

STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: AL11964794	(X3) DATE SURVEY COMPLETED 03/14/2018
NAME OF PROVIDER OR SUPPLIER BROOKDALE PANAMA CITY	STREET ADDRESS, CITY, STATE, ZIP CODE 2575 HARRISON AVENUE PANAMA CITY, FL 32405	

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

0000 - Initial Comments

On 13-14, 2018, an unannounced complaint survey for allegations contained within CCR#2018002222 was conducted at Brookdale Panama City, an assisted living facility (license # 9293). Deficient practice was identified at the time of the survey.

0028 - Resident Care - Activities of Daily Living - 58A-5.0182(4) FAC

Based on interview and record review, the facility failed to provide assistance with activities of daily living to include but not limited to assistance with toileting, showers, and personal hygiene care as needed for 3 of 12 sampled residents. (#2, #9, #10)

The findings included:

The facility's schedule from 11 to 2018 was provided by the Executive Director. Staff A, B, and C were resident aides, while staff D was a housekeeper. Upon review, only one staff, an aide, was noted to be scheduled to work and Staff A, B, and C were on the schedule to working separately on those dates. On dates -18, -24, 3/1, 3/6, -11, and , only one aide and the housekeeper were scheduled to work. An interview was conducted with the Executive Director (ED) on at 9:39 AM. She stated there were 2 aides scheduled on all 3 shifts with a nurse scheduled on 7 AM to 11 PM daily. She stated she does have a housekeeper working on the 11 PM to 7 AM shift but he was unable to perform any resident care, "he is strictly housekeeping."

An interview was conducted with the family member for resident #2 on at 10:30 AM. She stated she did not feel there were enough staff in the building to provide her mother all the care she required. She stated, "I know the staff are so busy. They are very short staffed at night." She revealed an incident occurred Monday in which her mother had to have a bowel movement. She called for staff assistance and the staff told her mother to "just go in your brief." She stated her mother had a difficult time having a bowel movement but had to wait "a long time" for staff to return to help clean her. In the mean time, her mother had to retrieve a Kleenex to remove her bowel movement from her brief and place it in a bedside trash can. She stated staff did not even remove the trash nor clean up her mother after the incident.

An interview was conducted with resident #2 on at 10:45 AM. She stated, "I don't think they have enough help. When I need to go use the , they tell me to go in my diaper. That is not okay with me." Resident #2 was unable to state the specific amount of time it takes for staff to respond after requesting assistance. She stated, "It varies depending upon who the staff is."

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An interview was conducted with staff A, an aide, on at 1 PM. She confirmed she worked mostly 11 PM to 7 AM shift and that she did occasionally worked in the facility alone with the housekeeper. She stated, "He is not trained to do resident care. He cannot touch them." When asked if there were any care she could not complete, she replied, "It is hard to get everything done when you are by yourself. I am not able to get all the showers that are scheduled on my shift done when it is only me. I notify the next shift when I am not able to get something done." When asked what her duties were at night, she stated she does the gathers, washes, and folds the resident laundry; check resident's for incontinence every 4 to 6 hours as needed; sweep and vacuum common areas; light housekeeping in resident, and setting up the dining breakfast. An interview was conducted with a family member who wished to remain anonymous on She requested her name, her mother's name, and the time of the interview not to be shared with the facility. She stated, "I feel like something is very wrong here. They just aren't doing everything mom needs them to. On Wednesday I had to come in and give her a shower. They are supposed to be doing it twice a week but aren't. I left the towels a certain way in the when I came back on Saturday, they were still the same way. She had not had a bath and she never refuses care from me." She revealed her mother wears briefs but staff do not remind her to use though she was capable. She stated, "She has accidents frequently as a result. They don't make sure she is clean." Further, she stated when she came in on Wednesday her mother's toothbrush was missing. "I just bought a new one and brought it to her today. No one has even brushed her since Wednesday." An interview was conducted with staff B, an aide, on at 5:20 AM. She stated she regularly works alone or with the housekeeper only. She stated, "Residents are left wet and soiled all the time when I come in at night. I have found one resident (#9) on the floor and when asked how long they have been on the floor, they state hours. One day I walked into client #9's I found her on the floor in the in feces. Her fingernails are always dirty because the aides do not clean them." She stated staff on 3 PM-11 PM don't always change residents regularly. She revealed resident #10 had a personal aide working in the resident's 5 PM. She stated she has regularly found the resident to be soiled with both and saturated with upon the beginning of her shift at 11 PM. She stated, "There is definitely not enough people on my shift to get everything done. We have to do the laundry, sometimes up to 16 loads, we clean up the dining set it up for breakfast, empty trash throughout the facility and resident, and provide all resident care needed." She confirmed many times showers and care were not able to be performed. She stated she tells the oncoming shift of the care not completed, but the care does not get done on their shift either because they are just as busy. She stated if a shower could not get done on her shift and she reports it to the next one, when she comes back the next night, the shower will still have not been done.		

