STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X3) DATE SURVEY COMPLETED
	AL11968370	**07/30/2017**
NAME OF PROVIDER OR SUPPLIER **COUNTRY COMFORT CARE, INC**	STREET ADDRESS, CITY, STATE, ZIP CODE **15340 MALLORY LN,** **CLERMONT, FL 34715**	

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

0000 - Initial Comments

On , 2017, an unannounced complaint investigation survey (CCR#2017006391) was conducted at Country Comfort Care Assisted Living Facility (License #12290). Deficient practice was identified during the complaint investigation survey.

0025 - Resident Care - Supervision - 429.26(7) FS; 58A-5.0182(1) FAC

Based on record review and interview, the facility failed to maintain a written record, updated as needed, of any significant events resulting in medical attention for 1 of 5 residents (Resident #1).

Findings:

An interview was conducted on at 10:35 AM with Staff A, who stated on , Resident #1's mouth was seen around lunch time. Staff A stated Resident #1 had very bad , and it was suggested that Resident #1's mouth be rinsed with warm salt water. Staff A stated on , Resident #1's appetite was down and she only wanted soup and a light supper, but she was a picky eater. Staff A further stated that Resident #1 had no complaints that night and went to bed as usual.

An interview was conducted on at 10:45 AM with the Owner concerning the morning Resident #1 was transported to the hospital. She stated the day before Resident #1 had very little appetite and she only wanted soup to eat. She stated, that next morning ( ) Staff B, the caregiver that morning, checked on Resident #1 when she didn't come out for breakfast. She checked on her in the 7:00 AM, and she contacted 911.

A record review completed on at 11:00 AM of the facility record of Resident #1 revealed no information or documentation concerning the medical incident involving Resident #1. The only semblance of documentation was a Resident Observation Note - the last entry recorded was on - which read, "Ditto - "Same no changes." (photographic evidence).

During an interview with the Owner on at 11:20 AM, she confirmed resident charting is done once a month by the Administrator who is a Registered Nurse. The Owner confirmed the last charting done on Resident #1 (subject of the complaint) was on .

A telephone interview was conducted with the Administrator the following day, on at 9:28 AM (as she was not present the day of the complaint investigation on). When asked about the lack of documentation concerning the medical incident involving Resident #1, she stated she keeps a journal with her at all times and documents information pertaining to the residents in the journal.

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On at 4:40 PM, a record review was completed of the Lake County Emergency Medical Services (Lake County) Ambulance Report which confirmed accurate times and dates. The accurate date that 911 was called regarding Resident #1 was confirmed as Thursday, and the dispatch was received by Lake County was 7:48 AM.

On at 6:30 PM a record review was completed of an updated observation note received via email received from the Administrator on at 1:28 AM. The updated observation note was observed to contain the same information of the one observed in Resident #1's file on , during the complaint survey at the facility, with additional information added beyond the last entry date of (photographic evidence attached).

Class III

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 honor resident rights by ensuring 1 of 5 residents (Resident #1) received timely access to adequate and appropriate health care consistent with established and recognized standards within the community, after being discovered slump over on the toilet and unresponsive.

Findings:

An interview was conducted on at 10:35 AM with Staff A, who stated on , Resident #1's mouth was seen around lunch time. Staff A stated Resident #1 had very bad , and it was suggested that Resident #1's mouth be rinsed with warm salt water. Staff A stated on , Resident #1's appetite was down and she only wanted soup and a light supper, but she was a picky eater. Staff A further stated that Resident #1 had no complaints that night and went to bed as usual.

An interview was conducted with the Owner of the facility on at 11:20 AM. She stated Resident #1 was found in the , on by Staff B, in the morning around 7:00 AM, and Staff B contacted 911.

A telephone interview was conducted with Staff B on at 1:55 PM. She stated on the morning of at about 7:00 AM she went to check on Resident #1 to see if she was ready to eat breakfast. Resident #1 was not in her she saw her walker outside the so she knocked and did not hear her respond. She stated she saw Resident #1 sitting on the commode kind of slumped over to one side, her eyes were open, but she was not responsive. Staff B stated she called 911 at about

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7:15 AM.

