STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X3) DATE SURVEY COMPLETED
	AL11965252	07/18/2017
NAME OF PROVIDER OR SUPPLIER RESIDENCES	STREET ADDRESS, CITY, STATE, ZIP CODE 2300 S.W. 21ST CIRCLE OCALA, FL 34471	

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

0000 - Initial Comments

On through , a Biennual licensure survey with Extended Congregate Care (ECC) and Limited Nursing Services (LNS) was conducted at , Residences at Cala Hills Assisted Living Facility (Facility license number 9673). During the survey deficient practice was identified.

0030 - Resident Care - Rights & Facility Procedures - 58A-5.0182(6) FAC; 429.28(1-2) FS

Based on interview and record review, the facility failed to provide residents with access to a telephone to facilitate resident right to unrestricted communication for 1 (#6) of 15 sampled residents

Findings:

Interview conducted with Resident #6 on at 11:30 AM, revealed resident #6 is restricted from making calls to and receiving calls from her older sister. Resident #6 stated, "I know my rights but my daughter has power of attorney over me and I cannot use the phone to call my older sister and the facility does not allow her to call or visit me, that's not right and it makes me mad". Resident #6 indicated, "I've talked to the administrator about calling my sister and she responds by saying that she has to honor my daughters request because she has Power of Attorney (POA). During interview, resident #6 observed to be upset and crying when discussing the restrictions placed on her telephone contacts with her older sister by the facility.

On at 2:15 PM, record review of resident #6's 1823 dated , revealed that resident has a diagnosis of , and , no , no physical limitations, no or behavioral status concerns. Section titled, Ability to perform self-care task indicated the ALF staff will assist her with phone calls and the family handles all personal and financial affairs.

On at 3:08 PM, communication with the Ombudsman's office revealed that Resident #6 would like to be able to talk with her sister on the phone but is denied because the Administrator is listening to the POA. Resident #6 is also denied family visitors as well.

On at 10:00 AM, an interview was conducted with the administrator of the facility, she stated that resident #6 is not allowed to make or receive telephone calls from her sister per the request of Resident #6's daughter who is her Power of Attorney (POA). The administrator stated that resident #6 is allowed to makes and receives call to all other family member as she feels the need to contact them at any time of the day. The administrator stated that the facility does not have a court order terminating resident right to contact her sister but she has to honor the POA's wishes. Additionally, the administrator stated that in the past, after contact had been made with resident #6's sister it would cause issues that

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were mentally affecting her and caused her to act out inappropriately. The administrator stated that she received a letter from the POA on , 2016, , 2016 and , 2017 stating that resident #6's sister is no longer allowed to visit or call resident #6. The administrator stated that it's a fine line but she has to do as the POA request and resident #6 is not allowed to call her sister. The Administrator confirmed the facility is not allowing Resident #6 to call or receive calls from her sister as the POA requested.

On at 1:40 PM, records review of "Exhibit R Bill of Rights of Assisted Living Community" dated and signed on , revealed residents have the right to freely send and receive mail, have access to a telephone, and receive visitors at least between 9 am and PM.

Class III

0081 - Training - Staff In-Service - 58A-5.0191(2) FAC

Based on interview and personnel file review, the facility failed to provide Emergency Preparedness & Evacuation training and Incident Reporting training for 1 (Staff A) of 3 staff personnel files reviewed.

Findings:

A records review of Staff A's personnel file revealed no Emergency Preparedness & Evacuation training or Incident Reporting training.

An interview conducted with the Business Office Manager on at 11:12 AM. She confirmed that Staff A had not been provided Emergency Preparedness & Evacuation training or Incident Reporting training as required.

Class III