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Class III 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 honor resident rights by failing to provide housekeeping and maintenance services to ensure a safe and decent living environment, for 6 of 12 residents sampled, (#1, 2, 6, 7, 8, and 9). The findings included: The facility's schedule from , 11 to , 2018 was provided by the Executive Director on at 9:39 AM. She stated there were 2 aides scheduled on all 3 shifts with a nurse scheduled on 7AM to 11 PM daily. She stated she does have a housekeeper working on the 11PM to 7AM shift, "he is strictly housekeeping." She revealed there had been no major complaints regarding housekeeping, usually just that staff had not removed the trash from their . She stated, "I have 1 housekeeper that works nights. Aides are picking up the majority of the cleaning. They are supposed to be taking out the trash and making sure the neat and tidy. If the to be swept, mopped, or vacuumed, they need to do that. The housekeeper is deep cleaning the ." She denied a record was kept of when were last deep cleaned. An observation of resident #1 's conducted on at 10:40 AM. The wall by the door was found to have an electrical outlet without a cover. The toured with staff B on at 5:50 AM who confirmed the outlet cover was missing. (photographic evidence obtained) An observation of resident #7 's conducted at 10:41 AM. Immediately upon entry, a strong odor was noted. The hardwood floor was observed to have extensive amounts of hair, dirt, dust, and white particles on the floor. White long hair was observed to be matted into the wheelchair wheels. The toilet was observed to have a dark brown film at the bottom of the bowl. The trash can in the resident 's trash scattered all around it. The floor molding that covers the transition of the hardwood and tile was observed peeled up and laying in the floor of the . A second tour was conducted on at 1:14 PM and revealed the same concerns. (photographic evidence obtained) An observation of resident #6 's conducted on at 10:55 AM. Immediately upon entry, the strongly of a bowel movement. In the resident 's living to the recliner was a large brown stain. The smeared feces over a foot in length. The toilet lid itself was		

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smeared with feces. The toilet bowl had not been flushed. The . . . again toured on . . . at 1:30 PM. The resident ' s daughter was standing in the . . . She confirmed the feces on the . . . and stated she had noticed it and gone to staff to clean the . . . She stated staff had just left the . . . cleaning the . . . Upon observation, the . . . been cleaned except for the resident's call light cord which had feces remaining smeared onto the cord. When asked how long the stain had been on the floor, the family member stated, "about 3 weeks." (photographic evidence obtained) An observation of resident #8 ' s . . . conducted on . . . at 11:05 AM. A large area of small white particles of paper were observed outside the door in the hallway. Upon entering the . . . , a strong odor of . . . was noted. The toilet in the . . . full of feces and sugar wrappers and had not been flushed. A second observation was conducted on . . . at 1:45 PM. The trash particles outside the . . . as did the strong odor of . . . The toilet however had been flushed. (photographic evidence obtained) An observation of resident #9 ' s . . . conducted on . . . at 6 AM with staff B. The . . . strongly of . . . upon entry. The carpet in the resident . . . observed with numerous stains throughout. Staff B stated during the observation the resident ' s . . . smelled strongly of . . . An interview was conducted with resident #2 ' s family member on . . . at 10:30 AM. The family member stated she did not feel her mother ' s . . . being cleaned regularly. She revealed an incident occurred Monday in which her mother had to have a bowel movement. She called for staff assistance and the staff told her mother to "just go in your brief." She stated her mother had a difficult time having a bowel movement but had to wait "a long time" for staff to return to help clean her. In the mean time, her mother had to retrieve a Kleenex to remove her bowel movement from her brief and place it in a bedside trash can. She stated staff did not even remove the trash nor clean up her mother after the incident. She stated, "They put the stool in a trash bag inside the . . . left it. When I came in the next day you could smell it. I grabbed the bag and took it to the Administrator and showed them. We are supposed to have light housekeeping. They've come 1 twice since my mother has lived her. They came in and wiped the . . . damp mopped the . . . I've bought a light weight vacuum and I vacuum 2 or 3 times a week. When the aides change her, they are supposed to take the trash out but they do not come in and sweep or wipe down anything." An interview was conducted with resident #2 on . . . at 10:45 AM. She stated staff do not come in and clean her . . . She stated, "I can't think of a time when they came in here and cleaned my . . ."		

