STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X3) DATE SURVEY COMPLETED
	AL11963950	**10/24/2017**
NAME OF PROVIDER OR SUPPLIER **BENEVA LAKES ASSISTED LIVING CENTER**	STREET ADDRESS, CITY, STATE, ZIP CODE **743 S. BENEVA ROAD** **SARASOTA, FL 34232**	

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

0000 - Initial Comments

An unannounced complaint survey for CCR# 2017008248 was conducted on at Beneva Lakes Assisted Living Center, an assisted living facility (license # 6563) in Sarasota, Florida.

The complaint contained 1 allegation, which was substantiated.

The following is description of the deficiencies.

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

Based on observation and interview, the facility failed to ensure residents were provided with a safe and decent living environment for all residents.

The findings included:

During an interview on at 1:30 p.m., the toilet in # was observed to have large amounts of dried on brown substance. Resident #1 was lying in bed and apologetically said "I didn't do it yet today." Then explained she has been having and is tired. She said they clean her , Friday, but if she doesn't do it herself in between she has to wait till Friday for it to be cleaned.

During an interview on at 1:46 p.m., the bed in # was observed to be unmade with the linens pulled off and wadded up in the middle of the bed. Resident #2 was seated in a wheelchair and said no one makes the bed, he was told this is assisted living. The resident said that they tell us to do it ourselves as there is not enough staff.

During an interview on at 1:50 p.m., in # a "hat"/bucket was observed under the toilet shut off valve which was leaking and the was noted to have towels thrown on the floor and dirty spots on the floor. Resident #3 was lying in bed with a wheelchair next to her bed. Resident #3 said they clean every Friday but she cleans the floor in between. Resident #3 said the toilet has been leaking about a month but no one has done anything to fix it.

During an interview on at 1:57 p.m., Resident #4 said the dining horrible, the tables are sticky and he noticed a roach in a cup that morning. He said his carpets are stained and they had it on a list but they've never done it and he has seen ants crawling and bugs flying throughout the building.

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On at 2:05 p.m., observed the community dining Administrator. Tables were already set for meal with placemats, silverware, napkins and cups. Various substances could be felt on the surface of table. The substances were grainy and sticky. The floor had multiple dried spills and sticky areas. Black bio growth was seen on wall and moldings below windows.

On at 2:15 p.m., observed the community coffee station outside dining have dirty dishes, multiple small bugs flying around, staining/spilled substance on the coffee cart and on floor surrounding it.

On at 2:20 p.m., observed the community library. The wall vent had black bio growth surrounding it and draining a black substance down the wall, library chairs with heavy stains and ground in dirt on the arms.

During an interview on at 2:25 p.m., Resident #5 said they will make his bed because he is but they won't do his 's side of the . Resident #5 said he thinks housekeeping could do a little more in his in the other . Observation of Resident #5 ' side of # showed an unkempt area with clothing piled on floor, chair, microwave, and bed.

During an interview on at 2:47 p.m., Resident #6 said the dining filthy dirty, it's gross. Resident #6 said she cleans her own has bought wipes she keeps in her they don't scrub the . Resident #6 said when they cleaned her day prior, they didn't even scrub the sink. Resident #6 said you turn on your call lights at night and they don't even answer. Resident #6 also said during the day the call bells are answered ok, but after 3 o'clock in the afternoon it could ring for hours.

During an interview on at 3:02 p.m., Resident #7 said he has seen bugs crawling in his his microwave and computer and the carpet is badly stained. Resident #7 said he was told they would clean it but they didn't.

During an interview on at 3:06 p.m., Resident #8 said she has had problems getting call bell answered, but says more at night time, when you need meds. They clean once a week but they won't come clean in between so she cleans on her own.

During an interview on at 3:12 p.m., Resident #9 said they only clean once a week, it should be more. Resident #9 said she has to make her own bed and she has a bad foot and it is hard. Resident #9 said it doesn't get made if you don't make it and sometimes she has to clean the . Resident #9 said she has difficulty getting call bells answered - not so much on days but more mid

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day/nights.

During an interview on at 3:38 p.m., Resident #10 said his of and he thinks it is because his spills the urinal and it soaks in to the carpeting.

