

STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: AL11968826	(X3) DATE SURVEY COMPLETED 03/19/2018
NAME OF PROVIDER OR SUPPLIER ANGELS SENIOR LIVING IN NEW PORT RICHEY	STREET ADDRESS, CITY, STATE, ZIP CODE 6716 CONGRESS ST NEW PORT RICHEY, FL 34653	

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

0000 - Initial Comments

ASSISTED LIVING FACILITY

A Complaint Investigation (#2018001456) was conducted on 03/19/2018 at Angels Senior Living in New Port Richey (License 12688) in conjunction with Extended Congregate Care Survey.

Deficiencies were identified related to the complaint at the time of the visit.

D167 - Resident Contracts - 58A-5.025 FAC

Based on interview and resident contract review the facility failed to update three (#1, #2, #3) out of three contracts to reflect an increase in the amount of the monthly rate charged to the residents.

Findings included:

On 03/19/2018 at 9:48 AM, an interview was conducted with Residents #2 and #3. Resident #2 stated that his rent had recently increased by 3% of the contract amount. He said that the change had taken his personal needs spending money amount down to \$25.00 a month. Resident #3 said that her rent had also increased and that now she had only about \$16.00 or \$13.00 a month spending money. Resident records were reviewed for three sampled residents, Resident #1, Resident #2, and Resident #3. The residents signed all the Residency and Financial Agreements. Resident #1 signed the Residency and Financial Agreement on 03/19/2018. Resident #2 signed the Residency and Financial Agreement on 03/19/2018. Resident #3 signed the Residency and Financial Agreement on 03/19/2018.

At 11:44 AM, an interview was conducted with the Community Director. She stated that they had a rate increase of 3% effective 03/19/2018. She said that all residents were notified verbally by herself, and a letter was sent out. She stated that they did not do new resident contracts with the rate increase in 2018. She stated that #2 of the agreement (contract) spoke of the increase. (Residency and Financial Agreement: Additional Financial, Refund, and Bed Hold Policies: #2. Rate Adjustments: To maintain service standards and provide employee salary adjustments, rates are reviewed and adjusted periodically. At least 5% annual increases in rates should be planned. We will give you at least 30 days advance written notice of an increase to rates, except for bed-bound hospice or the onset of resident incontinence, in which case 30 days advance notice is waived and the increase may be made with seven days notice.)

**AGENCY FOR HEALTH CARE
ADMINISTRATION**

PRINTED: 04/11/2018
FORM APPROVED

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At 11:49 AM, the Administrator joined the interview. He said that there was a section in the contract that stated there might be rate increases. The Company's Corporate office then sent out letters to the residents or their responsible parties. Both the Administrator and the Community Director stated they also did not do an addendum to the original contract related to the rate increase. The contracts provided in the medical records were the most current contracts. As the Administrator stated, they did not update the contracts when there was an increase in rent on ... , 2018. The Administrator proved a letter of rate change that he said was sent out 30 days in advance of the rate increase. The letter included: ... , 2017 To the Residents and Families of Angels Senior Living Communities, It has been our pleasure to serve you in 2017. As an organization, we strive to provide the best care to facilitate improved quality of life for our residents. There will be a 3% increase on the base rent due to cost of living increase and our interest in always putting care first. This will go into effect ... , 2018. We look forward to 2018 with you as a member of the Angels Senior Living Family. Sincerely, (Manager's Name) Corporate Operations Manager An interview was conducted with the Administrator at 1:02 PM. He said that they have generic letters that were sent out to the residents. At 1:37 PM during an interview with the Administrator and the Community Director, the Administrator stated, that outside of the generic letter there was not a letter specific to each resident. There was no new contract and there were no addendums to the contract specifying the new rate amount. Class III		