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An interview was conducted with staff A on ... at 1 PM. She confirmed she worked mostly 11PM to 7AM shift. She stated her duties included gathering, washing, and folding the residents' laundry, checking resident's for incontinence every 4 to 6 hours as needed, sweep and vacuum common areas, light housekeeping in resident ..., and setting up the dining ... breakfast. She confirmed she sometimes was not able to complete all of her duties on her shift due to sometimes being the only person scheduled on the 11-7 shift. An interview was conducted with a family member who wished to remain anonymous on ... She requested her name, her mother's name, and the time of the interview not to be shared with the facility. She stated her mother's ... not being cleaned like it was supposed to be. She stated, "They say they come in once a week but they don't come in and check to see if the ... clean." She revealed she regularly cleans her mother's ..., "since staff do not." An interview was conducted with staff B, aide, on ... at 5:20 AM. She stated she regularly worked alone or with the housekeeper only. She stated, "There is definitely not enough people on my shift to get everything done. We have to do the laundry, sometimes up to 16 loads, we clean up the dining ... set it up for breakfast, empty trash throughout the facility and resident ..., and provide all resident care needed." She confirmed many times showers and care were not able to be performed. She stated she tells the oncoming shift of the care not completed but the care does not get done on their shift either because they are just as busy. She stated, "The ... do not get cleaned like they are supposed to." An interview was conducted with staff D, the night shift housekeeper, on ... at 5:41 AM. He confirmed he did not perform any resident care. Further, he revealed he had been working night shift for approximately 5 weeks. He stated he was to deep clean the resident ... weekly. Deep cleaning was revealed to include: cleaning under the beds, mopping, sweeping, wiping everything down, dusting, and cleaning the ... He stated, "it has been at least a month since I have been able to deep clean ...". He confirmed the foul odor in resident's #6, #7 and #8 ... He also confirmed each identified ... not been cleaned by him in approximately one month since he was working night shift and could not get into the resident ... to clean due to them being asleep. Class III 0079 - Staffing Standards - Levels - 58A-5.019(3) FAC Based on interview and record review, the facility failed to ensure sufficient staff to provide resident care and assistance daily, including assistance with showering, activities of daily living, and housekeeping		

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services. The findings included: The facility's schedule from 11 to 11, 2018 was provided by the Executive Director. Staff A, B, and C were resident aides, while staff D was a housekeeper. Upon review, only one staff, an aide, was noted to be scheduled to work. Staff A, B, and C were on the schedule to working separately on those dates. On dates 11-18, 11-24, 3/1, 3/6, 11-11, and 11-11, only one aide and the housekeeper were scheduled to work. An interview was conducted with the Executive Director (ED) on 11-11 at 9:39 AM. She stated there were 2 aides scheduled on all 3 shifts with a nurse scheduled on 7 AM to 11 PM daily. She stated she does have a housekeeper working on the 11 PM to 7 AM shift but he was unable to perform any resident care, "he is strictly housekeeping." An interview was conducted with the family member for resident #2 on 11-11 at 10:30 AM. She stated she did not feel there were enough staff in the building to provide her mother all the care she required. She stated, "I know the staff are so busy. They are very short staffed at night." She revealed an incident occurred Monday in which her mother had to have a bowel movement. She called for staff assistance and the staff told her mother to "just go in your brief." She stated her mother had a difficult time having a bowel movement but had to wait "a long time" for staff to return to help clean her. In the mean time, her mother had to retrieve a Kleenex to remove her bowel movement from her brief and place it in a bedside trash can. She stated staff did not even remove the trash nor clean up her mother after the incident. An interview was conducted with resident #2 on 11-11 at 10:45 AM. She stated, "I don't think they have enough help. When I need to go use the toilet, they tell me to go in my diaper. That is not okay with me." Resident #2 was unable to state the specific amount of time it takes for staff to respond after requesting assistance. She stated, "It varies depending upon who the staff is." An interview was conducted with staff A, an aide, on 11-11 at 1 PM. She confirmed she worked mostly 11 PM to 7 AM shift and that she did occasionally worked in the facility alone with the housekeeper. She stated, "He is not trained to do resident care. He cannot touch them." When asked if there were any care she could not complete, she replied, "It is hard to get everything done when you are by yourself. I am not able to get all the showers that are scheduled on my shift done when it is only me. I notify the next shift when I am not able to get something done." When asked what her duties were at night, she stated she does the gathers, washes, and folds the resident laundry; check resident's for incontinence every 4 to 6 hours as needed; sweep and vacuum common areas; light housekeeping in resident room, and setting up the dining room for breakfast.		