An interview was conducted with Resident #3 on at 3:22 PM. She stated she saw Resident #1 get up at 5:30 AM, the morning she was taken to the hospital. She stated Staff B found her sitting on the toilet around 7:00 AM slumped over on the toilet. She stated Staff B called the Owner first, before calling 911.

A record review was conducted of the Lake County Emergency Medical Services ( ) Ambulance Run report on at 9:15 AM. The review of the report confirmed the day Resident #1 was found in the actually , not as staff had informed the surveyor. The report also confirmed the time Lake County was dispatched to the facility on , which was 7:56 AM. They arrived at the facility at 8:04 AM.

A follow-up telephone interview was conducted with Staff B, on at 8:13 PM. Staff B stated she slept at the facility that night, she works the night shift. She stated that morning she got up about around 6:30 - 6:40 AM and began making breakfast and about 7:00 AM she began getting the residents up for breakfast. She stated she usually has to wake Resident #1 up, but that morning she saw Resident #1's walker in front of the . She knocked on the door and when Resident #1 did not respond she entered the found Resident #1 on the toilet with her head tilted to the right. She stated she tried to get her to respond but she did not. She stated she was not acting right. She then stated she asked Resident #3 to bring her the house phone. She stated she called the owner and it rang 3 times, but she got nervous looking at Resident #1 and decided she better contact 911 instead. She stated she hung up the call to the owner after 3 rings and dialed 911. She stated while she was on the phone with 911, the owner was calling her back. She stated Fire Rescue arrived first and that they moved the resident from the a chair in the sitting when the ambulance arrived they moved the resident to the bed and then transported her to the hospital.

On at 9:03 AM, a telephone interview was conducted with the Data Technician (Participant E) at Fire Rescue Station 83. He confirmed the Fire Rescue for E 83 was first on the scene at the facility's address on - Alarm received at 7:48:37; Dispatch received at 7:48:39; Enroute - at 7:49:41; Arrived - at 7:55:12 Fire Rescue 83 Cleared scene at 8:37:15 (see photographic evidence of report).

A follow up telephone interview was conducted on at 7:08 PM with Resident #3. When asked about the last time she had seen Resident #1 in her normal state she stated, I saw her going into the hallway 5:15 AM and 5:30 AM. She stated she knew that Resident #1 was up going to the she got up at the same time. She stated that she told Staff B to check on

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Resident #1 several times when she was not found in her bed about 7:00 AM. She stated a few minutes after 7:00 AM Staff B knocked on the door and when Resident #1 did not respond Staff B went in and found Resident #1 on the toilet slumped over to the right leaning to the side. Resident #3 then stated she remembered Staff B calling the owner on her Staff B's own personal cell phone. She stated she remembered Staff B describing the condition of Resident #1 to the owner, she stated, this seemed to go on for a long time, she stated probably about 15 minutes. She then stated Staff B asked her to retrieve the house phone and Staff B dialed 911 but Resident #3 spoke to the dispatchers.

A telephone interview was conducted with Emergency Communicators Operator (Participant G) on at 10:19 AM. She confirmed the exact time the 911 call came into Lake County dispatch was on at 7:46:44 AM for the medical emergency identified at Country Comfort Care, 15340 Mallory Lane, Clermont, FL 34715.

Based on the information received from the interview with the Emergency Communications Operator and the Lake County Emergency Medical Services ( ) Ambulance Run Report and Fire Rescue Report, the 911 call was confirmed as received on at 7:46:44 AM. This time confirmation contradicts the information obtained from the facility staff received from interviews and record review which reports resident was discovered on at about 7:00 AM. This time differential shows to be a 45 minute delay which does not meet normal community standards for someone in need of emergent care, , in this case when the resident is determined to be a alert victim.

Class II