

STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: AL11911678	(X3) DATE SURVEY COMPLETED 10/11/2017
NAME OF PROVIDER OR SUPPLIER NORTHPOINTE RETIREMENT COMMUNITY	STREET ADDRESS, CITY, STATE, ZIP CODE 5100 NORTHPOINTE PARKWAY PENSACOLA, FL 32514	

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

0000 - Initial Comments

An unannounced complaint survey for allegations contained within CCR#2017010847 was conducted on _____ and _____ at Northpointe Assisted Living Facility in Pensacola, FL (license #7760). A revisit survey for a licensure visit originally conducted on _____ was conducted in conjunction. At the time of the survey, deficient practice was identified related to the complaint.

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

Based on observation, interview and record review, the facility failed to provide care and services to meet needs of a resident with skin issues for 1 of 3 residents sampled (#5) which resulted in harm to the resident.

The findings are:

On _____ at 11:45 am, an interview was conducted with resident #5, who stated that he had been at the facility for about one year. Resident #5 was observed with both of his arms exposed. Both arms were covered in small redened marks, along with multiple scabs, and several areas where there were breaks in the resident's skin integrity, that appeared to be from scratches. When asked about the skin issue, resident #5 stated the areas were bites from bedbugs. Resident #5 indicated he had told the administrator about 3 weeks ago that he was being bitten by what he thought were bedbugs, as he stated he had seen the bugs. He described the bugs to be about 1/4-inch long. He said the Administrator came to the _____, looked at his bed and said she didn't see any. He stated that no pest control company came, no one cleaned the _____ his personal belongings at that time. He stated he had been scratching since that time. He further stated that the facility had ordered cream, but they didn't put it on him very often. Observation of his legs at that time showed them to be in the same condition as his arms, covered in bites, scabs, and areas where he was _____ from scratching. His skin was extremely scaly and dry. He indicated that his home health nurse had been to the facility on the previous day, and had found a bug and took a picture of it. He stated that after that, the owner and a guy from a pest control company had come to look in his _____, but didn't find any bedbugs. Observation of the _____ this time found no sheets on the resident's bed, clothes on the floor near the bed and in the closet floor. The floor, and bed mattress were observed with a buildup of what looked to be _____, flaked off skin. There was a laundry basket that had soiled clothes in it, and the bed table and TV stand were dirty. The bedframe was dirty with a build-up of dust and dried skin, and the floors appeared not to have been swept for some time.

Review of the resident's health assessment dated _____ found he was independent with activities of

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daily living, and was alert and oriented. The first mention of the resident's skin issues was documented on , when he reported it to staff. Further review of his record indicated that the resident had recently been out to the hospital, and a call was made to the hospital to obtain information related to the resident's visit. On , an interview was conducted with a nurse from the hospital regarding the treatment resident #5 received during his visit. I was connected to the hospital's nurse who stated resident #5 had presented to the hospital for an outpatient procedure. She stated that she was called to look at the resident's body by other staff members. She stated that when she observed resident #5, he had 80% of his body covered in bites, and scratches. He told her that he had been bitten by bedbugs, and that he had told the facility but they hadn't done anything about it. Review of physician orders found on an order for 0.1 % cream, apply up to 4 times a day as needed for itch. The administrator had written on the order that the resident had itchy arms and torso. Review of the resident's medication observation record (MOR), dated , 2017, found the treatment written but no treatments signed as given. The MOR for , 2017 found the cream had been given on 9/2, 9/4, 9/9, and . An interview was conducted with the owner and administrator on at approximately 1:00 PM. He explained resident #5 had reported a few weeks ago that he had been bitten by bedbugs. He stated they checked his , but didn't see any. He confirmed that they had not treated the resident's , or anything else in the . Further interview found the resident was being seen by a home health agency for a on his foot. He stated the home health nurse had been there on , and told them she had found a bedbug and had a picture of it. He stated they checked the , and found nothing. He said they did see that the resident's sheets were covered with tiny dots, and they were taken off to wash. He stated they did not treat the the resident, but did call Doug's Pest control to come out to check the . he stated that the pest control company representative did not find any bugs, and for that reason, did not treat the . On at 1:00 PM, an interview was conducted with the resident's home health nurse. She indicated she went to see him on and found a bedbug and she took a picture of it. She stated that she had done some investigating and felt sure the picture was of a bed bug. She stated she told the facility administrator, and asked him to intervene and to let them know what had been done. She said his body was about 80% covered with bites and scratches. She also stated that she had called the nurse practitioner to let her know of the bedbugs and asked for treatment. Review of facility orders on found new orders dated at 6:36 PM for , 25 milligrams by mouth every 8 hours for itching. And a new order for Anti-itch cream 0.5–0.5%, apply up to		

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3 times a day as needed. Review of the MOR found the new treatment of cream and the pill had not been written on it for staff to give the medications. Interview with the administrator on at approximately 11:00am indicated they had not gotten the medications yet from the pharmacy. On at 8:30am, an observation of resident #5's the floor in the center of the been swept, but under the bed and around the perimeter of the not been cleaned. There was a large amount of dust and dry skin observed under the bed. An interview with resident #5 at the time of this observation revealed that staff had come to his previous evening to retrieve the laundry that was in his hamper. He stated they did not remove his clothes from the drawers, boxes or from his closet to clean them. He stated that the facility had not cleaned his , nor washed all his clothes since the issue began. He stated the facility staff had not put any new creams on his skin , nor had they put any of the cream he already had ordered on him. He said he has been miserable, unable to sleep at night due to itching, and discomfort, and stated he had not received any medication for the itching. Class II 0030 - Resident Care - Rights & Facility Procedures - 58A-5.0182(6) FAC; 429.28(1-2) FS Based on observation, interview and record review, the facility failed to honor the rights by not providing adequate care for a skin condition for 1 of 3 residents sampled (#5) which resulted in harm to the resident. The findings are: On at 11:45 am, an interview was conducted with resident #5, who stated that he had been at the facility for about one year. Resident #5 was observed with both of his arms exposed. Both arms were covered in small redened marks, along with multiple scabs, and several areas where there were breaks in the resident's skin integrity, that appeared to be from scratches. When asked about the skin issue, resident #5 stated the areas were bites from bedbugs. Resident #5 indicated he had told the administrator about 3 weeks ago that he was being bitten by what he thought were bedbugs, as he stated he had seen the bugs. He described the bugs to be about 1/4-inch long. He said the Administrator came to the looked at his bed and said she didn't see any. He stated that no pest control company came, no one cleaned the his personal belongings at that time. He stated he had been scratching since that time. He further stated that the facility had ordered cream, but they didn't put it on him very often. Observation of his legs at that time showed them to be in the same condition as his arms, covered in bites, scabs, and areas where he was from scratching. His skin was extremely		

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