response required but not received as of 7:04 AM, This alert

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was never responded to."

-9:00 AM--"Announced 9 times, Response required but not received as of 9:45 AM, This alert was never responded to."

-6:10 PM--"Announced 9 times, Response required but not received as of 6:55 PM, This alert was never responded to."

Resident #16

-9:10 PM-"Announced 9 times Response required but not received as of 9:55 PM, This alert was never responded to."

-10:30 AM-Announced 5 times. Responded at 10:51 AM (21 Minutes)

-9:34 AM-"Announced 9 times Response required but not received as of 10:19 AM, This alert was never responded to."

-2:33 PM-"Announced 9 times Response required but not received as of 3:18 PM, This alert was never responded to."

-1:45 PM-"Announced 9 times Response required but not received as of 2:30 PM, This alert was never responded to."

-8:17 AM-"Announced 9 times Responded at 9:02 AM (45 minutes)

-9:47 AM-"Announced 9 times Response required but not received as of 10:32 AM, This alert was never responded to."

-4:51 PM-Announced 6 times Responded at 5:18 PM (27 minutes)

-8:53 PM-Announced 9 times Responded at 9:38 PM (45 minutes)

- 8:48 AM-"Announced 9 times Response required but not received as of 9:33 AM, This alert was never responded to."

-10:13 AM-Announced 6 times Responded at 10:40 AM (27 minutes)

Resident #17

-9:20 PM-Announced 5 times, Responded at 9:41 PM (21 minutes)

-8:46 AM-Announced 6 times, Responded at 9:15 AM (29 minutes)

-8:45 PM- "Announced 9 times Response required but not received as of 9:30 PM, This alert was never responded to."

-8:47 PM-Announced 6 times. Responded at 9:15 PM (28 minutes)

-8:55 PM-Announced 8 times. Responded at 9:30 PM (35 minutes)

-8:56 PM-Announced 5 times Responded at 9:19 PM (23 minutes)

-10:01 AM-Announced 8 times responded at 10:39 AM (38 minutes)

During staff interviews, it was revealed that when a resident would press the pendant the call would come to their pagers. If at the time they were busy, they would go to the resident's check on them and if it was not an emergency let them know they were busy and would come back at an approximate time. They were to reset the pendant once they responded to the resident.

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During an interview with the administrator on at approximately 2 PM after reviewing the above logs, he stated that he did check to make sure that when the pendants were pressed by a resident that staff was responding and he thought the problem was fixed. He stated he found that the staff was not resetting the buttons after they checked on the residents which would make it look like the call was not answered. He stated it was possibly that the system may not be working or that staff was not resetting the pendant as required. He stated he had not recently checked the system.

Class III

RICK SCOTT
GOVERNOR

ELIZABETH DUDEK
SECRETARY

. . . . . , 2014

Administrator
Emeritus At Wekiwa Springs
203 S Wekiwa Springs Road
Apopka, FL 32703

RE: CCR #2014005959

Dear Administrator:

This letter reports the findings of a state licensure survey that was conducted on 2014 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. 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 surveyor(s). Should you have any questions please call Lorraine Henry at 407-420-2502.

Sincerely,

Theresa DeCanio, RN
Field Office Manager

TDC:clr
Enclosure

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