During an interview on at 3:56 p.m., Resident #11 said has been asking to have the carpet in her since she moved in. She said they did it once and the stains came right back. Resident #10 said the call bell response sometimes takes a long time, depending who the med tech is. Resident #10 said in , she had to go to the emergency it took 3 hours to get sent out. Resident #10 also said her toilet has been leaking for months needing a new seal, they are aware of it and it has not been done.

During an interview on at 4:10 p.m., Resident #12 said the call bell response often takes quite a while and it's worse in the evening/night.

During an interview on at 4:15 p.m., Resident #13 said call bells take a long time to be answered, at a minimum of 15 minutes to answer.

During an interview on , Resident #14 said call bell response takes a half hour to 40 minutes, sometimes longer.

During an interview on at 4:20 p.m., Resident #15 said the water stains have been on the ceiling in her Hurricane Irma, she said the air vents throughout the building need to be cleaned, especially in the dining . Resident #15 said the call bell response can be lengthy, especially at night when it can take a half hour or more to get a response and this scares her because she uses it for her and worries what would happen if it were a real emergency.

During an interview on at 4:41 p.m., Resident #16 said there are small ants always by the window in his the garbage is out there and his laminate floor is peeling through the whole . Resident #16 said he has talked with staff about getting it fixed but it never happens. Resident #16 said call bell response depends what shift it is, worse at night and said last week he waited almost 2 hours on the toilet for someone to respond to help him.

During an interview on , the Health and Wellness Director (HWD) said she had not been aware of the long response time to call lights. She said there is no log kept of response to call bell times. HWD said she may start monitoring this. HWD also said she removed the coffee cart and said she does not think they will offer this any longer.

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During an interview on at 5:50 p.m., the Administrator said he had been with the facility approximately 6 weeks. He said he had been made aware of some issues, however, was not aware of some of these other issues or that the residents were cleaning their own . Administrator said residents should know they can ask for additional cleaning and that he may institute a new practice of upper management getting out to talk with resident on a regular basis about their concerns. Administrator said with the cleanliness the contract does state once a week but there should be a way to monitor this. Administrator also said they need to develop a way for staff to pass on concerns through a communication log or morning meeting to discuss issues noted in the course of the shifts.

Class II

Pictures documented

0152 - Physical Plant - Safe Living Environ/Other - 58A-5.023(3) FAC

Based on observation and interview, the facility failed to provide a safe living environment, maintained free of hazards, and ensure that existing structures are in good working order.

The findings included:

On at 1:15 p.m., a tour of the facility revealed:

was observed to have dried brown substance on toilet seat and in toilet bowl.

was observed to have dried brown substance on bottom of toilet seat and heavily stained carpet.

was observed to have soiled toilet seat, toilet with "hat"/bucket to catch leak from shut off valve, towels scattered around , and the dirty.

was observed to have a toilet with dried brown substance, walls marred & missing paint/plaster, closet and entry doors marred, and ceiling tiles stained.

was observed to have a toilet with dried yellow and brown substances, clothes piled on chair, microwave, floor and bed, and a vent with accumulated dust.

was observed to have a dirty toilet and a hole in corner of ceiling.

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was observed to have soiled adult briefs hanging off shower chair in the ceiling stained above sliding glass door.

The community dining observed to have black bio growth along molding below windows, walls marred and missing plaster. The dining tables were set with placemats, napkins, silverware, condiments and glasses. The surface of table had a grainy substance, surface of tables were sticky.

The community coffee station outside dining observed to have dirty plates, multiple small bugs flying around, and staining/spilled substance on cart and on floor surrounding.

was observed to have black bio growth on wall, which appears to be leaking from the air conditioner.

& # was observed to share a black bio growth on shower mat, linoleum and molding next to shower with black bio growth.

was observed to have a wall vent with black bio growth, vanity laminate peeling, carpet stained, and sliding glass door track with accumulated dirt/debris.

