STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X3) DATE SURVEY COMPLETED
	AL11967322	**12/08/2017**
NAME OF PROVIDER OR SUPPLIER **CARING HANDS ASSISTED LIVING, INC**	STREET ADDRESS, CITY, STATE, ZIP CODE **12735 NORTH MIAMI AVENUE MIAMI, FL 33168**	

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

0000 - Initial Comments

A complaint survey was conducted on 27 through , 2017 (CCR #2017011062). Caring Hands Assisted Living (license #11406) had the following deficiencies identified at the time of the survey:

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

Based on record review and interview, the facility failed to provide adequate care and services to meet the needs of one of four sampled residents (Resident #2).

Findings included:

Record review on revealed that the facility did not have written information on Resident #2's health changes, or about a in the /or from her bed.

Interviewed on at 11:01 am, Staff C and F stated, "Resident #2 is at the hospital. I am not sure, she went to visit her daughter, and the daughter took her to the hospital. The daughter states that she has stomach pain."
Further interview at 11:02 am Staff C states, "I know who put the complaint. It was Resident #2's daughter. Resident #2 has and she scream and she does not sleep at night or day. Resident #2 does not let others relax. The daughter does not want change of medication and/or side bed rail. Resident #2 threw herself to the floor, cry and make noises. Resident #2 stands up herself, she cannot do that, and her daughter does not want bed rail or independent . Resident #2 could transfer but she could not walk."

A review of the resident's record showed that Resident #2's admission date was . Resident #2's health assessment (dated) had the following diagnosis, " , , ( ), Inflammatory Bowel ( ), ( ), , Muscle , , , , Parkinson , , , (OA), , , , Agitation and Pain." Resident #2's health assessment also stated, "Needs assistance with daily living activities and total care for ambulation."

Interviewed on at 5:16, Resident #2's daughter (by phone) stated, "My mother received a discharge letter from the owner saying that she had to leave in 30 days."

Further interview at 5:16 pm Resident #2's daughter stated, "The day after Thanksgiving, I went to see my mother, and she was complaining about pain in her foot. When I check her foot, she had .

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When I asks my mother what happened she states, "I was stepping out from the shower and I hurt my foot; Resident C was the caregiver assisting her that day. Nobody call me and/or call my mother doctor. In addition, I find out that my mother the day before Thanksgiving, and again, nobody call me and/or call my mother doctor. I have to discharge her yesterday ( ) due to he only give me 30 days and the contract states 45 days. My mother is at rehab because the hospital states that she needs more movement and walking. My mother walks with the assistance of a walker and they always use the wheelchair."

Resident #2's Hospital record stated, "This is a , female with a past medical history of chronic low back pain, L1 Compression , Parkinson's mild started to the emergency department by her daughter with complaints of left hip pain, left foot pain, left pain status post at her ALF. Patient's daughter at the bedside stating that on Thanksgiving's Day she was made aware that her mom at her ALF with the assistance of a CNA at the bedside according to her she was getting out of the shower when she planted her foot wrongly and slipped, hitting her left foot on the way down however did not land on her bottom, hit her head at that time. The daughter then reports the day before that staff had found the patient on the floor in her , having had an unwitnessed . However, the patient states she did hit her head but denies loss of . Her daughter brought her in today due to the patient complaining of worsening left foot pain, hip pain."

Class III

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

Based on record review, inteviews and observation, the facility failed to provide documentation of reasons for relocation or termination from the facility, set forth in writing for one of six sampled residents (Resident #2). The facility also failed to provide documentation that at least 45 days's notice of relocation or termination from the facility had been given to Resident #2.

Findings:

Interviewed on at 11:01 am, Staff C and F stated, "Resident #2 is at the hospital. I am not sure, she went to visit her daughter, and the daughter took her to the hospital. The daughter states that she has stomach pain." Further interview at 11:02 am Staff C states, "I know who put in the complaint. It was Resident #2's daughter. Resident #2 has and she screams and she does not sleep at night or day. Resident #2 does not let others relax. The daughter does not want a change of medication and/or side bed rail. Resident #2 threw herself to the floor, cried and made noises. Resident #2 stands up herself, she cannot do that, and her daughter does not want bed rail or independent . Resident #2 could transfer but she could not walk."

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A review of the resident's record showed that Resident #2's admission date was . Resident #2's health assessment (dated) had the following diagnoses, " ( ), Inflammatory Bowel ( ), ( ), , Muscle , , , Parkinson , , (OA), , , , Agitation and Pain." Resident #2's health assessment also stated, "Needs assistance with daily living activities and total care for ambulation." Further review of the resident record showed that there was no documentation of a 45 day notice having been given to the resident. There was no certification from a physician indicating that the resident required immediate placement in a higher level of care.

Interviewed on at 5:16, Resident #2's daughter (by phone) stated, "My mother received a discharge letter from the owner saying that she had to leave in 30 days." In a further interview at 5:16 pm Resident #2's daughter stated, "The day after Thanksgiving, I went to see my mother, and she was complaining about pain in her foot. When I check her foot, she had . When I asks my mother what happened she states, "I was stepping out from the shower and I hurt my foot; Resident C was the caregiver assisting her that day. Nobody call me and/or call my mother doctor. In addition, I find out that my mother the day before Thanksgiving, and again, nobody call me and/or call my mother doctor. I have to discharge her yesterday ( ) because he only gave me 30 days and the contract states 45 days.

