

STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: AL11965424	(X3) DATE SURVEY COMPLETED 09/27/2017
NAME OF PROVIDER OR SUPPLIER BROOKDALE LAKE ORIENTA	STREET ADDRESS, CITY, STATE, ZIP CODE 217 BOSTON AVENUE ALTAMONTE SPRINGS, FL 32701	

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

0000 - Initial Comments

Complaint investigation #2017007026 was conducted on . Brookdale Lake Orienta, license #9795, had a deficiency at the time of the visit.

D152 - Physical Plant - Safe Living Environ/Other - 58A-5.023(3) FAC

Based on observation, facility record review and interviews, the facility failed to ensure that all existing mechanical systems were maintained in good working order and did not maintain laundry equipment used by residents and staff in good working order.

Findings:

Observations during a tour of the facility found a total of 5 laundry in the facility available for resident and staff to use located in Memory Care and on each resident floor. The Memory Care unit had 2 washers and 2 dryers. Only staff use the machines in memory care and do all of the laundry for the residents residing in the unit. There were 3 laundry on the 3rd floor. Near , 314 there were 2 old washers and 1 dryer. One dryer was missing. The had 2 new washers (many buttons) and 1 old dryer. One dryer missing. The had 2 washers and 2 dryers. All were operational. On the second floor, there were 2 laundry . The contained 2 washers and 2 dryers. One washer was very new and complicated to operate. The had 2 washers and 2 dryers. All were operational. There was one laundry on the 1st floor near and had 2 washer and 2 dryers. One of the dryers was unplugged. All but the unplugged dryer were operational. One laundry on the pool level near and had 2 washers and 2 dryers. All were operational. Nursing/resident care staff provided laundry care for the residents when requested. Residents are permitted to do their own laundry as well. Staff and residents use the same laundry and machines.

Review of the facility grievance log revealed one grievance pertaining to washers, dryers or laundry . It was written in the log by the administrator and dated from a former independent resident. According to the administrator on at 12:30 PM, the machine in the grievance on the 2nd floor was replaced with a new one in , 2017.

Review of the maintenance log for washer/dryer concerns from - , 2017 revealed 12 maintenance entries regarding washer and dryers in the facility since . Notes regarding the resolution were incomplete. Some notes for laundry equipment concerns stated it was a duplicate request. Some said the machine needed to be replaced or was on order. Two of the 12 issues stated a machine was replaced. None of the others had resolution dates entered.

**AGENCY FOR HEALTH CARE
ADMINISTRATION**

PRINTED: 10/09/2017
FORM APPROVED

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In an interview with resident #1 on at 10:20 AM, she stated there was a period of about 6 months ago when one washer in the uses on the 2nd floor did not work. She said one of her neighbors complained and it was finally replaced. In an interview with resident #2 on at 10:30 AM, she said she prefers to do her own laundry. She said one washer on the 2nd floor did not work for a long time. She said she reported it to the administrator. Now, they added a new washer that works, but it is very complicated to use. In an interview with resident #3 on at 11:05 AM - she stated she was independent and shares a her husband who receives assistance. She said there were 2 dryers on the 3rd floor that have not worked for a very long time and they have not been replaced yet. She said they did replace washers, but they are too complicated for her to read all the buttons and options with her poor eyesight. She walks to another laundry there are older machines she can see and use. She did state there have been times when she finished a wash load only to find the dryer did not work and had to mover her wet clothes in the laundry basket using her walker to find a working dryer. In an interview with resident care staff #E on , 10:24 AM she described the staff schedule for laundry. The 3pm-11pm shift picks up laundry from the residents, the 11pm-7am staff wash, dry and fold the clothes and the 7am-3pm staff deliver the clean laundry back to the resident's She said they recently got a few new machines in some of the laundry and it's much better now. In an interview with resident care staff #F on 10:55 AM, she said there are 2-3 laundry on each floor and they have had some problems with machines not working or being taken out and not replaced. In an interview with the maintenance supervisor on at 12:30 PM, he stated he responds to requests made by the residents when they call the front desk. The receptionist enters the info into their computer system and prioritizes the urgency. Maintenance addressed concerns as they came in. He was unaware that a dryer was unplugged and that there were dryers missing in some Interview with the administrator on he stated he was not aware some of the dryers were missing or unplugged and would place orders for all equipment immediately. Class III		