The community library was observed to have a wall vent with black bio growth on it and black substance draining down wall, along with chairs with stains on arm rests.

was observed to have ceiling blackened near wall vent, carpet stained, and staining on ceiling by window.

was observed to have ceiling blackened near wall vent, stained carpet, bugs crawling by door molding, and a musty odor.

was observed to have ceiling blackened near wall vent and carpet stained.

was observed to have ceiling blackened near wall vent and carpet stained.

was observed to have ceiling blackened near wall vent, small bugs running on sink, sliding glass door with dirt buildup/debris in track, vanity laminate peeling, and the transition piece on floor into

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was observed to have ceiling blackened near wall vent, stained carpet, sliding glass door with cobwebs, accumulated dirt/debris in track, and entry ceiling tile stained.

was observed to have ceiling blackened near wall vent, carpet stained, and sliding glass door with built up dirt/debris in track.

was observed to have ceiling blackened near wall vent, heavily soiled/stained carpet, foul/musty odor, and marred.

was observed to have ceiling blackened near wall vent.

was observed to have bed unmade with linens pulled off bed and left in a pile in middle of bed, and walls of with chipped paint.

was observed to have stained carpet, and dirty walls with dried on substances.

was observed to have bugs crawling around sink area and heavily stained carpets.

was observed to have accumulated dirt build up in sliding door and cobwebs on sliding door.

was observed to have accumulated dust in ceiling vent and stained ceiling tile.

was observed to have wet with debris and heavily stained carpet.

The hallways were observed to have peeling paint and stains running down walls and moldings.

was observed to have walls with dried on spills and heavily stained carpet.

was observed to have carpet stained, walls marred, bed not made, and linens thrown on top of mattress in a ball.

was observed to have foul odor, heavily stained carpeting, and marred/chipped.

was observed to have heavily marred and foul odor.

was observed to have carpet stained.

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and # was observed to have a shared toilet leaking, towels are kept on floor to catch drainage.

was observed to have carpeting ripped in two places by entry door, walls marred & missing paint, hole in ceiling to left of window, and crack in ceiling above window.

was observed to have rubber base molding in to wall, nails rusty, and rubber base molding pulling away from wall.

was observed to have walls and marred and missing paint.

was observed to have stained carpeting.

was observed to have carpet stained.

was observed to have carpet stained.

was observed to have stained carpeting, accumulated dust in ceiling vent, and small bugs crawling on molding by door.

was observed to have ceiling vent with accumulated dust.

was observed to have rusted ceiling tile holders in .

was observed to have ceiling vent with accumulated dust and carpet stained.

was observed to have carpet stained and walls/ marred.

was observed to have laminate floor peeling throughout , the wall by window is missing plaster and paint peeling. marred, caulk missing around sink.

was observed to have sliding glass door track with accumulated dirt/debris.

was observed to have stains on carpet, vanity laminate peeling, and tiles peeling.

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was observed to have stains on carpet, rusted, dirty, and caulk around sink with grey/black stains.

was observed to have paint peeling above window and wall peeling above bed.

was observed to have carpet stained.

was observed to have carpet stained, tile dirty, marred with chipped wood, and frame rusted.

was observed to have cracking/peeling paint where wall meets popcorn ceiling.

was observed to have stained carpet and cracking/peeling paint where wall meets popcorn ceiling.

was observed to have vanity missing paint.

was observed to have stained carpet, ceiling tiles stained, cracking/peeling paint where wall meets popcorn ceiling, and rusted.

During an interview on at 4:25 p.m., the Maintenance Director was shown the blackened area on the ceiling near the wall vent in # . The Maintenance Director said he did not know the last time the vents were cleaned and said that is house keeping's job. The Maintenance Director said they had been having problems with the small bugs seen near # 's door since the hurricane and that he would get something to take care of them.

During an interview on at 2:05 p.m., the Administrator agreed there were grainy and sticky substances on the dining and said will have to get tablecloths that would be changed each meal.

During an interview on at 5:49 p.m., The Health and Wellness Director (HWD) said the contract states housekeeping once a week but if they need more of course we would give more.

During an interview on at 5:50 p.m., the Administrator asked if residents had filled out maintenance requests but then said staff should be noticing these issues and reporting also. Administrator said with the cleanliness the contract does state once a week but there should be a way to monitor this, maybe a communication log or morning meeting to discuss issues noted in the course of

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the shifts. Administrator said residents should know they can ask for additional cleaning.

Class II

Pictures Documented