Class III

0161 - Records - Staff - 429.275(2) FS; 58A-5.024(2) FAC

Based on observation, record review and interview the facility failed to have the personnel file for two of seven sampled staff (A and F). Facility failed to have the employee application information for one of seven sampled staff (G)

Findings included:

Observation on from 10:00 am - 1:00 pm revealed that after searching all of the desks and cabinets, Staff C called Staff B by phone to ask for Staff A's record. Staff C stated that she left a message for Staff B. Staff C also called to ask for Staff B's consultant and/or the administrator phone number; however, Staff C could not get the information. Staff B never responded by phone or text message.

A review of the Facility Provider Locator database revealed that Staff A was the facility's administrator.

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Further observation on from 10:00 am - 1:00 pm revealed Staff C searching in all cabinets, even in the kitchen, looking for Staff A's file, which she did not find.

Record review revealed that Staff F's file did not have an employee application.

Interviewed on at 11:33 am, Staff C and F acknowledged that Staff F did not have her employee application in the personnel file.

Interviewed on at 12:00 pm Staff B stated, "I am still organizing Staff F's file, and Staff G's file is not here." Staff B and F confirmed that Staff G worked in the facility on weekends.

Interviewed on at 12:23 pm by phone Staff G stated, "I only work on Weekends, and I only have two Weekends ( ) working in the facility. Yes, I assisted residents with medications and signed the MOR; I do not have my file in the facility."

Interviewed by phone on at 2:52 pm Staff B stated that if AHCA's Representative would have wait and stayed longer in the facility, they would have obtained the missing information. Staff B also stated that AHCA's Representative did not look enough through the files and the desks for the missing files because they were there.

Class III

0162 - Records - Resident - 58A-5.024(3) FAC

Based on observation, record review and interview, the facility failed to ensure that two of five sampled residents (# 2 and #3) had an accurate and completed health assessment.

Findings included:

Record review revealed Resident #2 ' s Health Assessment (dated) did not have height, weight and information.

Record review revealed that Resident #3's Health Assessment did not have height and weight information.

Interviewed on at 12:10, Staff C acknowledged that Residents #2 and #3 were missing height, weight and .

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Class III

0181 - Emergency Plan Approval - 58A-5.026(2) FAC

Based on record review and interview the facility failed to have the emergency management plan reviewed annually.

Findings included:

Record review revealed that the facility did not have current emergency management plan submitted and/or approved annually yet. The last letter of approval was dated on .

Interviewed on at 12:59 pm, Staff A confirmed that the facility did not have an updated Emergency Management Plan on record.

Class III

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Z813 - Results of Screening & Notification In File - 59A-35.090(3)(c), FAC

Based on observation, record review and interview the facility failed to provide documentation of an eligible level 2 background screening for two of seven sampled staff (F and G) .

Findings included:

Observation on at 10:30 am revealed that the facility's schedule reflected Staff A-D) as employees.

Observation on from 10:00 am -1:00 pm revealed Staff G cooking and assisting residents 3, 4 and 5.
Record review revealed that the Medication Observation Record (MOR) had Staff F and G's initials reflected during the month of .

Record review revealed that Staff G's (hired) did not have proof of a level II background screening in her file. Record review revealed that Staff F have no record/file at all.

Interview on at 12:00 pm Staff B stated, "I am still organizing Staff F's file, and Staff G's file is not here." In addition, Staff B and F confirmed that Staff G worked in the facility on Weekends.

Interview on at 12:23 pm by phone Staff G stated, "I only work on Weekends, and I only have two Weekends ( ) working in the facility. Yes, I assisted residents with medications and signed the MOR; I do not have my file in the facility."."

Unclassified

Z814 - Background Screening Clearinghouse - 435.12(2)(b-d), FS

Based on observation, record review and interview the facility failed to provide documentation of a signed Attestation of Compliance with Background Screening for two of four sampled Staff (G and F).

Findings included:

Observation on from 10:00 am -1:00 pm revealed Staff G cooking and assisting Residents 3, 4 and 5.
Record review revealed that Staff F (hired) did not have Attestation of Compliance in their

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records.

Record review revealed that the Medication Observation Records (MOR) had Staff F and G's initial reflected during the month of .

Interviewed on at 10:00 am Staff G stated, "I am new here, I started to work on (2017)."

Observation on at 12:00 pm revealed Staff C searching through Staff F's file; however, Staff C did not find Staff F Attestation of Compliance.

Interviewed on at 12:00 pm Staff B stated, "I am still organizing Staff F's file, and Staff G's file is not here." In addition, Staff B and F confirmed that Staff G worked in the facility on Weekends.

Interviewed on at 12:23 pm by phone Staff G stated, "I only work on Weekends, and I only have two Weekends ( ) working in the facility. Yes, I assisted residents with medications and signed the MOR; I do not have my file in the facility."

Unclassified