STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X3) DATE SURVEY COMPLETED
	AL11966016	**02/01/2018**
NAME OF PROVIDER OR SUPPLIER **ROYAL OAKS MANOR**	STREET ADDRESS, CITY, STATE, ZIP CODE **1833 SEMINOLE BLVD** **LARGO, FL 33778**	

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

0000 - Initial Comments

Assisted Living Facility

A complaint investigation, (CCR# 2017015775), was conducted at Royal Oaks Manor, (License # 10292), on . . . . . A deficiency was identified at the time of the visit.

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 ensure that resident rights were protected for 28 (current Census) out of 28 residents residing in the facility by allowing a resident to have access to medical records, physician orders, and the Medication Observation Record, including passing medications to residents requiring assistance with self -administration of medication. One of 28 sampled residents (#1) also performed work in the facility without being compensated.

Findings included:

On . . . . at 9:05 am, an unannounced visit was made to the facility. Upon entrance into the facility, Resident #1 identified herself as a volunteer at the facility and proceeded to call the Administrator.
Staff was identified, and included resident care aid A, cook/resident care aid B, and resident care aid C. At 9:15 am, staff member D entered the facility, identified herself as a medication technician (med tech), and stated that she had just ended her shift, but came back in when notified of my arrival. She was asked about the volunteer/Resident #1. She said that Resident #1 volunteered and filed paperwork such as physician orders, faxed paperwork, and filed end of the month Medication Observation Records (MORs). The resident also called the doctor for resident complaints or when they needed medication refills. Staff D said that the med techs informed Resident #1 when new orders were needed. Staff D said that Resident #1 sometimes helped pass medications at lunchtime and Staff D had observed her pass the medications and then observed the Administrator sign the MOR.

At 9:40 am, an interview was conducted with resident care aid B. She said that she was not a med tech. She said that med tech D gave the residents' medications on this morning. She was asked if Resident #1 passed medications to the residents. She stated that the resident passed the medications sometime during the previous week. She said that if no one was at the facility that was a med tech, then Resident

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#1 helped by passing the medications. The resident care aid stated that she has opened the cart for Resident #1 to pass the medications. She said that the Administrator had told her to stay with Resident #1while the resident passed medication, but that she was not a med tech. She said that the resident filed paperwork and ordered medications. She acknowledged that Resident #1 looked in other residents' medical records as she filed.

An interview was conducted with Resident #1 at 9:50 am. The resident stated that she had lived at the facility for three years and that she was a volunteer. Her duties included answering the phone, washing dishes, laundry, and she filed paperwork such old medical records for storing and filed old MORs. She also faxed requests for new orders to the doctor's office for the residents. When the orders came back from the doctor, she then faxed them to the pharmacy. She said that the medication cart key was kept in a drawer at the receptionist desk while she sat there doing work or that one of med techs kept it on them. She said when she passed medications she asked the resident their name, read the medication name, and made sure it was the right person and right dosage. She said that the last time she passed medication was in the last week. She said that when staff B was not there or when they did not have a med tech at the facility, then she passed the medications to the residents. She said she took training to be a med tech. She stated that the Administrator then told her she was able to give medications. She said that she was not being paid for it.

An interview was conducted with resident care aid C at 10:24 am. She said that she does not give medications. She said that Resident #1 has passed medications while residents were in the dining . She stated that she had observed Resident #1 pass medications several timed on her own to the residents.

At 10:30 am, an interview was conducted with Resident #4. She said that Resident #1 cooks, answers the phone, and passes medications. She said that she has passed medications to her and to "whoever needs them, not just me". She said that sometimes the Administrator is there. She said that Resident #1 last passed medications after a meal about 4 or 5 days ago. She said that sometimes Resident #1 raised her voice to other residents, especially residents who are or disoriented.

At 10:42 am, an interview was conducted with Resident #2. She was asked who passed the medications. She stated Resident #1 or staff D. She said that Resident #1 worked and lived at the facility.

At 11:26 am, an interview was conducted with Resident #3. She said that usually Resident #1 passed the medications at lunch.

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Staff member/ med tech E was observed onsite at 11:20 am. She said that she was a med tech and did admissions. She printed a list of employees. Resident #1 was not listed. A list of residents was then provided. Resident #1 was listed as a resident.

At 11:37 am, an interview was conducted with the Administrator. She was asked about the employee file for Resident #1. She said that the reason for the file was that she was trying help promote her as a volunteer. The Administrator stated that the resident's volunteer work included dishwashing, kitchen duties such as peeling/prep work, folding laundry, answering phones, faxing information to other facilities, and copying. She said that the doctor came to the facility and wrote prescriptions. Resident #1 then faxed the prescriptions to the pharmacy. The Administrator said that Resident #1 was passing medications up until the last week. She said that the medication key to the medication cart was kept in the drawer at the receptionist desk. She said if it were really needed then Resident #1 would pass medications.

The , MORs were reviewed. Resident #1's initials were not on the MORs.

At 1:15 pm, the Administrator stated that Resident #1 had never initialed the MOR. She said that she initialed for the resident. She said that she did not want her to initial the medications given in the MOR because of the issue with the Agency for Healthcare Administration (AHCA) and another (outside state agency). She stated, "I don't want to be cited by the State". The Administrator acknowledged that she was not always present when Resident #1 passed medications. She said the resident owed them money and she wanted to volunteer because she owed money. The Administrator was asked if is she was volunteering to pay off a debt of owing the facility money. She said that she did not have to volunteer, the resident wanted to volunteer. The Administrator said that the resident had a diagnosis of , and that she would not do well in a shelter so she lets her stay.

At 2:20 pm, another interview was conducted with Resident #1. She was asked again about assisting residents with passing of medications. She said that when she was assisting residents with passing medications she also took her own medications.
A clinical record was reviewed for Resident #1.
The Residency Agreement signed by the resident and the Administrator on included:

#1.Definitions, f: Evaluation shall refer to the Resident Health Assessment for Assisted Living Facility (AHCA form 1823) and the Facility staff review and interview of the Resident to determine if the Resident meets guidelines and the level of Care Service required.
#5. Medications, a: ...Any medication which must be supervised by the Facility's licensed staff must be ordered through a Facility approved pharmacy.

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Resident #1's Resident Health Assessment for Assisted Living Facilities (AHCA for 1823) dated was reviewed.
Section B- Does the individual need help with taking his or her medication. Option 'Yes' was checked.
Type of assistance: Needs assistance with self-administration of medications.

A typed letter dated 2018 was located in Resident #1's employee file and included the following statement: I now help (Administrator's name) to reconcile the MAR to the medication order. ...Another task I perform is to ensure that doctors are communicating the resident needs to the pharmacy.

When asked for a copy of the Facility's resident rights form the Administrator provided a pamphlet titled, Assisted Living Facility and Adult Family Care Home Residents' Rights, a summary provided by (name of outside agency). A right listed in the pamphlet was the right to adequate and appropriate health care consistent with established and recognized standards.

Class III