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An interview was conducted with a family member who wished to remain anonymous on She requested her name, her mother's name, and the time of the interview not to be shared with the facility. She stated, "I feel like something is very wrong here. They just aren't doing everything mom needs them to. On Wednesday I had to come in and give her a shower. They are supposed to be doing it twice a week but aren't. I left the towels a certain way in the when I came back on Saturday, they were still the same way. She had not had a bath and she never refuses care from me." She revealed her mother wears briefs but she do not remind her to use though she is capable. She stated, "She has accidents frequently as a result. They don't make sure she is clean." Further, she stated when she came in on Wednesday her mother's toothbrush was missing. "I just bought a new one and brought it to her today. No one has even brushed her since Wednesday." An interview was conducted with staff B at 5:20 AM. She stated she regularly works alone or with the housekeeper only. She stated, "Residents are left wet and soiled all the time when I come in at night. I have found one resident (#9) on the floor and when asked how long they have been on the floor, they state hours. One day I walked into client #9's I found her on the floor in the in feces. Her fingernails are always dirty because the aides do not clean them." She stated staff on 3 PM-11 PM don't always change residents regularly. She revealed resident #10 had a personal aide working in the resident's 5 PM. She stated she has regularly found the resident to be soiled with both and saturated with upon the beginning of her shift at 11 PM. She stated, "There is definitely not enough people on my shift to get everything done. We have to do the laundry, sometimes up to 16 loads, we clean up the dining set it up for breakfast, empty trash throughout the facility and resident and provide all resident care needed." She confirmed many times showers and care were not able to be performed. She stated she tells the oncoming shift of the care not completed, but the care does not get done on their shift either because they are just as busy. She stated if a shower could not get done on her shift and she reports it to the next one, when she comes back the next night, the shower will still have not been done. An interview was conducted with staff D, the housekeeper, on at 5:41 AM. He confirmed he did not perform any resident care. Further, he revealed he had been working night shift for approximately 5 weeks. He stated he was to deep clean the resident weekly but had not been able to complete any deep cleans to resident in at least one month. Class III 0083 - Training - First Aid and - 58A-5.0191(4) FAC		

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Based on interview and record review, the facility failed to ensure a staff member working the 11 PM to 7 AM shift had a current _____ () card, for 4 of 4 staff, (A, B, C, and D). The findings included: The facility's schedule from _____, 11 to _____, 2018 was provided by the Executive Director _____. Staff A, B, and C were resident aides, while staff D was a housekeeper. Upon review, only one aide was noted to be scheduled to work _____, 3/1, 3/6, _____, and _____. Staff A, B, and C were on the schedule to working separately on those dates. An interview was conducted with the Executive Director (ED) on _____ at 9:39 AM. She stated there were 2 aides scheduled on all 3 shifts with a nurse scheduled on 7AM to 11 PM daily. She stated she does have a housekeeper working on the 11PM to 7AM shift but he was unable to perform any resident care, "he is strictly housekeeping." An interview was conducted with staff A, an aide, on _____ at 1 PM. She confirmed she worked mostly 11PM to 7AM shift and that she did occasionally work in the facility alone with the housekeeper. She stated, "He is not trained to do resident care. He cannot touch them." When asked what she would do in the event of an emergency, she stated, "I am a CNA (certified nurse aide) and I am certified in _____ but it is not up to date, it has expired." A record review was conducted for all 11PM to 7AM staff. Each staff's employee file (A-D) was reviewed and none revealed a current _____ card. An interview was conducted with the ED on _____ at 3:32 PM. She stated, "We have had some turnover and a lot of people don't have _____ certification." She confirmed the facility paid for certification of its staff. She stated _____ certification was required of all staff in the building. "We should be tracking who has it in our Human Resources system. We are supposed to get an email about a month before staff certification expires." She reviewed the electronic training record for staff and confirmed no 11PM to 7AM staff had a current _____ certification. An interview was conducted with staff B, an aide, on _____ at 5:30 AM. She confirmed she had worked in the facility for several months, but never had taken a _____ class nor been certified in _____. An interview was conducted with staff D, the housekeeper, on _____ at 5:45 AM. He also confirmed he was not trained nor certified to perform _____. No staff working the 11PM to 7AM shift from _____ through _____ had a valid _____ certification.		

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Class II		